Upgrading Farm Guide
COCKPIT 5.9.1

JETRO®
PLATFORMS
Team Company

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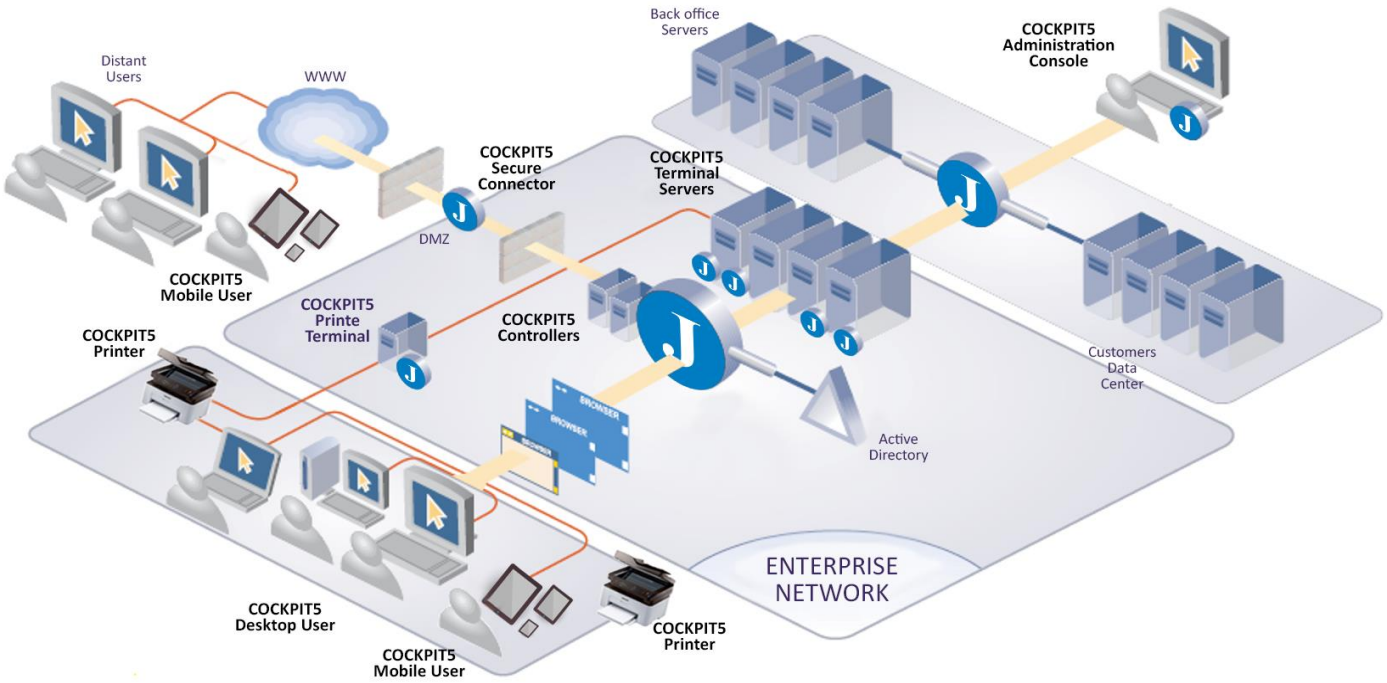

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Support and contact information

For information about Jetro Platforms and our products, visit our website at http://www.jetroplatforms.com
For further information please contact with us:

- Technical issues: support@srlproducts.freshdesk.com
- E-mail: jetrosale@team.co.il or
- Phone: +972-3-9267063

Prerequisites:

Please make sure you install the following components in the new controller, before continue with this guide:

1. SQL Server.
2. Data Store.
3. License server.
4. Server component.
5. Admin Console.

For more information about the components installation please read the **Application Delivery Administrator Guide** in the link below:
https://www.jpdownload.com/Support/COCKPIT%20Manual%20ADa.pdf

Upgrade Overview:

The upgrade process workflow is illustrated in the following diagram.

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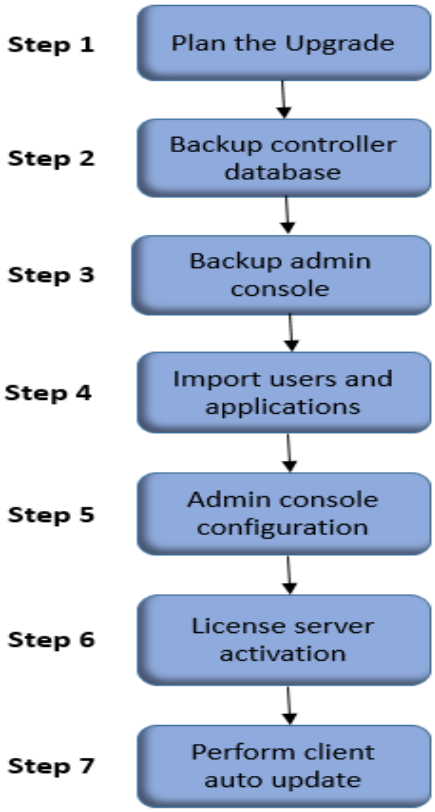

Step 1: Plan the Upgrade

It is important to carefully plan the timing and process of the upgrade, based on environmental considerations. For more details, refer to page 5.

Step 2: Backup controller database

Make sure your backup local DB (**JDsDataStorage**) in the primary controller using admin console. For more details, refer to page 5.

Step 3: Backup Admin Console

Performing an admin console backup of the exciting farm before upgrading the new farm. For more details, refer to page 7.

Step 4: Import users and applications

Before beginning, make sure you import specific users and applications to test the new farm. Once the farm is ready you can import all users and applications to the new farm.
For more details, refer to page 8.

Step 5: Admin console configuration

This step will guide you how to configure basic configurations in admin console (hosts, zone links and domain). For more details, refer to page 7.

Step 6: License server activation

This step will guide you how to backup and add license server in admin console. For more details, refer to page 13.

Step 7: Perform client auto update

Once the farm is ready, you can perform a client auto update for connecting to the new controller. For more details, refer to page 14.

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Planning an upgrade:

When planning an upgrade, it is important to consider the following:
1. **The Number of terminal servers in a farm:** This factor can be determined by the number of users in the organization.
2. **Farm downtime:** This helps determine when to upgrade the servers simultaneously or sequentially.
3. **Personnel availability:** COCKPIT installation and upgrades should deal with a highly skilled and experienced team only.
4. **Support availability:** We recommend you contact Team Software a few days before the upgrade planed.

Prerequisites for server upgrade:

1. The system can be installed on any machine that is suitable for Microsoft Windows Server 2008 R2, Windows Server 2012 (X64), Windows Server 2016 and Windows Server 2019.

