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.

This document should only need to be followed if you do not wish to use the In-Place Upgrade method provided in the UI of Passwordstate – the In-Place Upgrade method can be done from the screen Administration -> Authorized Web Servers.

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\passwordstate\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\passwordstate\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. With your backed-up web.config file, copy the "ConnectionStrings" and "AppSettings" sections below you see in the screenshot, to the web.config file in the Passwordstate folder and save the change.

6. From Step 2 above, copy the Gateway files and SecurID files across back into the appropriate folders

7. Start the Passwordstate Windows Service, and Passwordstate-Gateway Service (if installed)

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 5 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"