Migrating from Absolute Manage 5.2.5 or Earlier

HEAT software

www.heatsoftware.com

September 7, 2016

Migrating from Absolute Manage 5.2.5 or Earlier - Documentation Release 5

Migrating from
Absolute Manage 5.2.5 or Earlier

Introduction

Version 5.3 of Absolute Manage introduced a new security architecture that uses SSL (Secure Socket Layer) to authenticate all components and secure the communication between them.

Upgrading to this version or a newer version of LANrev or Absolute Manage requires introducing SSL certificates for all components. It is important to perform the steps in the correct order to avoid losing connections with resultant loss of functionality and, possibly time-consuming, troubleshooting.

Requirements

This process assumes that all installed components – Server, Admin, and all Agents – are from release Absolute Manage 5.1 through 5.2.5.

Upgrade all older components first to any LANrev or Absolute Manage release from 5.1 through 5.2.5. When in doubt, please contact HEAT Software technical support.

Updating LANrev

1. Stop the Absolute Manage Agent on the master distribution point (staging server):

    - Windows: Use Absolute Manage Admin to stop the LANrev Agent.exe service on the server.
      This is described in "Stopping a Service" in the user guide.
    - macOS: Use the script provided on the LANrev installation disk.

    Note: What was called staging servers in earlier versions of LANrev Absolute Manage are now called distribution points. There is no change in functionality.

2. Stop all distribution points belonging to your Absolute Manage system.

    - Windows: Use Absolute Manage Admin to end the LANrev Agent.exe process on all servers except the inventory server to which you are connected (if it is also used as a distribution point).
      You do not need to stop this server; this will automatically be done later by the installer.
    - macOS: Use the script provided on the LANrev installation disk.

3. Quit all copies of Absolute Manage Admin.

4. Update all servers to the latest release of LANrev.

   To update a server, run the LANrev Server installer for the platform in question.

   If you did not stop the server to which your administrator application was connected (step 2, above), you must update that server first.

5. Update all copies of Absolute Manage Admin to the latest version of LANrev Admin.

6. Start one copy of Admin, connect to each of your servers in turn, and export the server's certificate.

   This is described in the user guide in "Exporting a server certificate".

   Note that you will be prompted to verify each server's identity as you connect to it for the first time. This is described in the user guide in "Initial configuration of LANrev Server".

7. If some of your servers get their administrator information or their custom information fields from other servers, you must provide the slave servers with the certificates of the master server:

   - Connect to each slave server with LANrev Admin.
   - Open the Server Center window and display the server setting's **General** tab.
   - Click the **Set** button beside the **Use administrator information from server** and/or **Use custom fields from server** options (depending on what kind of information the server gets from the master).
     The **Server Properties** windows opens.
   - Click **Set** and open the certificate for the master server.
   - Click **OK**.
   - Choose **Server** > **Save Server Settings**.

8. Install LANrev Agent on the master distribution point.

   We strongly recommend that you use the Agent Deployment Center for this installation. Doing so is described in the user guide in "Installing LANrev Agent using the Agent Deployment Center".

9. Install the agent on all other servers in the same manner.

10. Make LANrev update all distribution point specifications:

    - In LANrev Admin, open the Server Center window and display the distribution points.
    - Double-click each distribution point in turn to open its **Distribution Point** dialog and close the dialog by clicking **OK**.

You do not need to make any changes in the dialog.
- When you have updated all distribution point specifications in this manner, choose **Server** > **Save Server Settings**.

11. Update all agents.

    If you have set up software distribution in LANrev, use the software distribution system. This is described in the user guide in "Updating the Agent".

    If software distribution is not set up on your site, update the agents from the Agent Deployment Center. This is described in the user guide in "Installing or updating LANrev Agent".

    Note: If you had set up auto deployment zones in the Agent Deployment Center prior to performing this update, you will need to recreate them.

12. If you have updated the agents with the software distribution system, update their server information:

    - In LANrev Admin's **Computers** window, select all computers that have the same settings for inventory servers, software distribution server, and license monitoring server.
    - Choose **Commands** > **Agent Settings**.
    - Open the **Servers** tab, specify server certificates, and send the settings to the agents.
    - Repeat these steps until you have sent updated server settings to all agents.

    This process is described in the user guide in "Assigning servers to agents".

Congratulations! You have now updated your system to be protected by comprehensive SSL security.