2. MS.Net 3.5 and MS.Net 4 framework should be installed on all servers.

3. Install full windows update on all servers.

4. A one-way port connection between the Clients to the servers created. Its port number through the firewall must be 13000.

5. RDS services should be installed on all Terminal Servers.

6. The RDS CALs should be installed.

Requirement for 50 users:

System Component	CPU	RAM	Disk
Primary Controller + RDS Server	8 Cores	16 GB	150 GB fast storage (RAID 5 and above) Depends on the number of applications.
Secondary Controller + RDS Server	8 Cores	16 GB	150 GB fast storage (RAID 5 and above) Depends on the number of applications.

Upgrade process:

Backup local DB

Open admin console click on Reporting → History and select **Local DB (per month)** option. In **Backup folder** type the backup folder below (each month a new backup file will be created).

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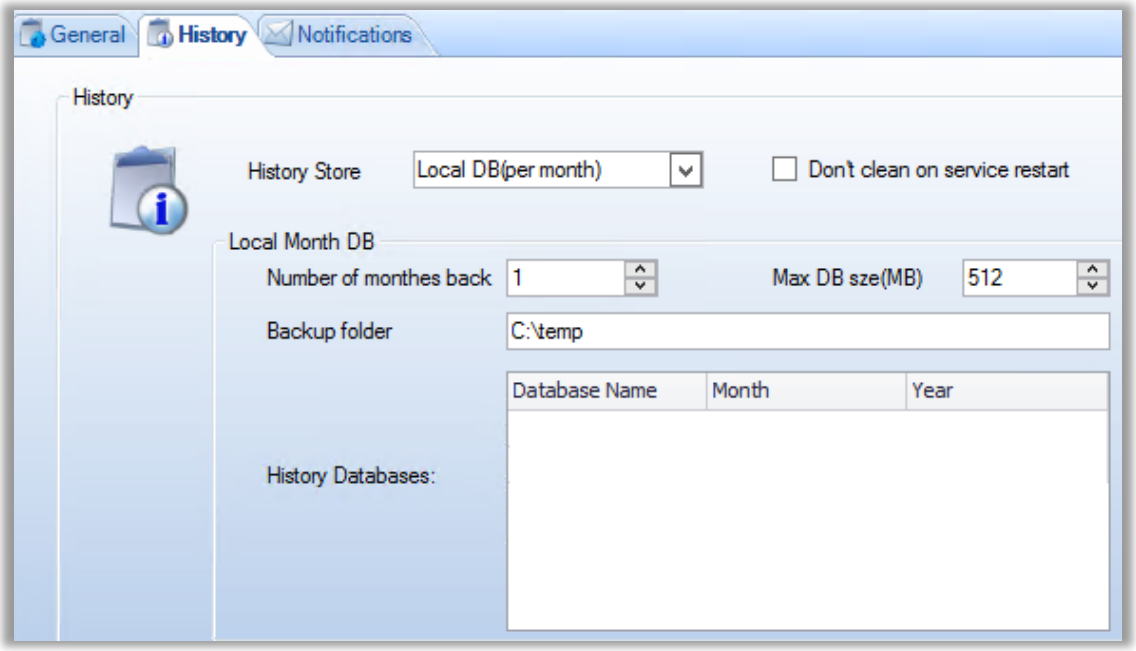
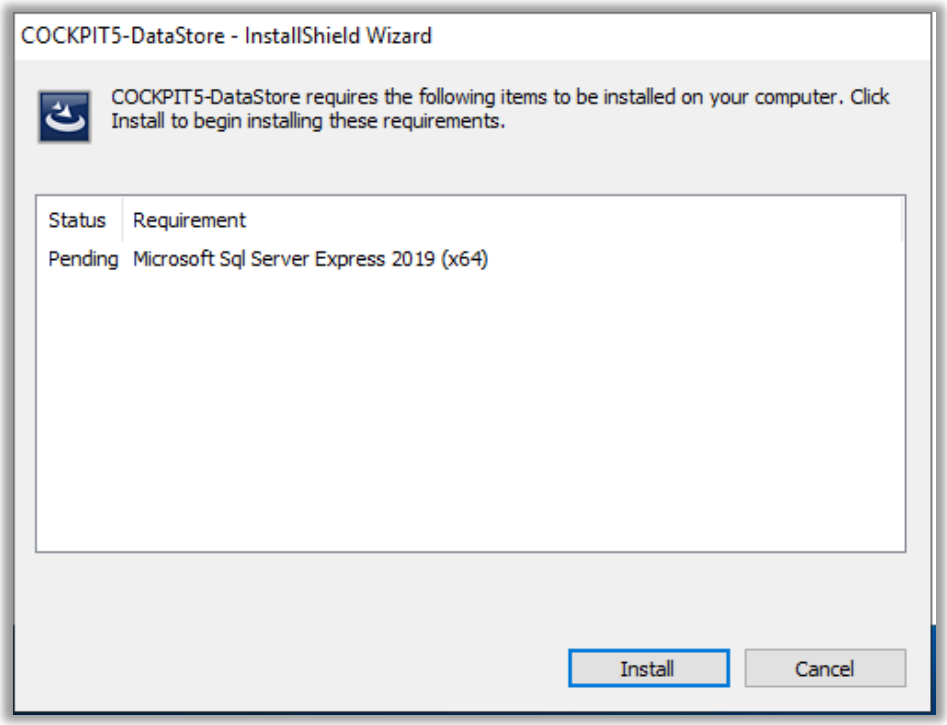


Note: for backup remote DB please contact with DBA or use the following link: https://www.howtogeek.com/50354/restoring-a-sql-database-backup-using-sql-server-management-studio/

Install data store 2019

Download data store components from the following link: http://downloads.jetroplatforms.com/files/COCKPIT_5.9.1.21/COCKPIT5-DataStore-2019.rar

