



# Ready, Set, Upgrade to K2



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# Overview

- Documentation links
- General Upgrade Planning
- Upgrade Paths
- Hardware and Software Requirements
- The Installation Process
- Support

# Documentation & Support Links

- Install and Upgrade Guide
  - <http://help.kaseya.com/WebHelp/en/VSA/6000000/KServerInstall60.pdf>
- Platform Configuration
  - <http://help.kaseya.com/WebHelp/en/VSA/6000000/PlatformConfiguration.pdf>
- System Requirements
  - <http://help.kaseya.com/WebHelp/EN/VSA/6000000/K2-System-Requirements.htm>
- What's New in K2:
  - <http://files.kaseya.com/sftp/k2/k2overviewwebinar.html>
- Support Portal
  - <http://portal.kaseya.net>
- Download links:
  - <http://download.kaseya.com/download/product/v6000/KaseyaVSA.exe>
  - <http://download.kaseya.com/download/product/v6000/KaWebUpdate.exe>

# General Upgrade Planning

- Before upgrading, **BACKUP!**
- Kaseya, like any other software that has a major impact on your business, should be backed up regularly
- Ensure recent backup before upgrading
  - At least **Kaseya folder** and **Database**
  - Database backup initiated manually via Configure → Backup Now.
  - <Kaseya Install Folder>\UserProfiles\@Dbbackup  
\ksubscribers\_db\_yyyymmddhhss.bak

# General Upgrade Planning

- Backup may be required for certain upgrade paths (discussed later)
- 3<sup>rd</sup> Party software integration
  - **Connectwise, Autotask, Tigerpaw**
  - Ensure 3<sup>rd</sup> Party Supports Kaseya 2
- Kaseya 2 Changes
  - Familiarize yourself with changes and enhancements in K2 “What’s New” video
  - <http://files.kaseya.com/sftp/k2/k2overviewwebinar.html>

# General Upgrade Planning

- Before upgrading, **turn OFF Agent Check in port at Firewall level until your Kaseya 2 server is fully operational with your old Kaseya v5.1 database upgraded and working**
- Once you have verified this, only then allow your agents to check back in
- Plan for possibly **SEVERAL HOURS** of very slow activity and possible page timeouts! The database is still going through significant updates.
- Turn OFF Active Directory V5 Agent Deploy

## Upgrade Paths

- If your upgrade path includes a new OS or new SQL installation, we highly recommend **Windows Server 2008** and **SQL 2008**, both 64-bit.
  - Plans to leverage new reporting capability of SQL 2008
- Review Pre-install checklist on **Page 4** of Install Guide
- Review Pre-Update Checklist on **Page 23** of Install Guide

## Upgrade Paths

- **Scenario 1: Kaseya 2 update on the same hardware / software**
  - Simply follow update checklist and prerequisites
  - Ensure SA password is not blank
- **Scenario 2: New OS for VSA / Front-End with existing, separated SQL**
  - Copy Backup of Kaseya folder to new Install
  - See Page **25** of Install Guide

# Upgrade Paths

- **Scenario 3: Same OS for VSA / Front-End with upgrade of SQL Server**
  - Ensure Collation Matches old Database for new SQL install
  - When installing SQL Server, make sure you choose the same collation name as your current database.
    - Open SQL Server Management Studio.
    - Connect to the instance
    - Right click on the SQL Server name/instance name. You will see a value for the Collation
  - Keep note of this collation name and choose the same one when installing your new version of SQL Server.
  - Ensure Mixed Mode and no Blank SA password
  - See Pages **25-26** of Install Guide

# Upgrade Paths

- **Scenario 4: New OS, New SQL**
  - Fresh installs, no upgrades!
  - When installing SQL Server, make sure you choose the same collation name as your current database.
    - Open SQL Server Management Studio.
    - Connect to the instance
    - Right click on the SQL Server name/instance name. You will see a value for the Collation
  - Keep note of this collation name and choose the same one when installing your new version of SQL Server.
  - Ensure Mixed Mode, no blank SA password
  - See Pages **26** of Install Guide

