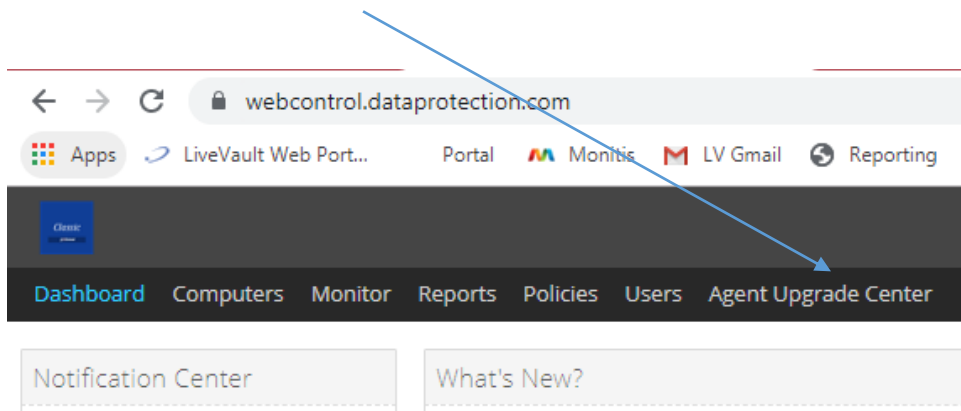


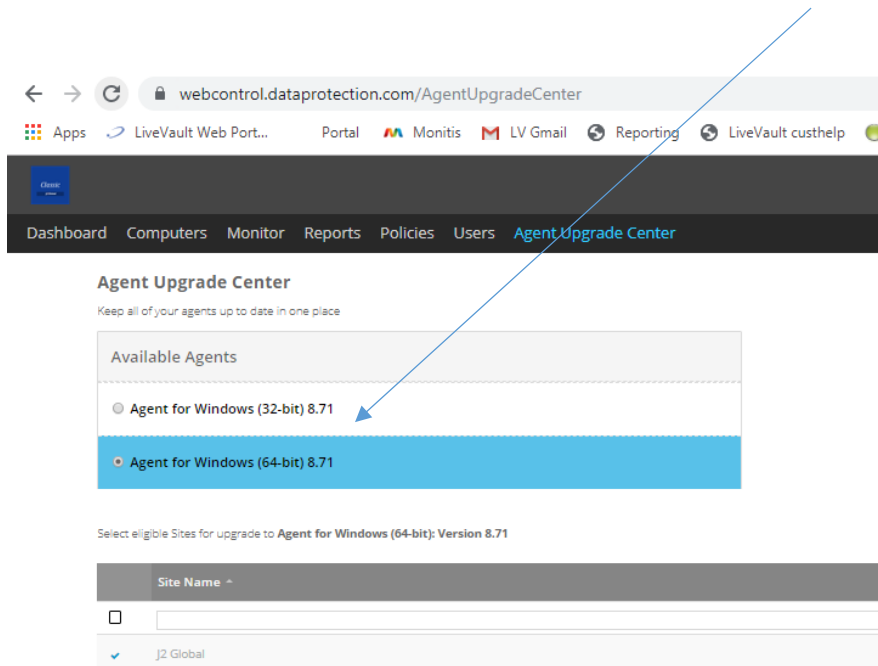
# Classic Auto Upgrade Overview

## PROCESS

Windows agent installers can be provided through Portal. Agents can then download the installers and upgrade themselves automatically; you do not have to manually run an installer on each computer. To provide agent installers through Portal, Super users (Note – Only J2 Global support has Super user access) specify a UNC location for saving the installers, upload agent installers to the UNC location and specify which installers are active (i.e., available for automatically upgrading agents). Super users can also specify whether Admin users can start upgrades on all eligible computers in their sites and whether agent installers can be signed by another service provider. Admin users will be given the permissions to upgrade the agents in their site. When this permission is given the Agent Upgrade Center tab will be available to Admin users.



To have agents upgrade select the agent version and then the site



You can see if the upgrade process is working by looking for a certain symbol in the portal next to the agent version. A circular symbol when hovered over will show a popup message

The agent has a pending upgrade that will begin shortly



Another symbol will appear when the download is in process. When the agent completes the upgrade process a log will be created here

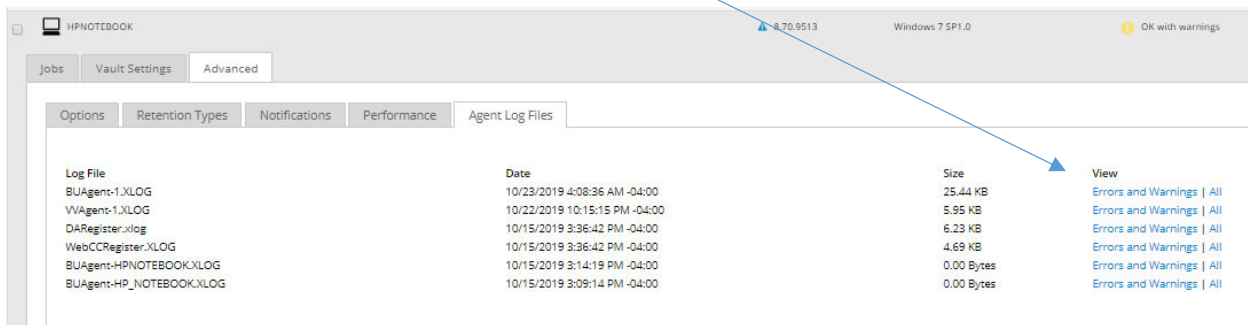
C:\Program Files\Remote Data Backup\Agent\Autoupgrade\AutoUpgrade.log This log can be used to troubleshoot upgrade issues too.