1. Run COCKPIT5-DataStore.exe in controller server after the download is completed.



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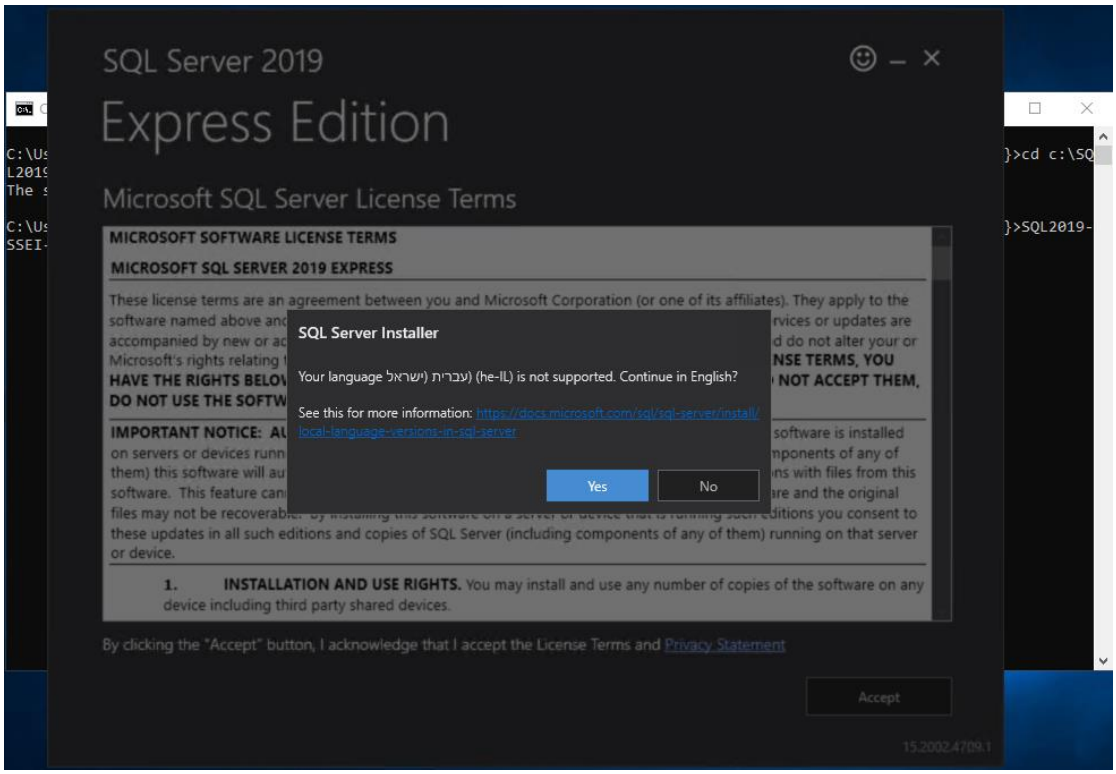
2. Click on Install button and wait after the following screen appear. Click on Yes and Accept button to continue the installation.
3. Choose the media location to and click on Install button.



4. Click on Next button until the component is installed.

If you have any problem with the installation process please contact support (Email to: support@srlproducts.freshdesk.com, Phone: +927-3-9267063)

Backup admin console configuration

The following sections explain how to back up the admin console configuration of an exciting farm. Click on Backup and Restore Icon. Select the **Backup** and click **Next** option.

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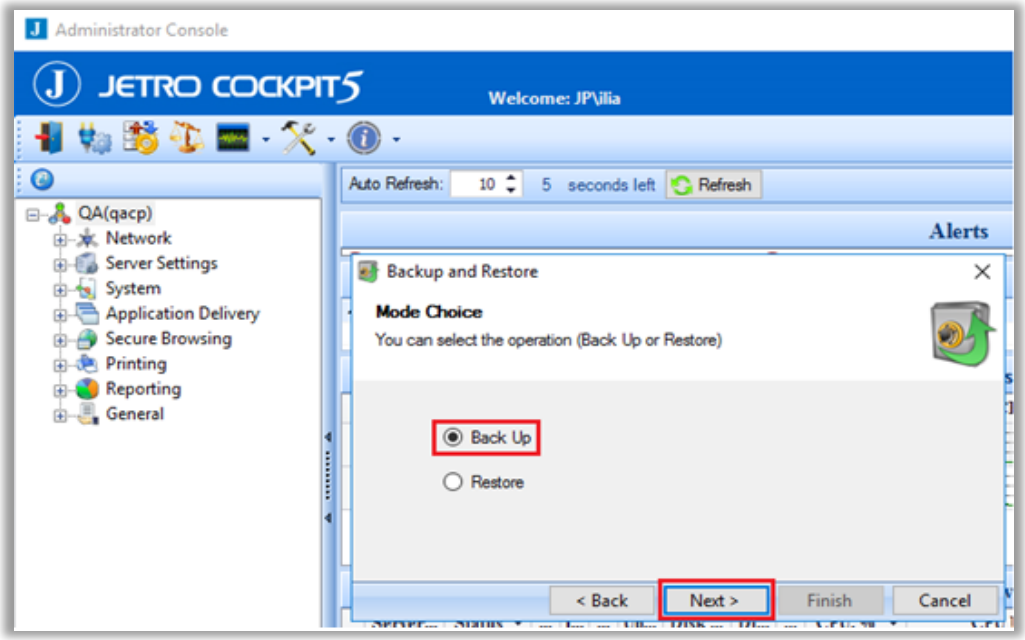
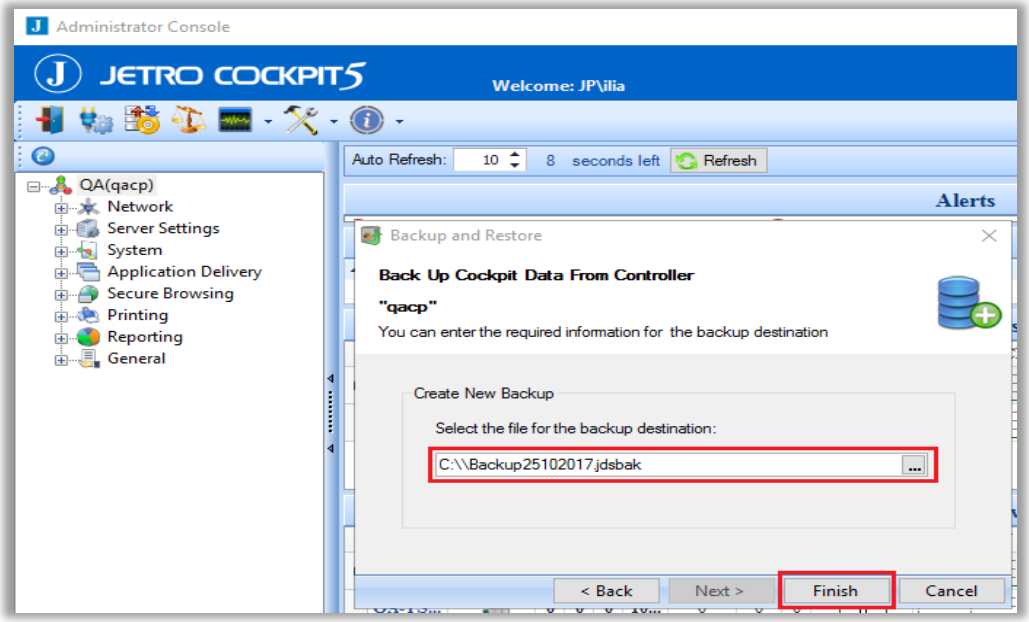


3. Choose where you want to save the backup file and click on **Finish** button.



License Server backup

In the primary controller server navigate to **C:\Program Files (x86)\Jetro Platforms\COCKPIT5 License** folder, drag **JDLicenseBackup.exe** file to CMD and press Enter. The following text will appear.

