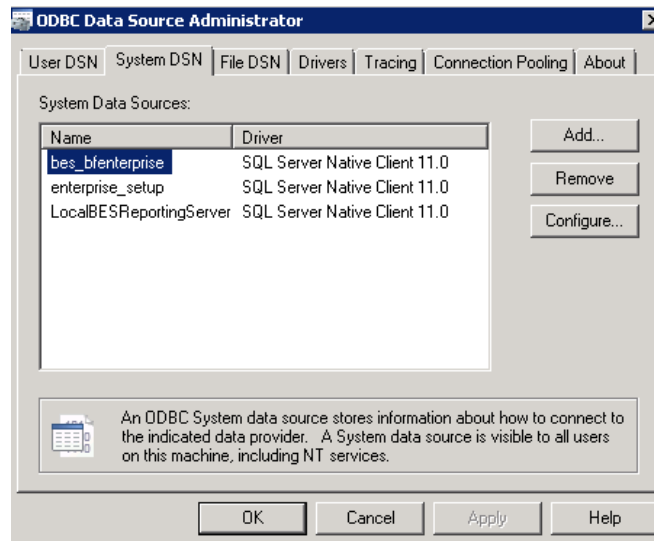


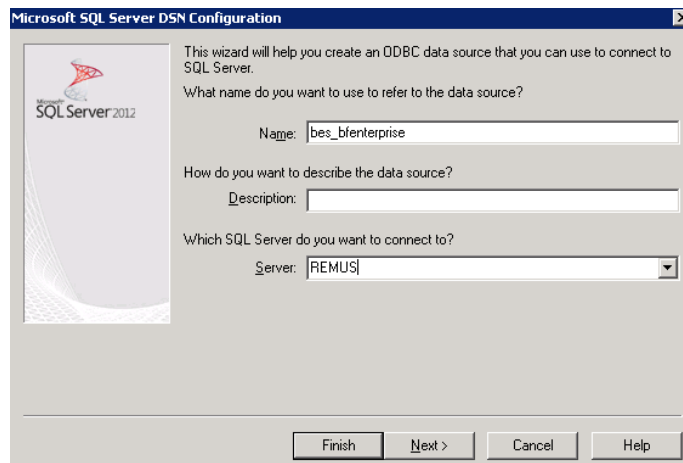
Visual Step By Step Instructions for Upgrading a single instance BigFix Windows Server

This example shows upgrade steps from BigFix 9.2.5.130 to 9.5.0.311. These steps also apply for any other older version to newer version upgrade (with minor visual differences).

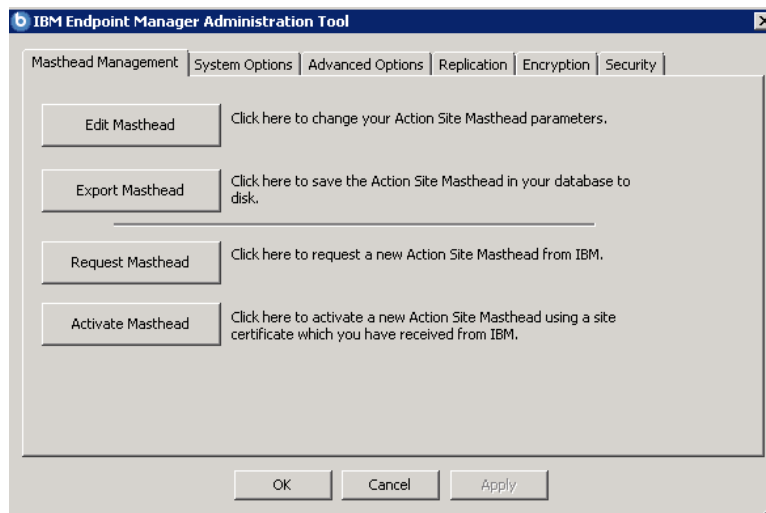
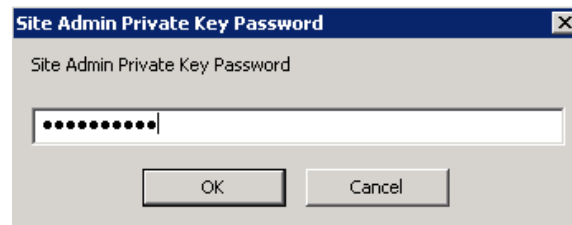
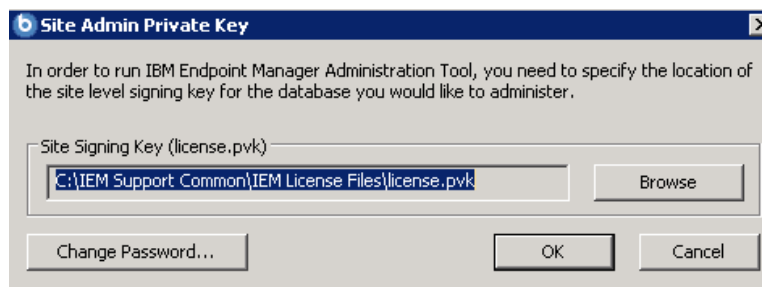
- Ensure you have a local master console operator account to which you can login to the console with.
- Ensure you can login to the BigFix server machine with an admin account that has both local and domain admin rights. The user should also have DBO rights in accessing the database.
- Ensure databases are backed up. The BigFix platform uses two databases: bfterprise and BESReporting. If the database is on a remote machine and you are having trouble determining which database machine the BigFix application server is connecting to you can open the ODBC application at: C:\Windows\SysWOW64\odbcad32.exe



