

# Upgrading to Webtrends Analytics 8.5a

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To ensure you the highest degree of success with your upgrade to Webtrends Analytics 8.5a 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 8.5a can only be performed from versions 8.0a through 8.5. Any earlier version must first upgrade to 8.0d before proceeding with the upgrade to 8.5a. Please visit our [Upgrade Center](#) for more information.

## Overview of steps

- ☐ [Make a complete backup of the Webtrends Install.](#)
- ☐ [Be sure server meets system requirements.](#)
- ☐ [Download all required install packages.](#)
- ☐ [Verify the server has all the associated applications and roles installed.](#)
- ☐ [Stop all Webtrends services except the Webtrends MySQL service.](#)
- ☐ [Prepare the MySQL database for conversion.](#)
- ☐ [Run the Webtrends 8.5a installer to begin the upgrade.](#)

## Make a complete backup of the Webtrends install – MySQL

Use this list if you are using the built-in MySQL database which came with your Webtrends product.

1. Stop all running jobs
2. Stop all Webtrends services
3. Backup the following directories:
  - a. \webtrends\storage
  - b. \common\database\MySQL\data
4. Start all Webtrends Services

## Make a complete backup of the Webtrends install – Microsoft SQL

Use this section only if your Webtrends installation uses a Microsoft SQL Server instead of the built-in MySQL database.

### 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 2005 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.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=c243a5ae-4bd1-4e3d-94b8-5a0f62bf7796&displaylang=en>

To create a backup of the system database using Microsoft SQL Server 2005 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\90\Tools\Binn directory.

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.

### [8.5a 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 8.5a version

- Webtrends Analytics 8.5a [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. If you are installing on a 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 IIS6
4. Add Roles to IIS6 & patches to O.S.
5. Add Web Server Role - Web Server (IIS) + IIS 6 Management Support
6. Add Application Server Role - .NET 3.5 + Web Server (IIS) Support
7. Run Windows Update to get the latest patches.

## Stop all Webtrends services except the Webtrends MySQL service.

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

"Webtrends - Scheduler Agent"  
"Webtrends - User Interface"  
"Webtrends - Report Cache Server"  
"Webtrends - Express Data Mover"  
"Webtrends - Express Analysis Engine"  
"Webtrends - GeoTrends"  
"Webtrends - Email Notification Service"  
"Webtrends - System Monitor"

## Preparing the MySQL database for conversion

(MySQL INSTALLATIONS ONLY)

Prior to running setup all the Webtrends services should be shut down with the exception of the MySQL service.

Run the following queries prior clicking setup:

- DELETE FROM wtmaster.wt\_analysissummary;
- DELETE FROM wtmaster.wt\_servicestatus;
- DELETE FROM wt\_sched.wt\_analysistime;
- DELETE FROM wt\_sched.wt\_taskparameter;
- DELETE FROM wt\_sched.wt\_eventstatus;
- DELETE FROM wt\_sched.wt\_hostmetrichistory;
- DELETE FROM wt\_sched.wt\_hoststatus;
- DELETE FROM wt\_sched.wt\_taskstatus;
- DELETE FROM wt\_sched.wt\_taskchronicle;
- DELETE FROM wt\_sched.WT\_MonitorAlertResolveHistory;
- DELETE FROM wt\_sched.WT\_MonitorResultAction;
- DELETE FROM wt\_sched.WT\_MonitorResult;

Truncating these tables prior to running the upgrade will greatly improve the chances of the data base being converted successfully the first time.

The MYSQL service should be the only service running when moving to the next step.

## Run the Webtrends 8.5a installer to begin the upgrade.

Please note that if the conversion from MySQL to Microsoft SQL fails during the upgrade, a log file will be produced in the \webtrends\logs folder. The file is titled "wtodbconversion.log" this file contains any constraint errors preventing the conversion. If needed please feel free to contact [Technical Support](#) for assistance in resolving any constraint errors.