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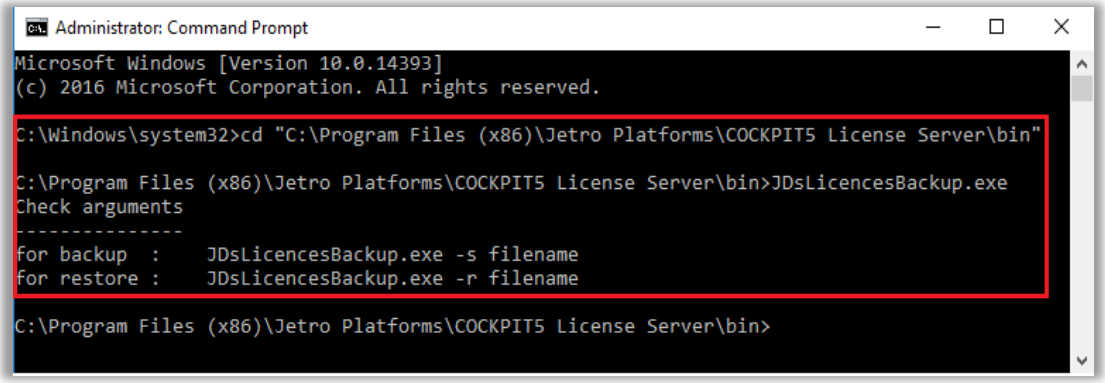


Backup the license by running the following command:

JDsLicencesBackup.exe -s <file name> - Make sure the file name including the full path to a specific location. For example: C:\backup\mylicense.lcs

Import users to a new farm

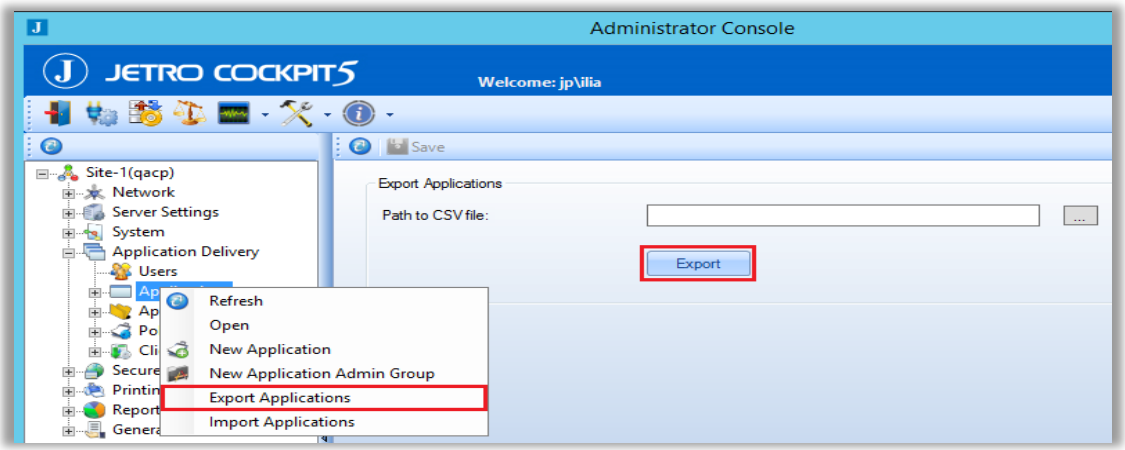
To export information from one Domain Controller Active Directory (users and groups) and import it to a new Domain Controller Active Directory. Please contact system administrator or use the following link:
https://activedirectorypro.com/export-users-active-directory/

Admin Console configuration:

This feature allows you to export applications data from database as a CSV file and import it back to admin console.

Export applications

1. Open admin console and navigate to Application Delivery → Applications → Right click → Select **Export Applications** option.
2. In export applications panel select path for exporting the applications data and click on **Export** button. For example: C:\Documents\Applications.csv



If the following message appears, contact DB administrator or save the file manually from database. Connect to SQL server manager and run the following query:
SELECT * FROM [JDsDataStorage].[dbo].[ApplicationACL]