On the System DSN tab click Configure the bes_bfterprise DSN and the name of the server will be in the Server field:

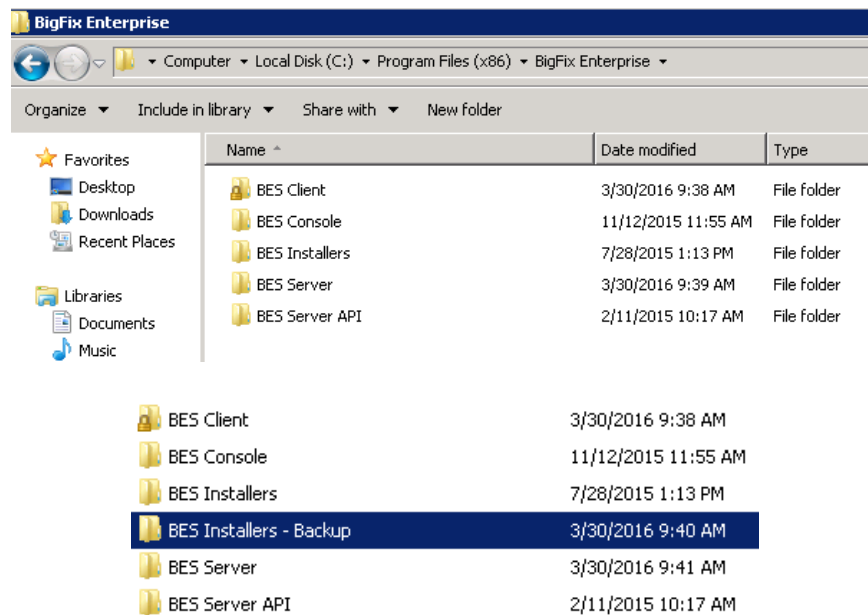


- If the database is on a remote machine, most likely the user that the BES services which require database access (BES Root Server, BES FillDB, BES GatherDB, BES Server Plugin Service, and BES Web Reports Server) are logging in as should be the user you should login to the server as to perform the upgrade (the user should have local and domain admin rights as well as DBO rights in the database. Otherwise if the database is local on the BigFix server machine the services would login as the Local SYSTEM user.
- Ensure your license.crt and license.pvk are backed up.
- Ensure you know the password on the license.pvk file. You can verify you know the password on it by logging into the BESAdmin tool on the BigFix server, pointing to the license.pvk file, and entering your password against it. If the password is correct, the BESAdmin interface will open.

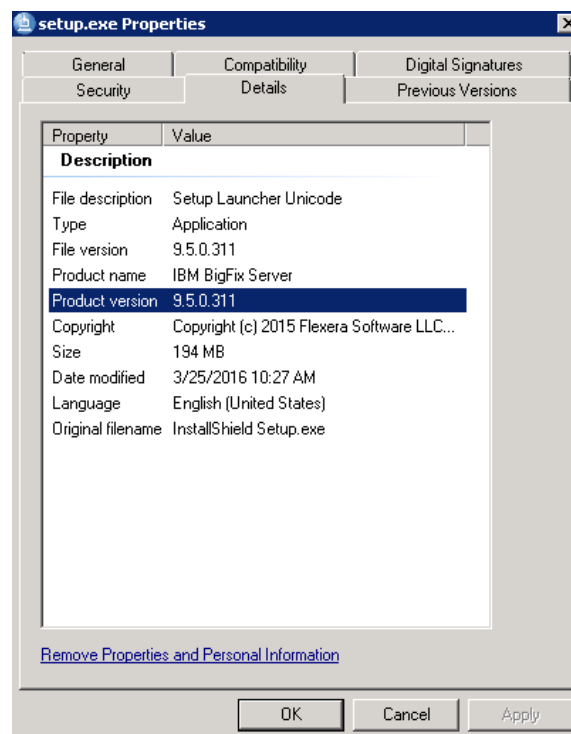


- Ensure your current deployment is generally functional. A quick test by taking a deployment wide blank actionsite action via a master console operator should confirm basic functionality (<http://www-01.ibm.com/support/docview.wss?uid=swg21506100>)