Example of a successful upgrade. Note – this is a just a snippet from the log.

```
MSI (s) (40:A8) [10:25:00:354]: Product: Classic by J2 Global Agent -- Configuration completed successfully.  
MSI (s) (40:A8) [10:25:00:354]: Windows Installer reconfigured the product. Product Name: Classic by J2 Global Agent.  
Product Version: 8.71.9528. Product Language: 1033. Manufacturer: Classic by J2 Global. Reconfiguration success or error  
status: 0.
```

If the agent upgrade successfully downloaded but did not successfully run you can also run the installer manually from C:\Program Files\Remote Data Backup\Agent\Autoupgrade\Setup.exe

Additional information about what happened during an upgrade will be in most recent BUAGENT.LOG which can be viewed through the portal here



## FAQ / MORE INFO

### **What is the wait time to upgrade an agent? In other words, how long after running auto upgrade should it take for it to complete?**

It's hard to say exactly how long it would take to upgrade the agent. If all conditions for auto-upgrade were met (no pending reboot, agent upgrade allowed, agent upgrade available, no backup/restore running, CPU load less than threshold) the Agent will download (if it wasn't downloaded previously) and verify an install kit, then Agent will check again that no backup/restore is running and CPU load less than threshold and, if so, Agent upgrade will be started. If some of conditions weren't met, Agent will wait for some time (default is 1 hour) and then will try again (by default it has 11 attempts). If it fails after all attempts, Agent will wait for some time (by default it 24 hours) and try steps above again.

### **What conditions does the upgrade need to succeed? For example if a backup or restore is running, does the update just get delayed until they are finished, or do you need to requeue it? Does only the agent service need to be idle for the upgrade to work, or does the whole system need to be in more of an idle state?**

1. No pending reboots
2. Auto upgrade should be allowed (AutoUpgradeSettings.AutoUpgrade = True in Global.vvc)
3. Agent kit is available on Portal
4. No running backups/restores (if there are any, Agent will wait for some time (default is 1 hour) and then will try again (by default it has 11 attempts). If it fails after all attempts, Agent will wait for some time (by default it 24 hours) and try steps above again)
5. CPU load less than threshold (it doesn't look at any specific service or process, it calculates an average CPU load for the whole system).

### **Once the agent/system (whatever is needed specifically) is in an idle state, how long should it take for that auto-upgrade to start?**

By default Agent checks for upgrades every 24 hours. If there was a failed attempt already, Agent will retry in 60 minutes (default value).

### **Once the upgrade completes but is pending reboot, what happens to backups or restores that need to run before the system can be rebooted?**

Agent should log a message and send an email with a status after upgrade. If upgrade was successful, but reboot is required, it will send "The Agent was upgraded. The system must be restarted" message. BUAgent sends this message that means Agent services will be running even if reboot will not happen and they will serve requests for backups/restores, run scheduled backups. This is the same

behavior as we already have for adhoc upgrades when install kit suggests the user to reboot after the upgrade, but the user clicks 'No'. In other words, if reboot is pending after auto upgrade, the Agent still tries to run backups/restores, but the result is unpredictable: it may fail or may be succeeded.

**Additional info about configurable values:**

1. Maximum Allowed Processor Load for Upgrade: default value is 75%, can be overwritten using Global.vvc setting `AutoUpgradeSettings.CPULoadThreshold`
2. CPU Average Period (the period for calculating an average CPU activity): default value is 120 seconds, can be overwritten using Global.vvc setting `AutoUpgradeSettings.CPUAveragePeriodSeconds`
3. Polling Frequency of Processor State (the interval for querying the CPU load): default value is 15 seconds, can be overwritten using Global.vvc setting `AutoUpgradeSettings.CPUSampleIntervalSeconds`.  
With default values, the CPU activity will be calculated over 2 minutes querying every 15 seconds (8 times total) and then the average of these values is calculated and will be compared to the `CPULoadThreshold`. If the calculated average is higher than the `CPULoadThreshold` value then Agent will retry (assuming some retry attempts remain)
4. Seconds to Wait Before Retry: default value is 3600 seconds (1 hour), can be overwritten using Global.vvc setting `AutoUpgradeSettings.SecondsBeforeRetry`
5. Number of Retry Attempts: default value is 11, can be overwritten using Global.vvc setting `AutoUpgradeSettings.NumberOfRetryAttempts`
6. Seconds Between Upgrade Check: default value is 86,400 seconds (24 hours), can be overwritten using Global.vvc setting `AutoUpgradeSettings.CheckUpgradeSeconds`