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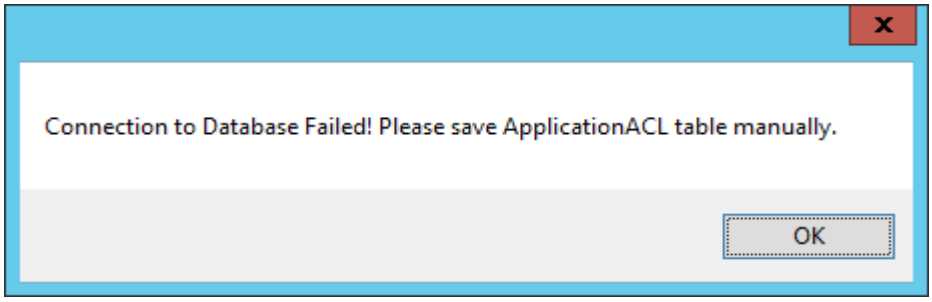
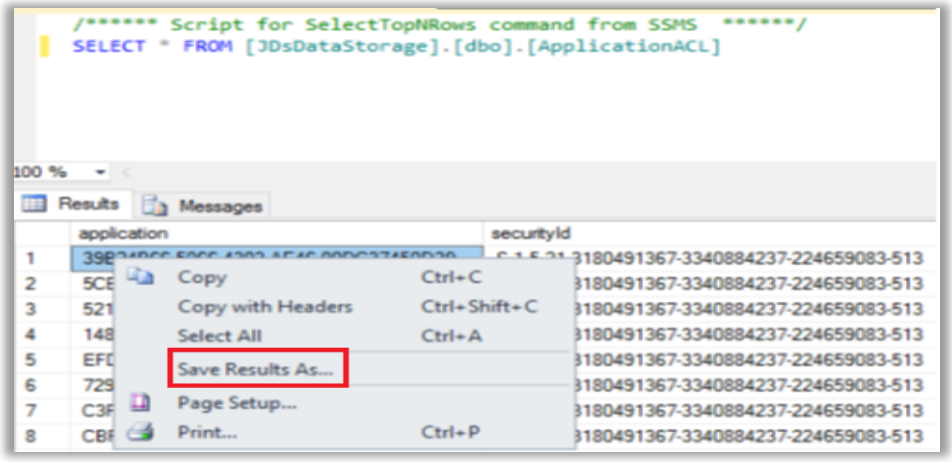
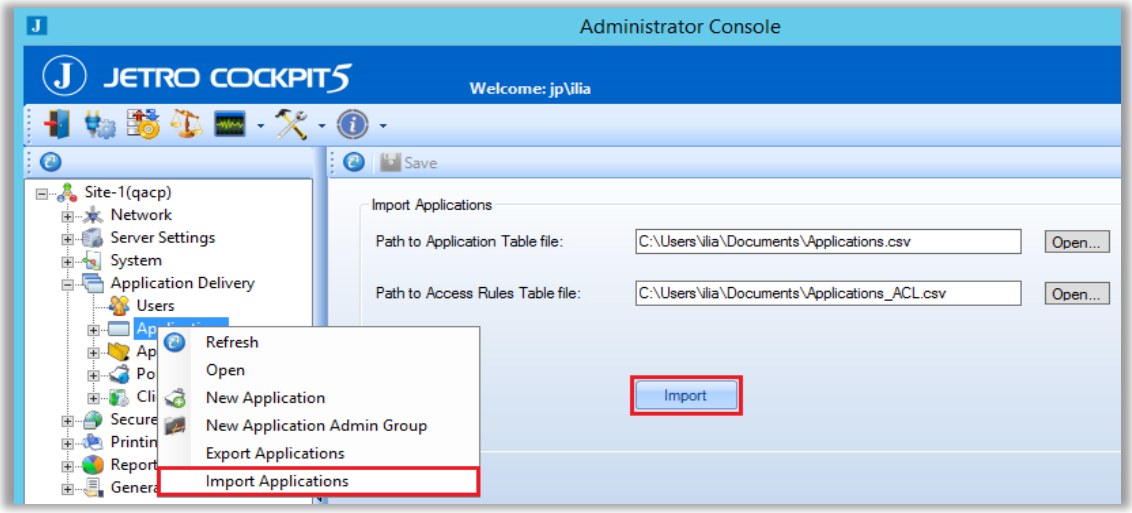


In SQL server manager right click on the first record and select **Save Result As** option. Give a name and save it as a CSV file.



Import applications

1. In admin console and navigate to Application Delivery → Applications → Right click → Select **Import Applications** option.
2. In import applications panel click on first the **Open** button and select CSV file. Second file will be selected automatically.
3. You can also select another file when clicking on the second **Open** button.



Add host

In admin console navigate to network → All Hosts → Click on **Add New Host** icon.

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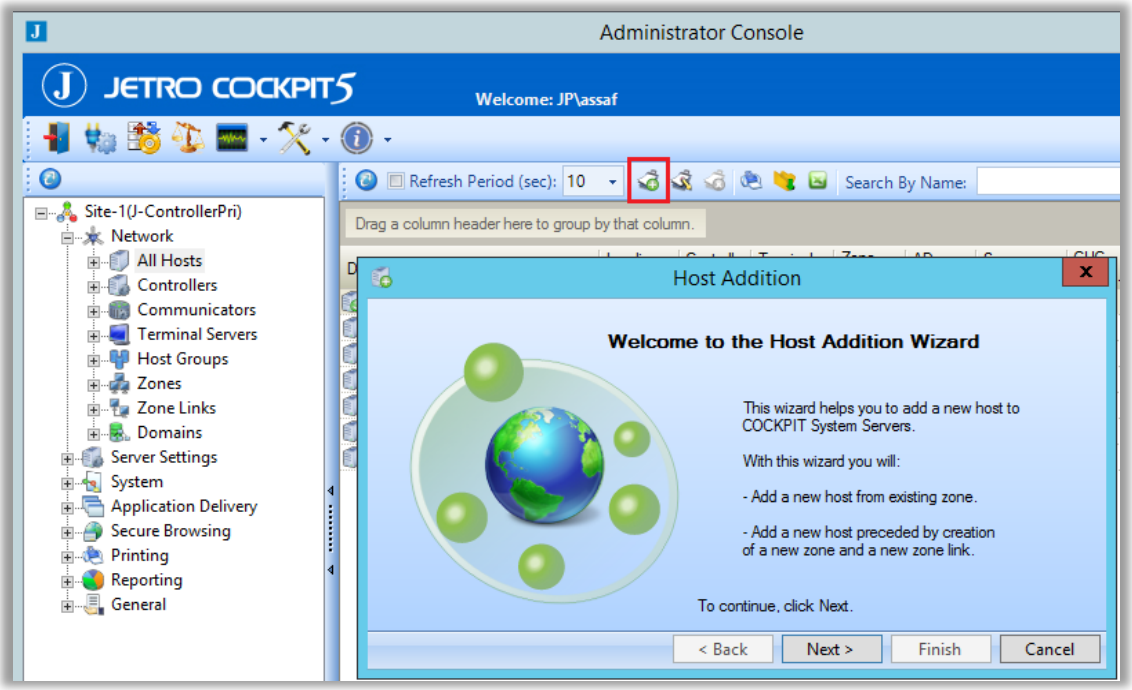
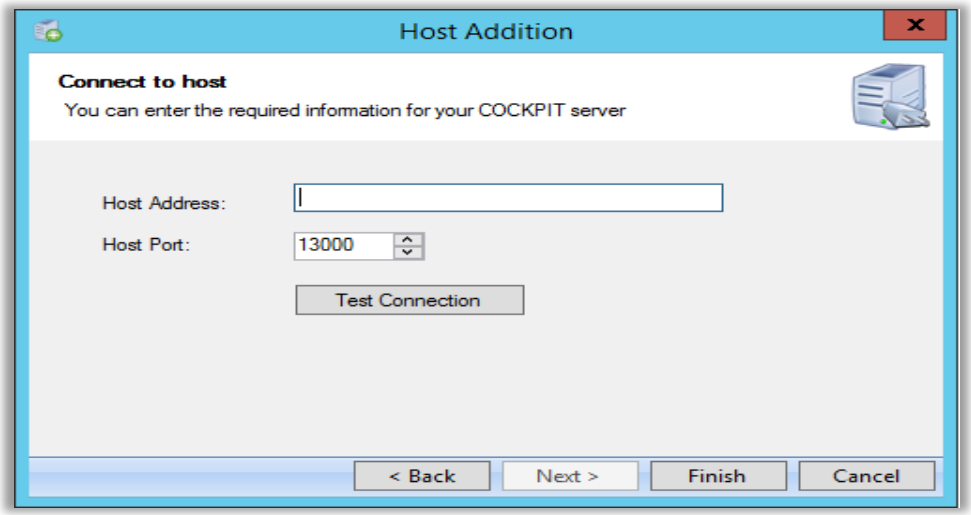


Click on **Next** → select **Zone** → add terminal host address and click on the **Finish** button.