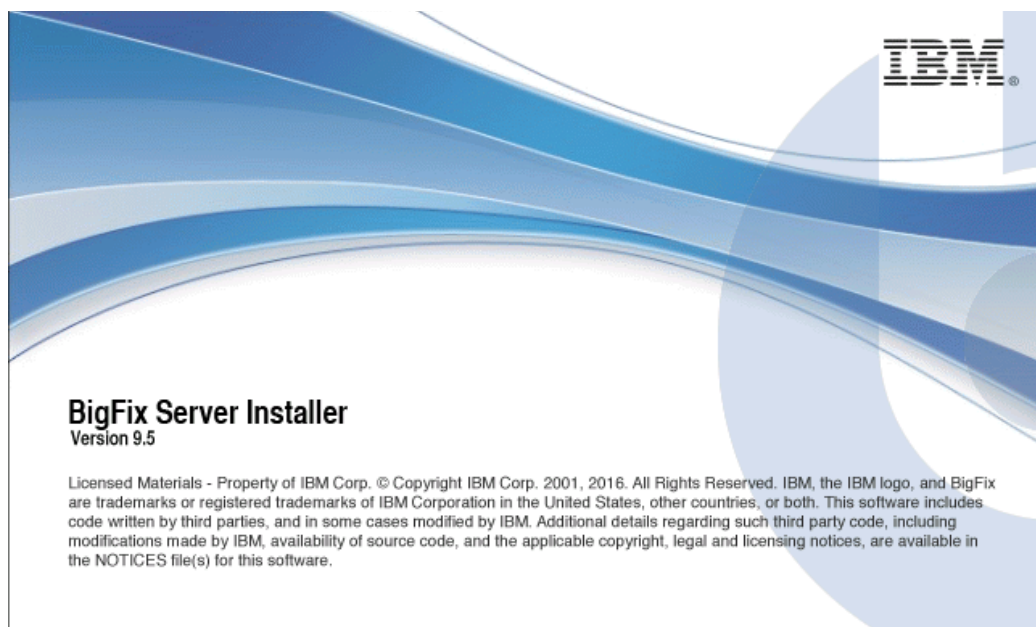
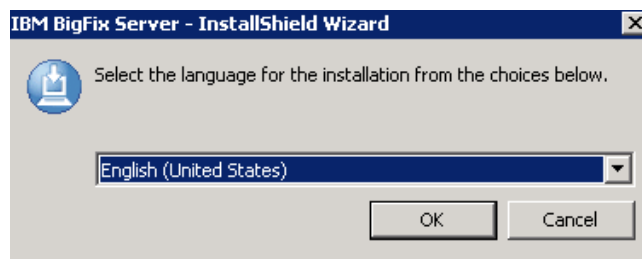
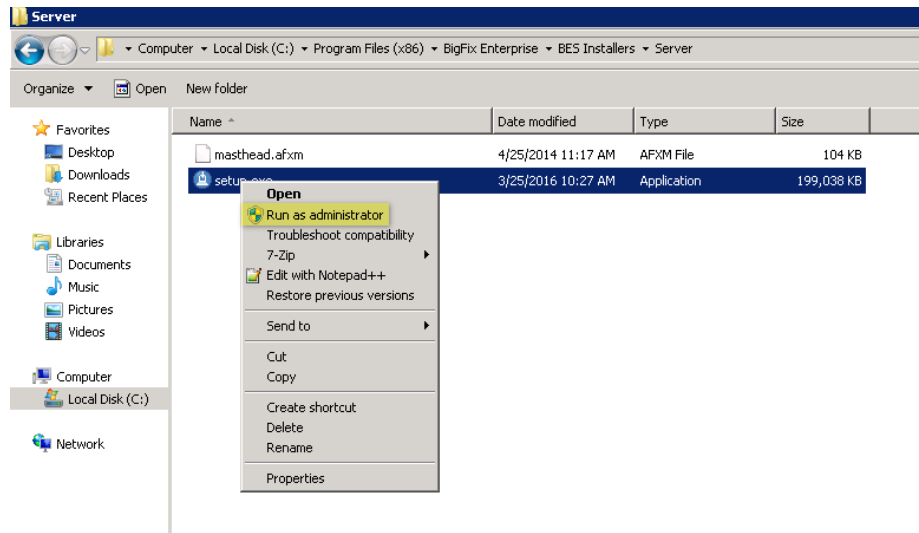
- Backup you BES Installers folder at \Program Files (x86)\BigFix Enterprise\

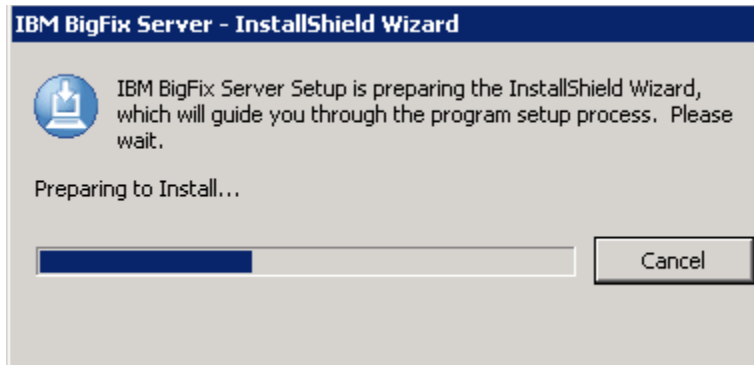


- Take action on Task # 2412 - “Updated Windows Installation Folders - IBM BigFix version 9.5.0 Now Available!” and target the main BigFix server machine. This will update the BES Installers folders on the server with the current version of the installation binaries.
- If for some reason you cannot update the BES Installers folder, you can download the installation binaries from this site: <http://support.bigfix.com/bes/release/>
- You can verify the installers have been updated by checking the binary's version:

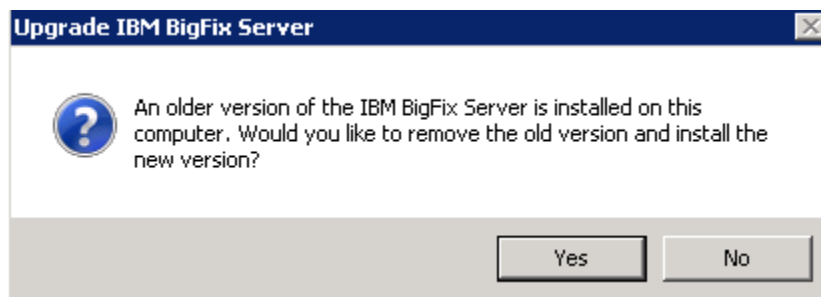
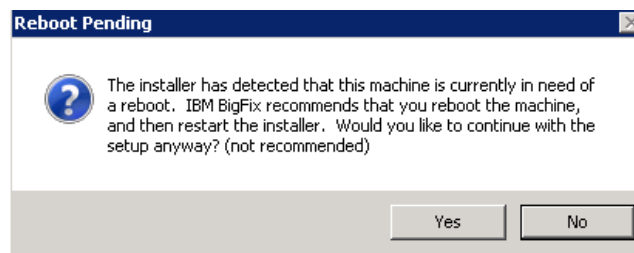


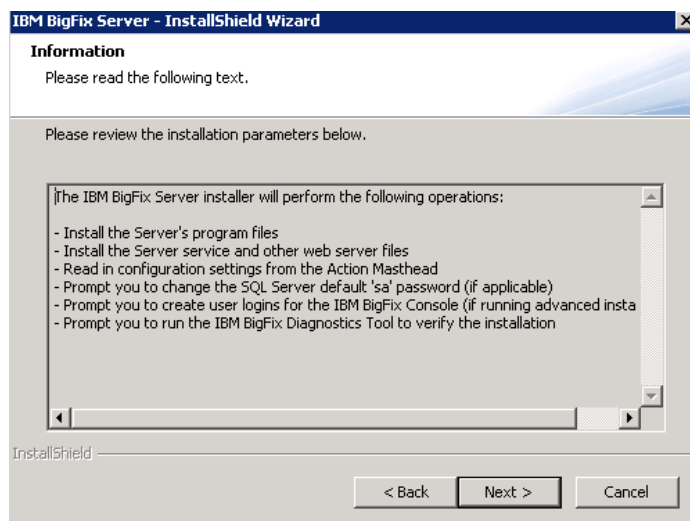
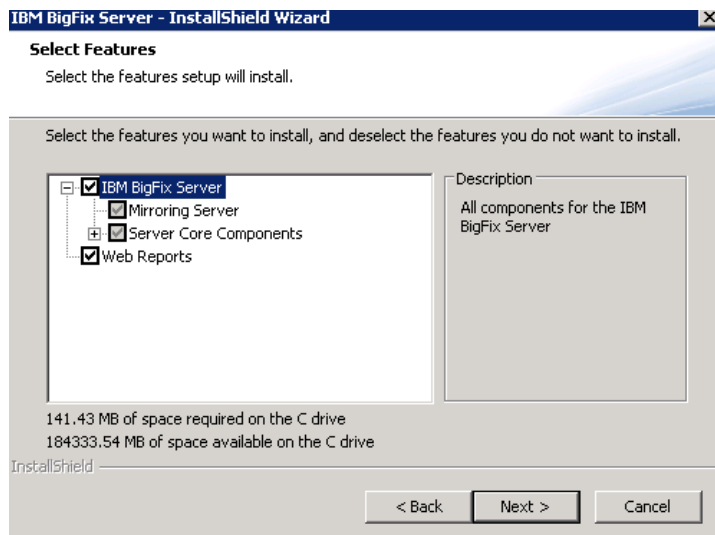
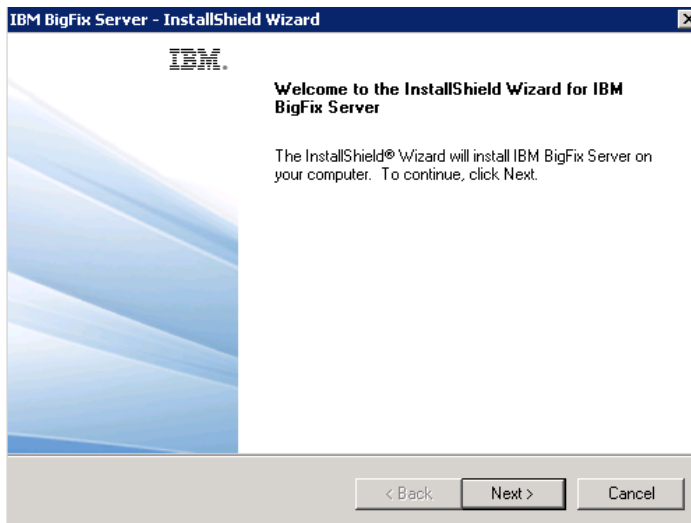
- Right click on the Server's setup.exe and select Run as administrator