# Upgrade Paths

- **Scenario 5: Move SQL to New Server**
  - When installing SQL Server, make sure you choose the same collation name as your current database.
    - Open SQL Server Management Studio.
    - Connect to the instance
    - Right click on the SQL Server name/instance name. You will see a value for the Collation
  - Keep note of this collation name and choose the same one when installing your new version of SQL Server.
  - Ensure Mixed Mode Authentication and no blank SA password
  - See Pages **27** of Install Guide

# Requirements

- Kaseya 2 – More functionality and Scalability, More Resource Usage, More OS Level needs
- Review **Requirements Document**
  - <http://help.kaseya.com/WebHelp/EN/VSA/6000000/K2-System-Requirements.htm>
- Hardware considerations
  - RAM/Disk
- Software considerations
  - Decide Upgrade path, review needs
  - 32 / 64-bit, Reporting Services

# Software Requirements

- SQL 2000 no longer supported
- Do NOT install alongside Exchange/SBS
- Server 2003 & 2008, SQL 2005 & 2008
  - 32 or 64-bit
  - IIS necessary
  - Installer will detect components, warn when not present
- .NET 2.0, .NET 3.5 SP1
  - <http://update.microsoft.com>
- SQL Reporting Services required
- Microsoft Message Queuing
- Verify latest Service Packs, Microsoft Patches especially related to IIS

# Message Queuing (Kaseya Server)

- **Server 2003**
  - Add/Remove Programs → Add/Remove Windows Components
  - Applications → Details
  - Message Queuing → Details
  - Uncheck all but COMMON
- **Server 2008**
  - Administration Tools → Server Manager
  - Features → Add Features
  - Message Queuing → Message Queuing Service
  - Check Microsoft Message Queuing Service / MSQMQ, uncheck all else
- Do **not** install Microsoft Active Directory Integration

# SQL Server

- Ensure SQL has latest service pack
  - SQL 2005 – SP3
  - SQL 2008 – SP1
- Mixed Mode Authentication
- If using SQL 2005, ensure Compatibility Mode 90 (SQL 2005)
  - `sp_dbcmtlevel 'ksubscribers'` – Execute in Query Editor to display current level
  - `sp_dbcmtlevel 'ksubscribers', 90` – Sets compatibility, only for SQL 2005
- Verify Collation
  - Check Collation on old database

# Reporting Services

- If SQL Express, use SQL with Advanced Services
- Kaseya support KB with instructions for Reporting Services Configuration for SQL 2005 and SQL 2008
  - <http://portalgc.knowledgebase.net/article.aspx?article=312648&p=11855>
- Remote SQL Reporting Services Configuration
  - <http://portal.knowledgebase.net/article.asp?article=310686&p=11855>
- If using any Windows 64-bit OS with Kaseya 2 and SQL 2005 64-bit on the same system, Reporting Services must be set to 32-bit mode because of Microsoft problems
  - <http://portal.knowledgebase.net/article.asp?article=310686&p=11855>

## Reporting Services - Verify

- Verify Reporting Services installation
  - <http://localhost/ReportServer>
  - If SQL is on a separate server, this page needs to be accessible from the VSA server
  - [http://<sql-server- addr>/ReportServer](http://<sql-server-addr>/ReportServer)
  - If you are not using the default instance, the URL will become [http://localhost/<ReportServer \\$InstanceName>](http://localhost/<ReportServer $InstanceName>).