Add zone link

In admin console select On Zone Links → tab **Source Zone** and verify that all hosts are in the **Selected Hosts** list column (it is recommended move controllers to the right column).

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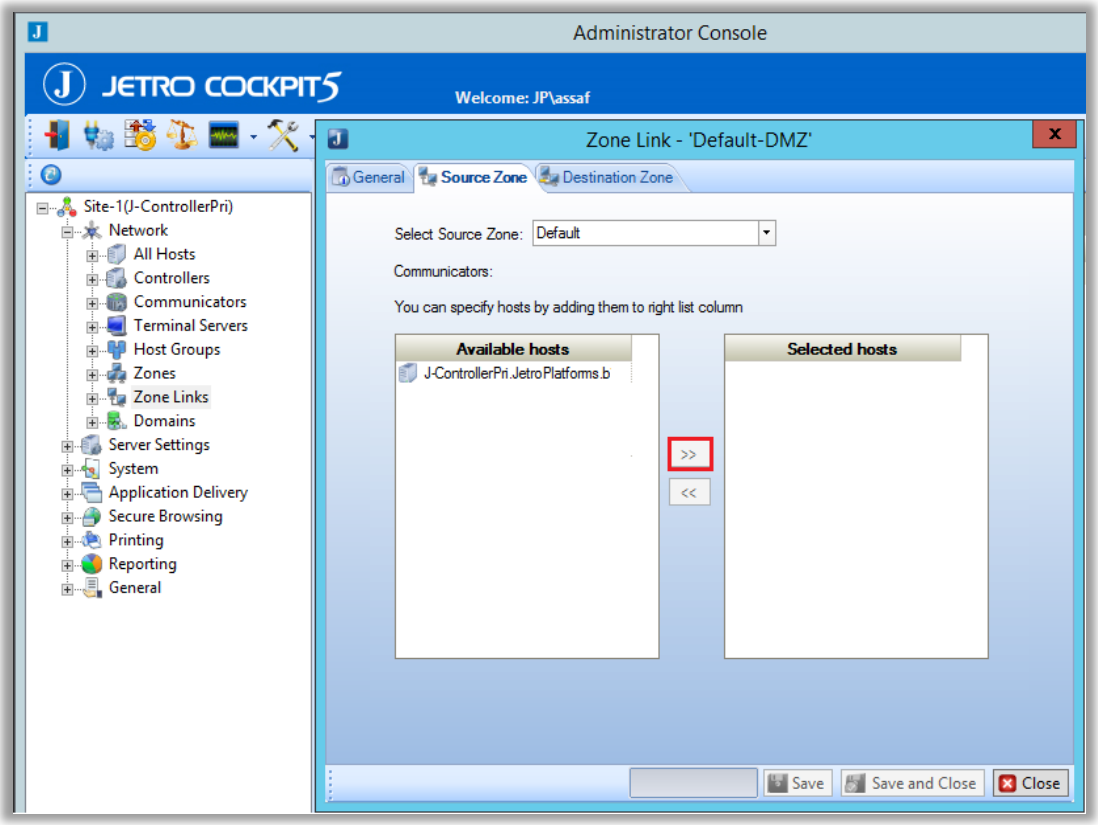

Add domain

In case you have a new domain controller in a new farm. Open admin console, navigate to **Domains** and add new domain.

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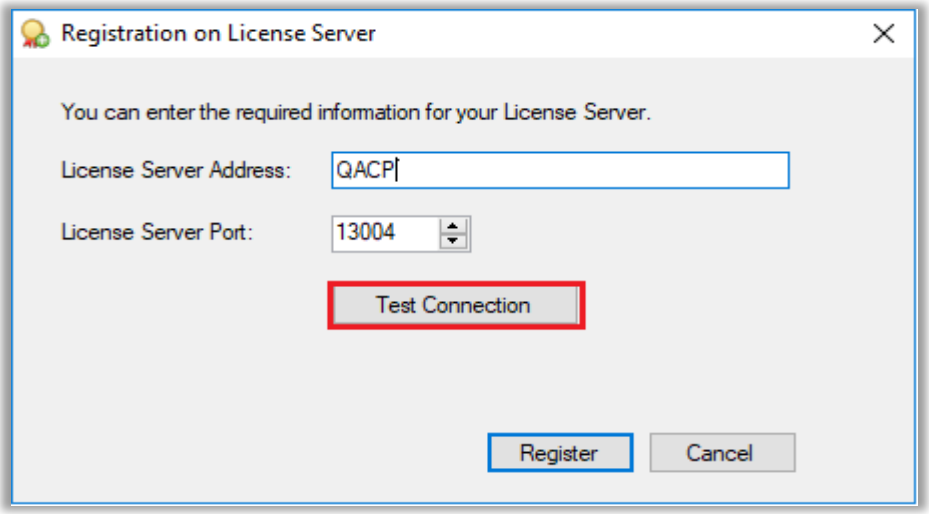
License server activation

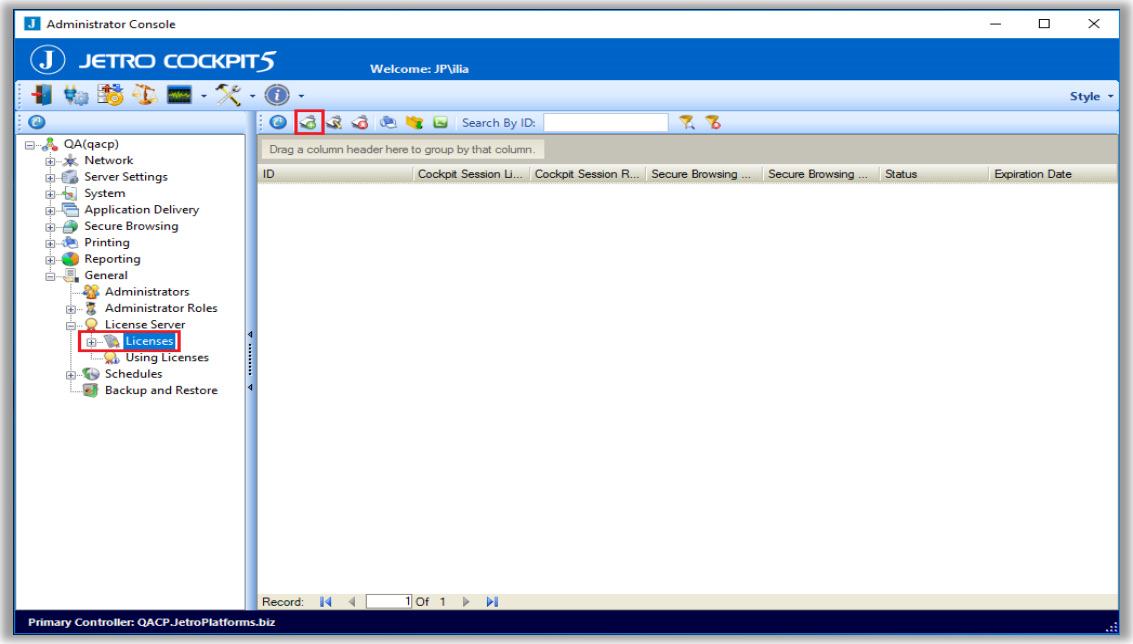
You need to activate the new controller with the exciting license in the admin console before continuing with this process. If you don't have the exciting license, please contact support:
(email to: support@srlproducts.freshdesk.com
Phone: +927-3-9267063)