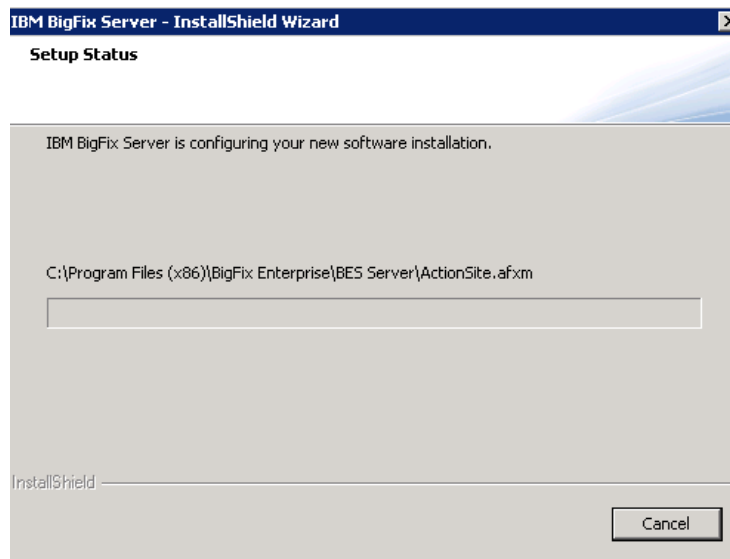




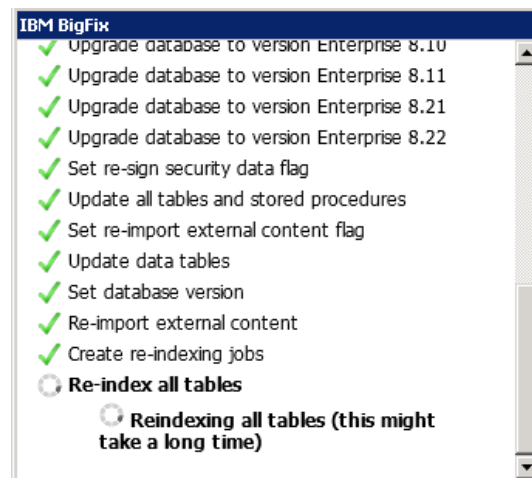
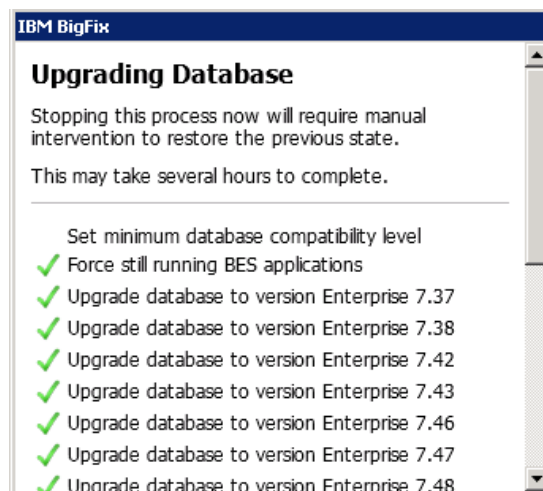
If the installer detects that a reboot is needed, it is advisable that you click “No” to exit the installer and then restart the server machine.







Next, the database is upgraded. This could take quite a while depending on the size and the amount of data in the database.



Be patient! As long as the BESAdmin.exe process is still running on the BigFix server, the upgrade is still in progress. (This could potentially take a very long time to finish):