## SQL Server - Optimization

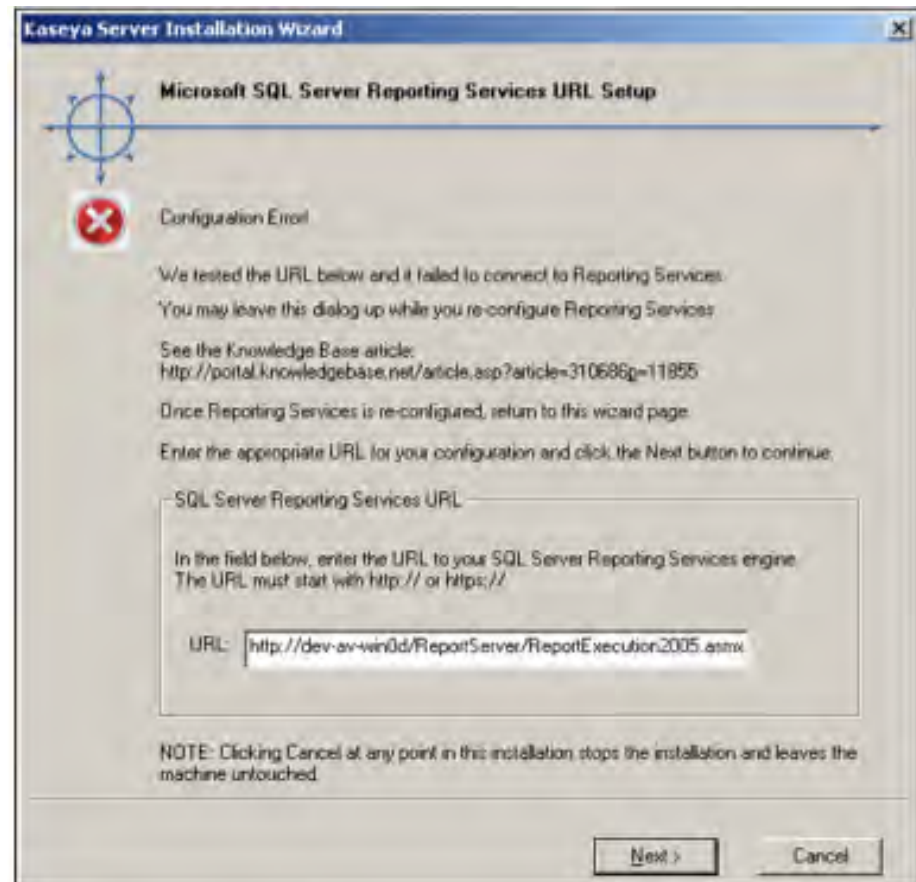
- Kaseya 2 uses new processes that need more RAM to run properly.
- Must not have “/3GB” switch in boot.ini to avoid excessive paging
- To allow SQL more than 4GB of memory, “/PAE” switch recommended
  - <http://support.microsoft.com/kb/283037>
- AWE feature recommended
  - <http://support.microsoft.com/kb/274750/en-us>
- SQL Server Min and Max Memory – allow at least 2GB FREE RAM for OS and Kaseya if installed on same system

## Installation

- Disable Antivirus during upgrade!
- Review Upgrade Checklist:
  - <http://help.kaseya.com/WebHelp/en/VSA/6000000/PlatformConfiguration.pdf>
- Turn Off Agent Check in at Firewall or Change Kaseya Server Check in Port
- If you get an error before “Reapply Schema” process, your Kaseya server should still be working fine.

# Installation – if Reporting Services check Fails

- If you get this error, attempt to put in the correct reporting services URL as previously described



## Installation - Reporting Services

- Verify Reporting Services is working before attempting upgrade or contacting support
- Kaseya support does not troubleshoot OS installation issues, nor will they troubleshoot OS component installation problems
- KB Articles / Documentation Provided to help you

