

Upgrading to Webtrends Analytics 9.2

To ensure you the highest degree of success with your upgrade to Webtrends Analytics 9.2 and to help you expedite recovery if anything should go wrong, we have outlined tasks which are critical to a successful upgrade. Skipping any of these tasks may result in a failed upgrade and cause difficulty in recovering from that failure. If you experience any issues with your upgrade or have any questions on the tasks outlined below, please contact [Technical Support](#) for assistance.

Please note that upgrading to Webtrends Analytics 9.2 can only be performed from versions 8.7d. Any earlier version must first be upgraded to 8.7d before proceeding with the upgrade to 9.2. Please visit our [Upgrade Center](#) for more information.

Overview of steps

- ☐ [Make a complete backup of the Webtrends Install.](#)
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Make a complete backup of the Webtrends install

Make a backup of the Webtrends storage folder:

1. Stop all running jobs.
2. Stop all Webtrends services.
3. Stop the Microsoft SQL database services.
4. Backup the following directories**:

\Webtrends\Storage\

5. Restart all Microsoft SQL database and Webtrends services.

** Please note that Profile backups can take a significant amount of storage space. If all profiles are in good working order and validated to meet the needs of the business users it may not be necessary to retain the profile backups. If it is determined that profile backups do not need to be maintained, the **\Webtrends\Storage\Backup** directory can be excluded from step 4, but all other folders must be backed up (Analysis, Reports, and Config).

Backup the wt_sched and wtmaster databases

You can use Microsoft SQL Studio Express to back up the data bases or you can back them up from the command line. You can download and install Microsoft SQL Server Management Studio Express from the Microsoft web site. This application provides a graphical user interface through which a backup of the database can be performed.

To create a backup of the system database using Microsoft SQL Server Management Studio perform the following steps:

1. Connect to the system database using either the specific account credentials provided at the time the database was installed, or else connect using Windows domain authentication.
2. Expand Databases, right-click on wt_sched and select Tasks > Back Up... from the context menu.
3. Under the Source section, ensure the database is wt_sched and that the backup type is "Full."
4. Under "Backup set" provide a name, description, and expiration date as necessary.
5. Select "Add..." under the Destination section and designate the file name and path to which the backup will be saved. It may be necessary to select the "Overwrite all existing backup sets" option in the Options section if a backup already exists and is to be overwritten.

Repeat the above steps 2 through 5 for the wtMaster section of the database.

Alternatively, the sqlcmd utility can be used. Open a command line window and navigate to the sqlcmd subdirectory in the Microsoft SQL Server installation directory. By default, sqlcmd is located in the C:\Program Files\Microsoft SQL Server\XX\Tools\Binn directory (XX could be 90 or 100 depending on if you are using SQL Studio 2005 or 2008).

Type the following commands, in sequence, excluding the [bracketed text]:

- SQLCMD
- BACKUP DATABASE wt_sched
- TO DISK = '<pathname>\wt_sched.bak' [where <pathname> is the fully qualified path to the directory where the backup will be created.]
- WITH FORMAT;
- GO

- SQLCMD
- BACKUP DATABASE wtMaster
- TO DISK = '<pathname>\wtMaster.bak' [where <pathname> is the fully qualified path to the directory where the backup will be created.]
- WITH FORMAT;
- GO

Check system specifications

Verify that the server meets the minimum recommended system specifications for the install type.

[9.2 System Requirements](#)

Download all required install packages

If the install plans include installing the GeoTrends component, it is necessary to first download the GeoTrends data file. This file is approximately 577MB in size. Any prior GeoTrends data file may not be valid for the 9.2 version

- Webtrends Analytics 9.2 [HTTP](#) | [FTP](#)
- GeoTrends Data File [HTTP](#) | [FTP](#)

Verify the server has all the associated applications and roles installed

Install IIS prior to installing Webtrends

Webtrends runs a user interface on IIS. IIS must be installed prior to installing Webtrends, or the install will fail. It is also recommended to disable the default web site before installing Webtrends. Webtrends Analytics 9.2 can only be installed on Windows Server 2008 64-bit OS, you need to be sure to have ASP.NET associated with the IIS meta base. To do this, run aspnet_iisreg.exe /i from a command prompt after installing the .NET 3.5 SP1 framework or the installer will fail with errors creating the web site.

1. Install .NET 3.5 SP1
2. Install Windows installer 4.5
3. Install IIS7
4. Add Roles & Features to your Windows 2008 server & patches to O.S.
5. Add Role: Web Server - Web Server (IIS) + IIS 6 Management Support.
6. Add Role: Application Server - .NET 3.5 + Web Server (IIS) Support + HTTP Activation.
7. Add Feature: Message Queuing > Message Queuing Services.
8. Run Windows Update to get the latest patches.

Disable UAC during upgrade

- Click Start, and then Control Panel
- Click on User Accounts
- Click on Turn User Accounts on or off
- Uncheck the "User Account Control (UAC) to help protect your computer" checkbox and click OK
- Click on Restart Now

*Note, it is not recommended to leave UAC turned off due to the exposure of increased risk of malicious software attacks.

For further information regarding UAC and configuring it on Windows Server 2K8, please see Microsoft's TechNet article:

<http://technet.microsoft.com/en-us/library/cc709691.aspx>

Stop all Webtrends services except the Microsoft SQL Server service.

Stop the services below in the order in which they are given:

"Webtrends – Scheduler Agent"
"Webtrends – User Interface"
"Webtrends – Express Data Mover"
"Webtrends – Express Analysis Engine"
"Webtrends – GeoTrends Server"
"Webtrends – Email Notification Service"
"Webtrends – System Monitor"
"Webtrends – Data Extraction Retention Service"
"Webtrends – UI Web Services"

Make sure the MSSQL Server service is started and running.

Run the Webtrends 9.2 installer to begin the upgrade.

If needed please feel free to contact [Technical Support](#) for assistance in resolving any errors.