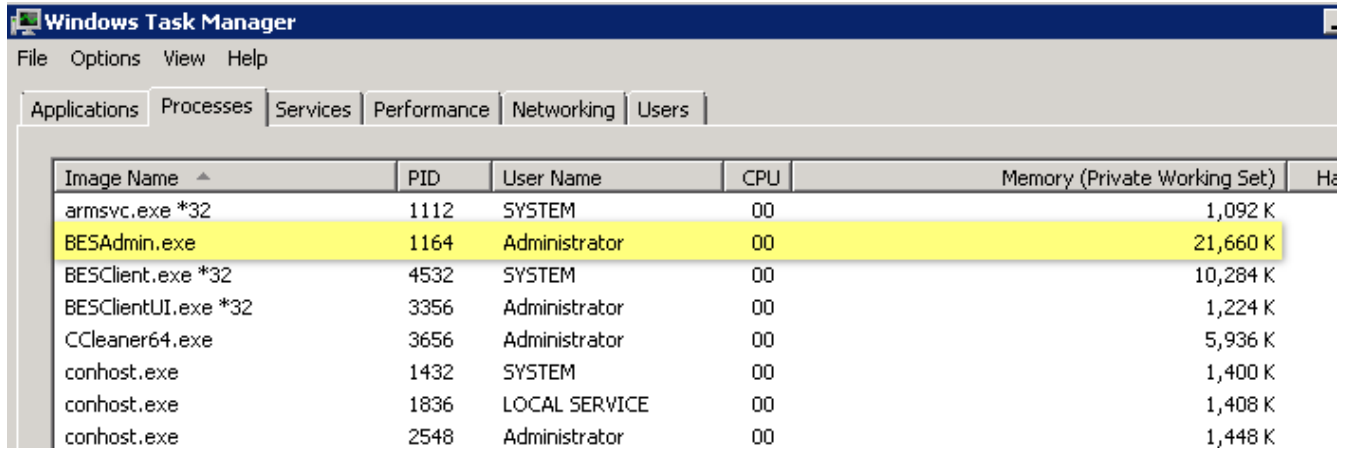
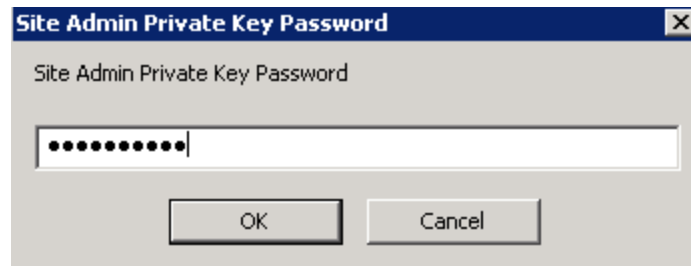
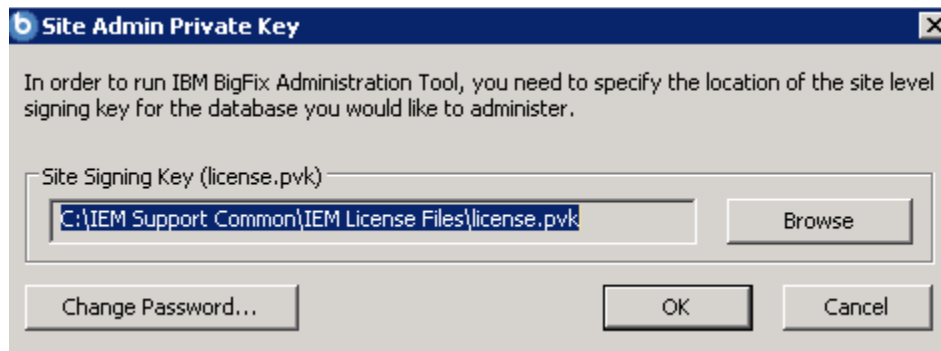
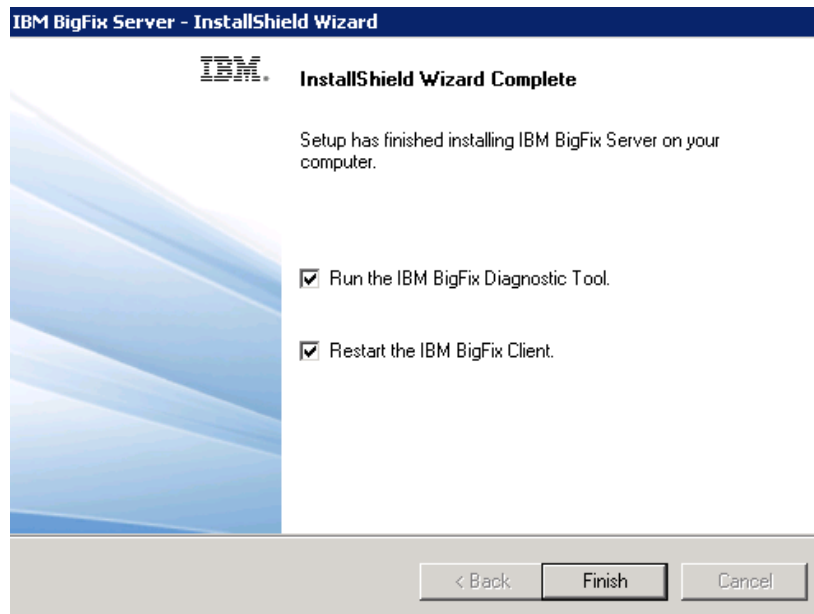


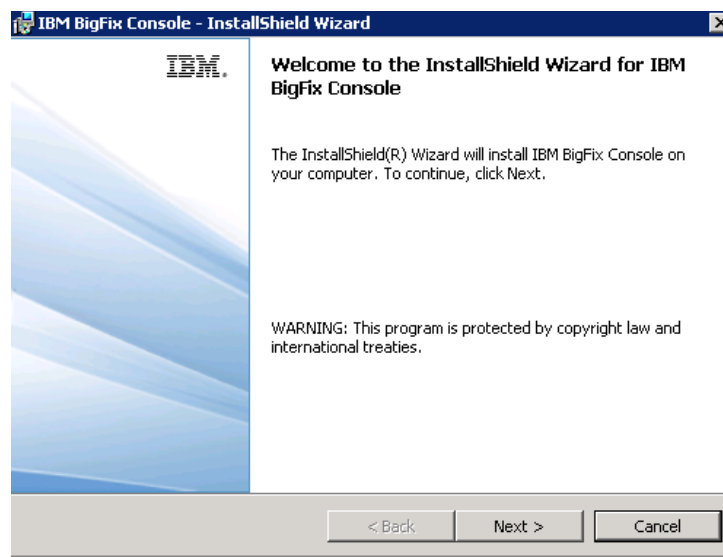
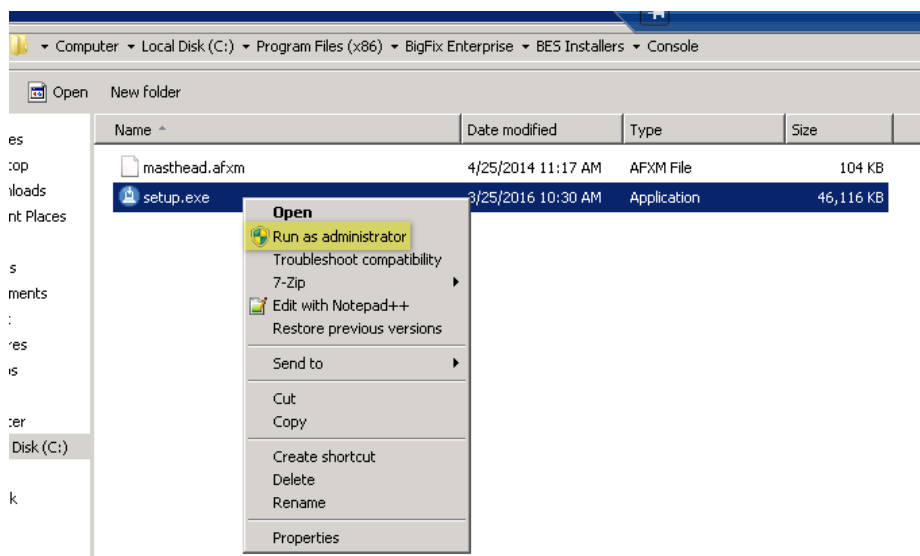
Image Name	PID	User Name	CPU	Memory (Private Working Set)	Ha
armsvc.exe *32	1112	SYSTEM	00	1,092 K	
BESAdmin.exe	1164	Administrator	00	21,660 K	
BESClient.exe *32	4532	SYSTEM	00	10,284 K	
BESClientUI.exe *32	3356	Administrator	00	1,224 K	
CCleaner64.exe	3656	Administrator	00	5,936 K	
conhost.exe	1432	SYSTEM	00	1,400 K	
conhost.exe	1836	LOCAL SERVICE	00	1,408 K	
conhost.exe	2548	Administrator	00	1,448 K	