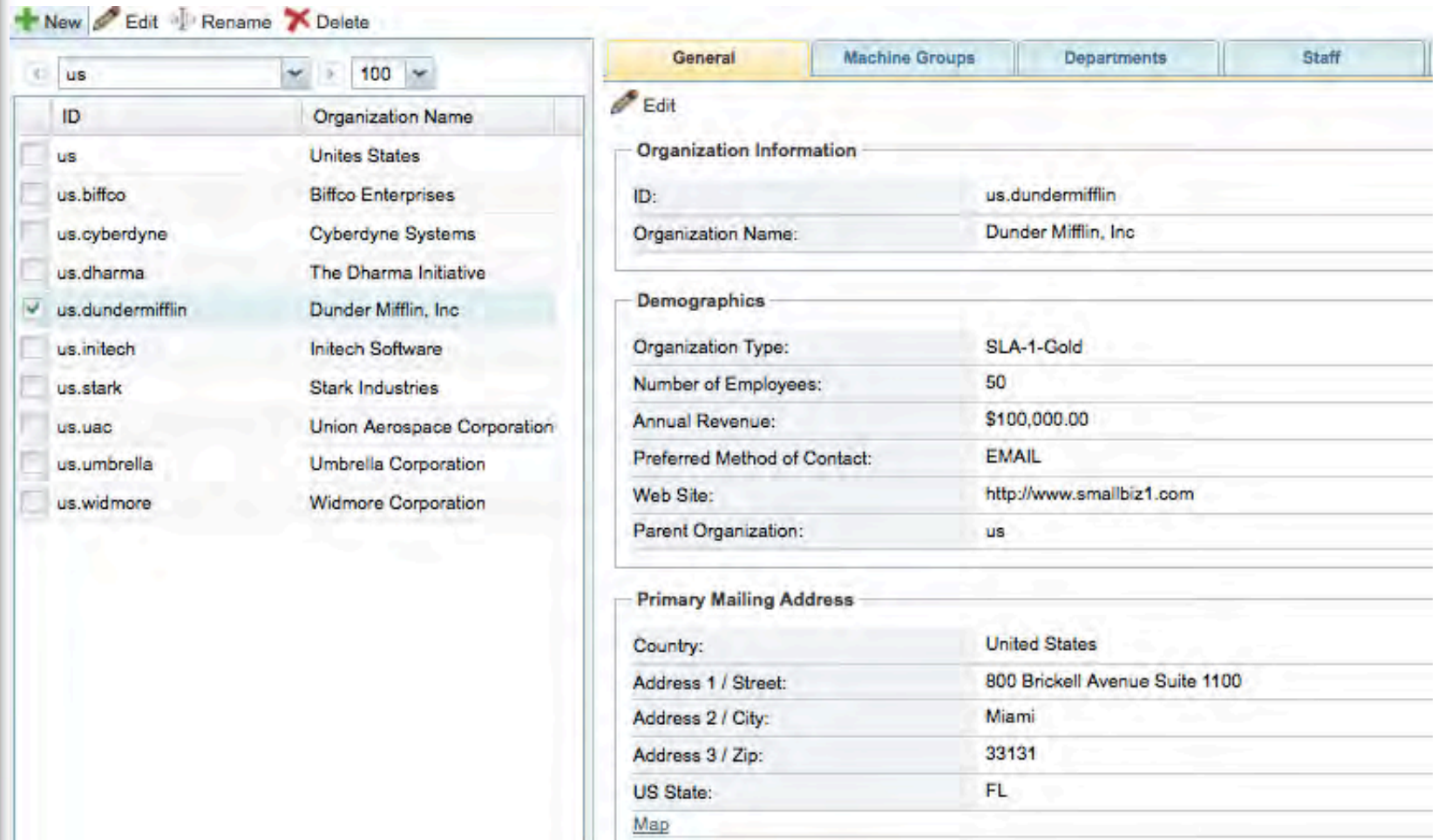
# Installation

- Select Single Org or Multi Org



## Install – What is an Organization?

- Organization has rich data – address, staff members, departments



The screenshot shows the Kaseya Connect interface. On the left is a list of organizations with columns for ID and Organization Name. The organization 'us.dundermifflin' is selected. On the right is a form for editing the organization details, with tabs for General, Machine Groups, Departments, and Staff. The General tab is active, showing fields for Organization Information, Demographics, and Primary Mailing Address.

