# Click Studios

## Passwordstate

## High Availability Server Manual Upgrade Instructions

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# 1   Upgrade Overview

This document will detail instructions for manually upgrading your Passwordstate High Availability instance and is only required if the build you are upgrading from is Build 8361 or below, or if you do not wish to use the 'In-Place' upgrade method introduced in Build 8388.

If you are wanting to use the "In-Place Upgrade" method introduced in Build 8388, please refer to the Security Administrator's manual from the Help Menu in Passwordstate for further instructions – look under the section Administration -> High Availability Nodes.

# 2  High Availability Instance Upgrade

Following are some instructions for upgrading your High Availability Instance of Passwordstate. This can only be done once you have successfully completed the Primary site upgrade.

**Upgrading the High Availability Web Files**

1. On your HA web server, stop both the Passwordstate Windows Service, and Passwordstate-Gateway Windows Service – if installed
2. Take a backup of the following files
    1. c:\inetpub\passwordstate.web.config
    2. c:\inetpub\hosts\gateway\gateway.conf and Passwordstate.pfx (pfx file may not exist if you are not using the Browser Based Remote Session Launcher feature)
    3. c:\inetpub\securid – if you are using SecurID for authentication, backup all files in this folder (there is no need to backup the 32bit and 64bit folders)
3. Delete all files in the HA Server's Passwordstate folder
4. Copy across all files from your Primary server's Passwordstate folder to the HA folder (if you get a message about the 'gateway.log.0.lck' file being used by another process, you can skip this file)
5. Overwrite the backup files from Step 2 above
6. Start the Passwordstate Windows Service, and Passwordstate-Gateway Service (if installed)

**Encryption Split Secrets**: If your primary server's web.config file has Secret1 & Secret2 listed in the appSettings section, but your High Availability instance web.config file does not, then it is very important you copy these keys across to the web.config file on your HA server (this would only be required if upgrading from a build below 7580).

**Troubleshooting Steps**

If after following the instructions above you experience a 'Error Has Occurred' screen when browsing to your HA site, please use the following steps to help troubleshoot the issue.

1. Ensure the Passwordstate folder, and everything beneath it, has Modify NTFS permissions for the NETWORK SERVICE account

2. Check SQL replication is working properly by execute the query below on both database servers – the results should be the same:

   USE Passwordstate
   SELECT COUNT(*) FROM Auditing

3. Ensure the files in your Passwordstate folders are the same – check the timestamps on the files

4. Confirm you have PowerShell 4 or above on your HA web server, and SQL Server 2012 Native Client

5. Test database connectivity from your HA web server by using SQL Server Management Studio, and making a connection to the database server using the SQL Account credentials stored in the web.config file – these credentials are stored in the can you open a connection to your HA database server with the credentials in this database connection string "PasswordstateConnectionString"