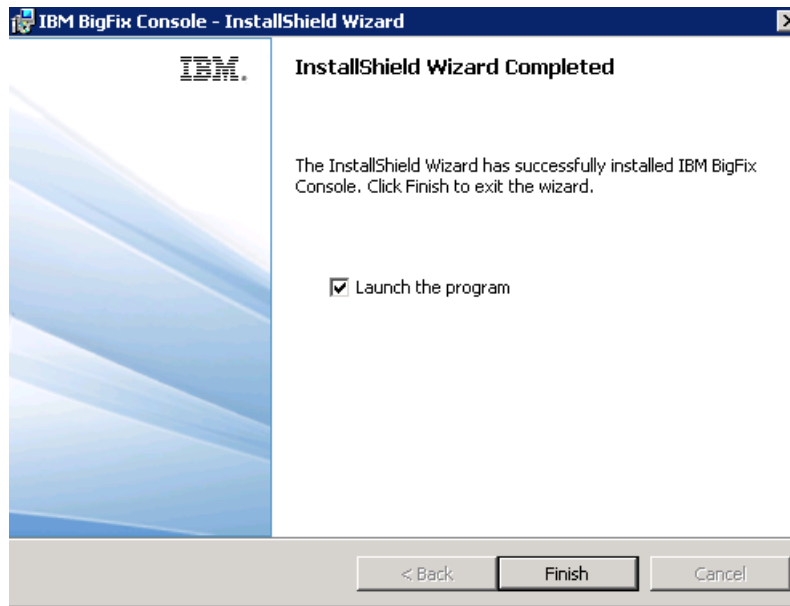


Be patient!....