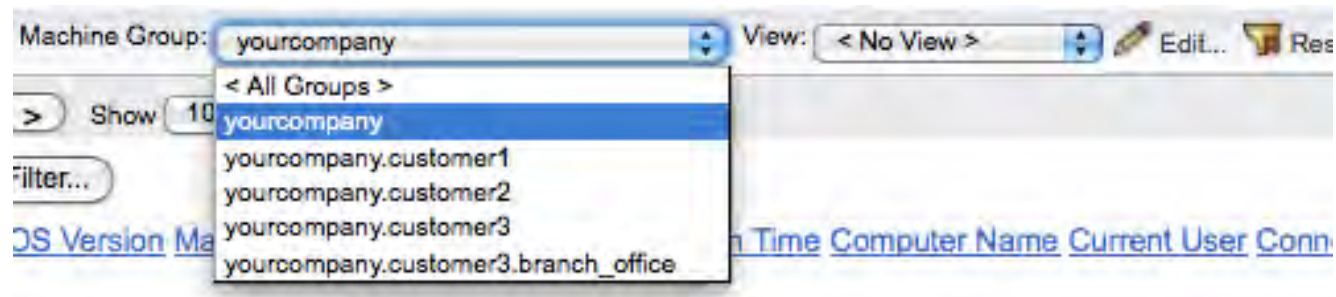
ID	Organization Name
<input type="checkbox"/> us	Unites States
<input type="checkbox"/> us.biffco	Biffco Enterprises
<input type="checkbox"/> us.cyberdyne	Cyberdyne Systems
<input type="checkbox"/> us.dharma	The Dharma Initiative
<input checked="" type="checkbox"/> us.dundermifflin	Dunder Mifflin, Inc
<input type="checkbox"/> us.initech	Initech Software
<input type="checkbox"/> us.stark	Stark Industries
<input type="checkbox"/> us.uac	Union Aerospace Corporation
<input type="checkbox"/> us.umbrella	Umbrella Corporation
<input type="checkbox"/> us.widmore	Widmore Corporation

General	
<b>Organization Information</b>	
ID:	us.dundermifflin
Organization Name:	Dunder Mifflin, Inc
<b>Demographics</b>	
Organization Type:	SLA-1-Gold
Number of Employees:	50
Annual Revenue:	\$100,000.00
Preferred Method of Contact:	EMAIL
Web Site:	http://www.smallbiz1.com
Parent Organization:	us
<b>Primary Mailing Address</b>	
Country:	United States
Address 1 / Street:	800 Brickell Avenue Suite 1100
Address 2 / City:	Miami
Address 3 / Zip:	33131
US State:	FL
<a href="#">Map</a>	

# Installation – Single Org or Multi Org

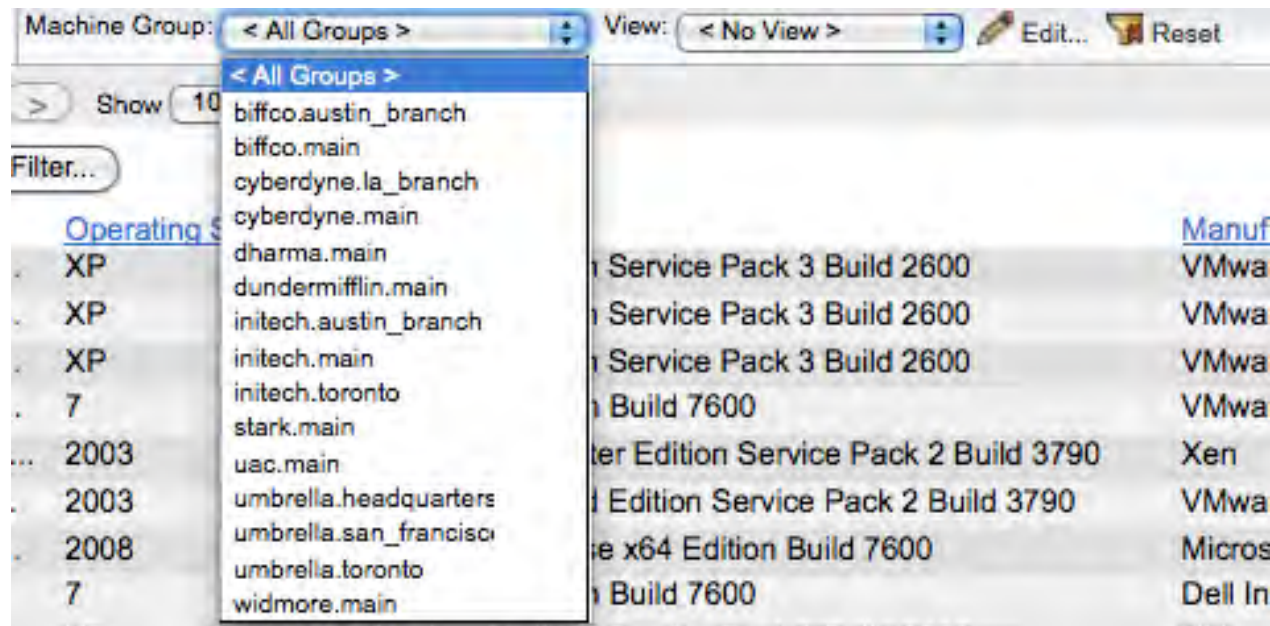
- Single Org:



- One main Organization, all existing 'root' machine groups moved under your organization
  - Machine Groups have no Organizational data
  - Most like v5.1 architecture

# Installation – Single Org or Multi Org

- Multi Org:



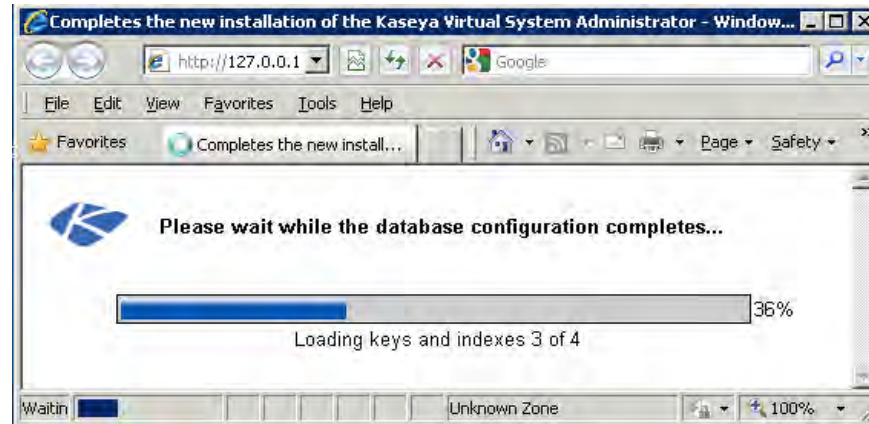
- Each 'root' machine group converted to Organization, each organization must have agents joined to machine group (default name is 'root')

## Post-Install

- Once you verify your old database upgraded properly, you can enable agent check in by either firewall update or setting the Kaseya server to the correct agent port
- Degraded performance for several hours while agents start to check in
- Kaseya 2 Installation process complete, but agents are not automatically updated to newer “6.0” agents
- Agents must be manually updated via Agent → Upgrade Agent
- Agent Upgrade is not critical for basic agent operation, mainly new Live Connect Remote Control

## Support – Before you contact us

- If you get an error during Reapply Schema:



- Attempt to run a KaWebUpdate.exe
  - <http://download.kaseya.com/download/product/v6000/KaWebUpdate.exe>
  - This will re-try the deployment of base Kaseya 2 files and most importantly attempt to configure the database again

## Support – If you still have an issue

- In general, submit as much detail as possible to support via the customer portal <http://portal.kaseya.net>:
  - Screenshots, detailed descriptions
  - The more detail you provide, the better we will be able to address your issue with the proper priority
- Server Down
  - Screenshots of error, RDP access, 24/7 Contact Information
  - We will escalate this with the highest priority and you will be contacted very soon
  - Avoid a downgrade attempt to v5.1 unless absolutely necessary



DOWNLOAD THIS DECK HERE:

<http://files.kaseya.com/sftp/k2upgrade.ppt>

<http://files.kaseya.com/sftp/k2upgrade.pdf>