It is recommended to test connection of the license server component, before the registration. In the admin console navigate to General → select License Server. When the window appears, click on the **Test Connection** button.



Add license

In the admin console navigate to General → License Server → Licenses option. Click on the **New License** option and activated your license.



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Update COCKPIT client

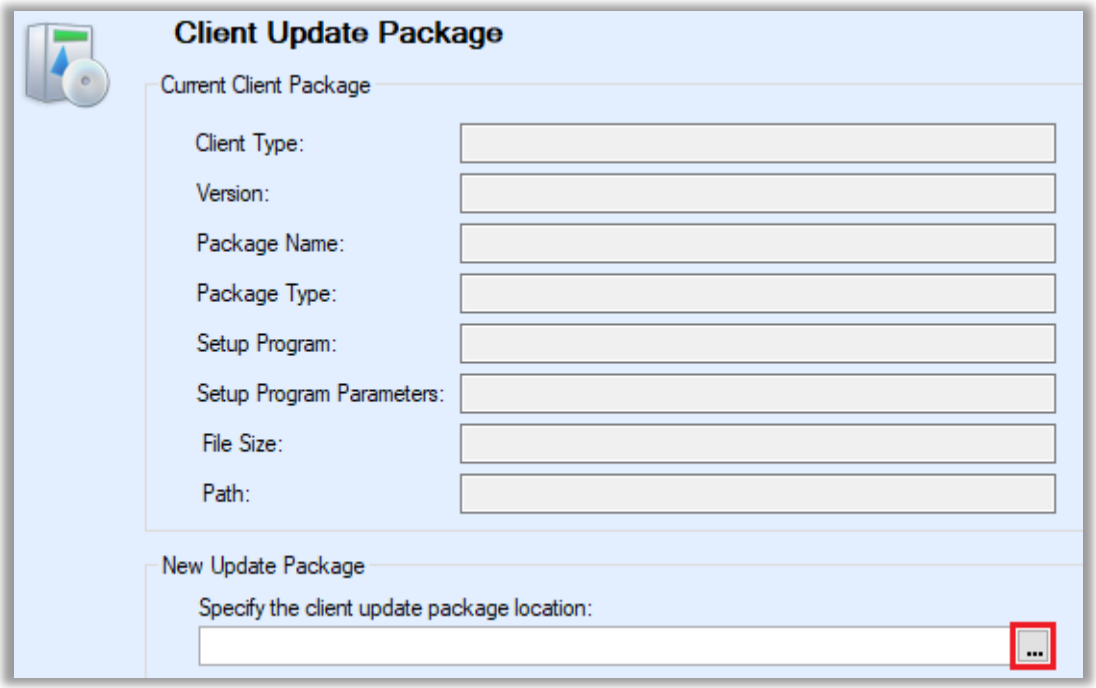
Change client IP manually

In the workstation open File Explorer and navigate to the following folder path:
C:\Users\user\AppData\Roaming\JetroPlatforms\COCKPIT50\JDsClient\ClientConfig.xml
The IP address of the new controllers should be updated in the xml file. Change **COCKPITSERVER1** and **COCKPITSERVER2** according to primary and secondary server respectively.

```
<StarterConnections>
  - <CockpitServer>
        <Host>COCKPITSERVER1</Host>
        <Port>13000</Port>
        <ConnectionMethod>1</ConnectionMethod>
    </CockpitServer>
  - <CockpitServer>
        <Host>COCKPITSERVER2</Host>
        <Port>13000</Port>
        <ConnectionMethod>1</ConnectionMethod>
    </CockpitServer>
</StarterConnections>
```

Use application delivery policy

1. Set new client update package. In admin console navigate to Application Delivery → Client Update → Client Packages. In the Client Update package click on the following button and choose client update file with **jdspack** format.



2. In the admin console navigate to Application Delivery → Client Update → Client Update Policies → New Policy → Give a name to the new policy → enable **Allow Update** checkbox and click on **Save and Close** button.