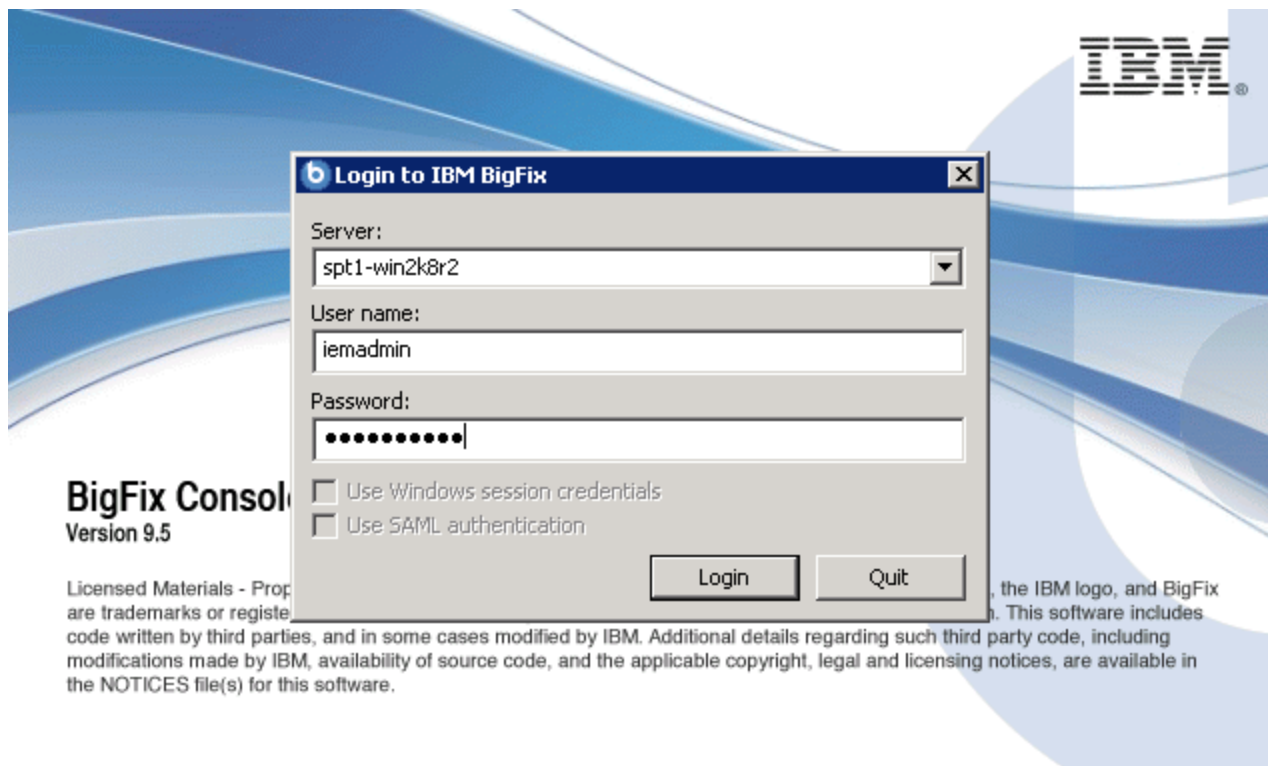


Next, **upgrade the Console in the BigFix Server machine** by running the console's setup.exe:

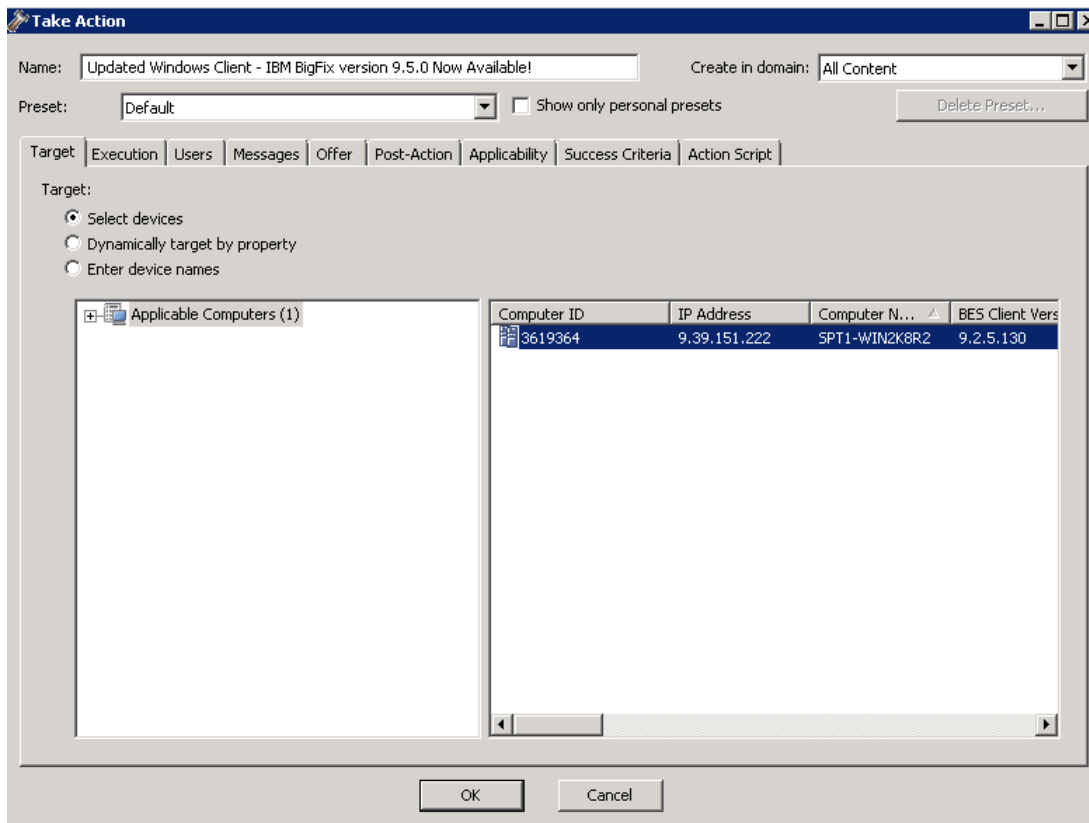




Login to the console:



Next, **upgrade the client on the BigFix Server machine** by taking action on Task # 2411 - “Updated Windows Client - IBM BigFix version 9.5.0 Now Available!” in the BES Support site and target the BigFix Server machine:



Next, **upgrade the rest of the consoles** in the deployment by taking action on Task # 2391 - “IBM BigFix - Updated Platform Server Components version 9.5.0 Now Available!” in the BES Support site and target the machines that have consoles installed on them.

Next, **upgrade the relays** in the deployment by taking action Task # 2415 - “Updated Windows Relay - IBM BigFix version 9.5.0 Now Available!” for Windows relays and Task's 2394, 2396, 2401, 2404, and 2406 if you are updating relay's on AIX, CentOS, Red Hat, Solaris, and SuSE respectively in the BES Support site.

Lastly, **upgrade the clients** in your deployment by take action on Task # 2411 - “Updated Windows Client - IBM BigFix version 9.5.0 Now Available!” for Windows clients and Task's 2393, 2395, 2397, 2400, 2403, 2405, 2407, and 2420 for AIX, CentOS, Debian, Red Hat Solaris, SuSE, Ubuntu, and Mac OS X clients respectively.