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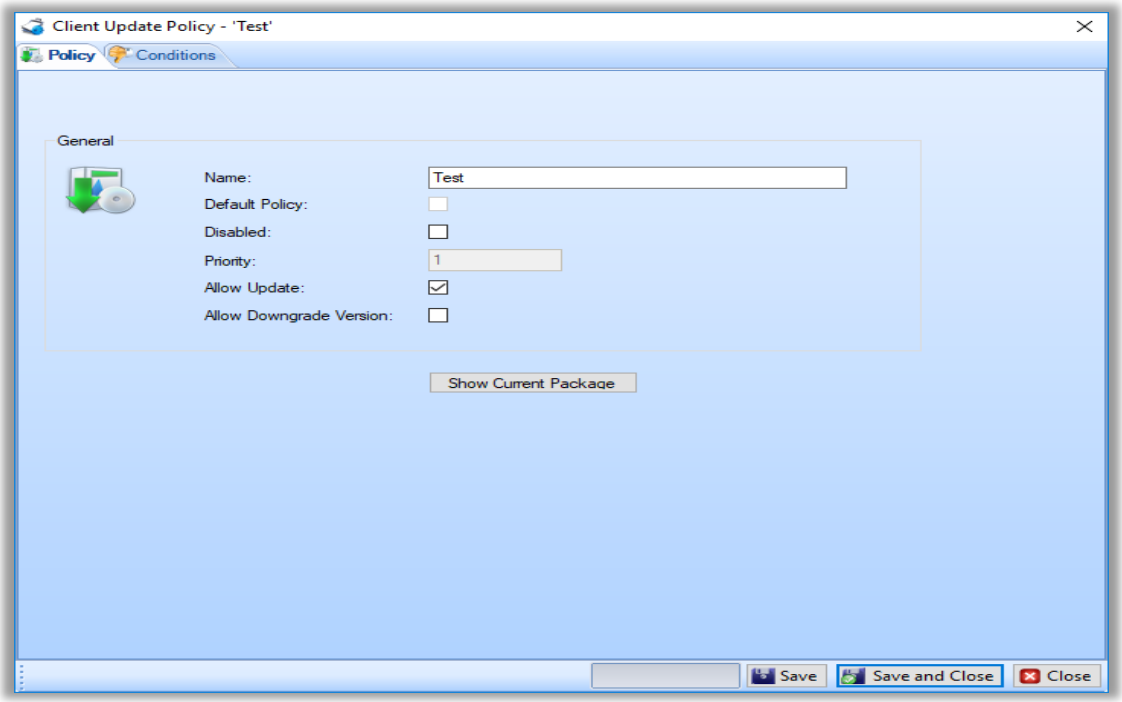
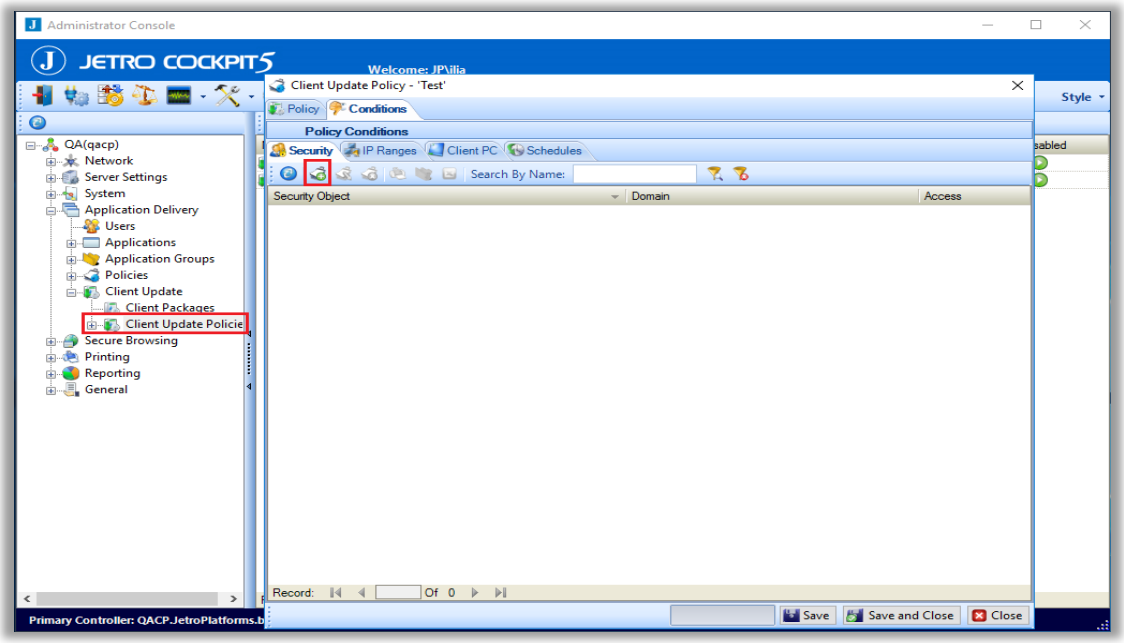


In the Connection tab, click on **New Security Object** and add a new user for testing the new farm. Make sure that the auto update client IP address is connected to the new controller. If not, configure the IP address manually or contact support.



Add a test user to test your new farm and click on **Save and Close** button.

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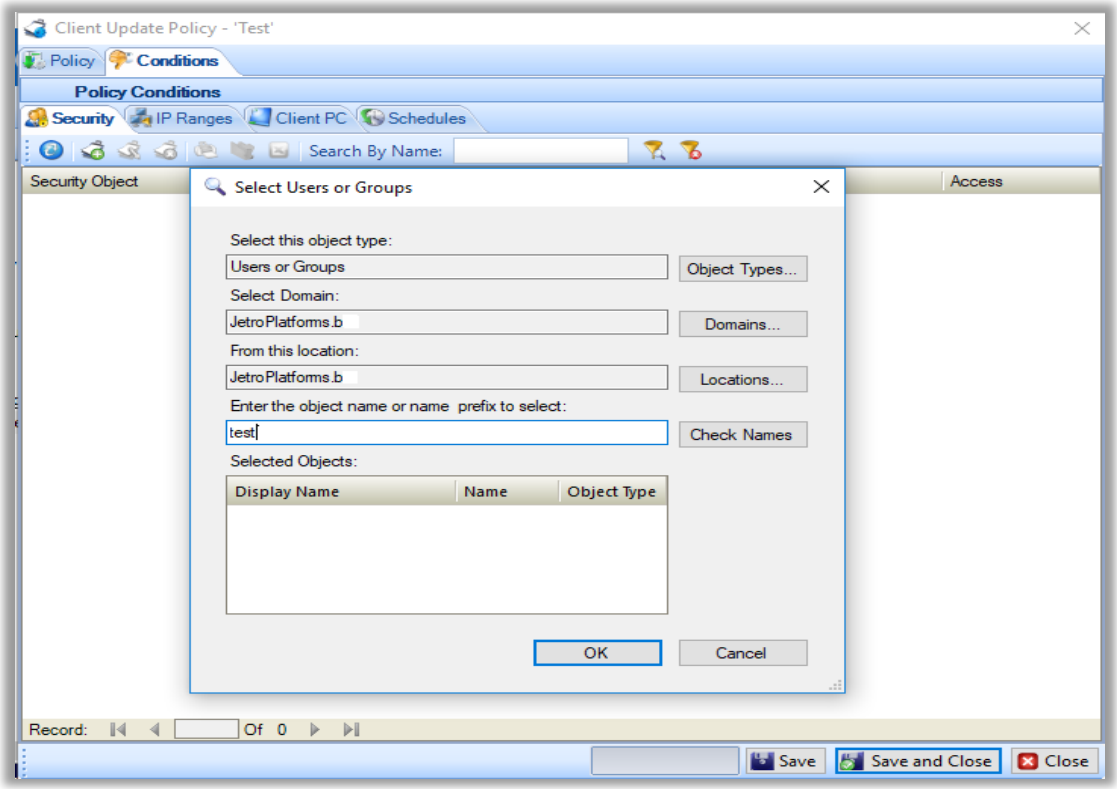

If you were able to login with a test user successfully, add other users to the new farm and check that they can also login to COCKPIT client.
If you have any problem with the user login or with the terminal connection, please contact support.

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