

SQL Sentry EPI Upgrade

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Upgrade SQL Sentry via EPI

See the [EPI](#) article for details on using the [Enhanced Platform Installer](#).

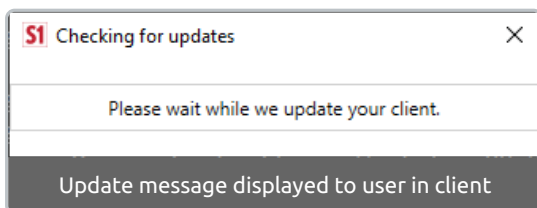
SentryOne Client Impacts

How does using EPI impact the SentryOne client during an upgrade?

If a SentryOne user has the SentryOne client open, they receive an alert informing them that the SentryOne client must be shut down due to an upgrade. It will ask them to exit the application and display a "shutdown countdown" starting at 120 seconds.

How does using EPI impact the SentryOne client after an upgrade?

When the SentryOne client is launched after an upgrade, a message appears, indicating to the user that the client is checking for updates and asks them to wait while the client is updated.



Things to Know Before Upgrading

⚠ Important:

- Back up the SentryOne database before performing an upgrade.
- A major version upgrade requires a license upgrade. See the [Product Version Mismatch](#) section of the [License Management](#) article for more information.
- Review the [System Requirements](#) before upgrading. The latest version may require a newer version of Microsoft .NET, which could require restarts during the upgrade process.
- All SentryOne components, including the [SentryOne database](#), [monitoring service\(s\)](#), and [client\(s\)](#) must be on the same build to work.
- See the **Password** section of this article for information on using non-alphanumeric characters such as spaces or quotes with the **-p** flag. The command will stop, and monitoring and controller service installations will fail if these characters are not properly formatted with quotes and the backslash escape character.

Note:

- Review the [Parameters & Examples](#) section for more information about the used in the following commands.
- If you experience any **Result = Timeout** messages while a command is running, refer to the **Advanced** section for more information. This does not mean the operation timed out.
- If you are unsure about which version of SentryOne you have installed (EPI or non-EPI), you can determine this from the presence of:
 - The SentryOne controller service, which only exists in the EPI version.
 - See the **list** command in the **Available Commands** section to get a list of monitoring services that are running without the controller.
 - The *Setup.Bootstrapper* table in the SentryOne database, which only exists in the EPI version.
 - If you need additional help determining which version you have installed, please contact our support team at support.sentryone.com.

Files referenced in upgrade instructions

There are two files available from my.sentryone.com: The full installation (**Enhanced Platform Installer / SentryOneSetup.exe**) and the upgrade package (**Enhanced Platform Upgrade Package / current.s1package**).

Note: Depending on your environment, the **current.s1package** may download as **current.zip**. You will need to change the file type to **.s1package**.

Enhanced Platform Installer

Product	Version	Build	Released	Links
Enhanced Platform Installer <i>*Command Line Interface SentryOne Portal Packaged with EPI. Minimum version 20.0 required.</i>	20.0	2020.8.7	2020-04-22	Download Installation Instructions See important v20 upgrade information in the Installation Instructions
Enhanced Platform Upgrade Package <i>Minimum version 20.0.0 required in order to use this upgrade package.</i>	20.0	2020.8.7	2020-04-22	Download Installation Instructions See important v20 upgrade information in the Installation Instructions

Example: Download the **Enhanced Platform Installer** product from my.sentryone.com to get **SentryOneSetup.exe**

Enhanced Platform Installer

Product	Version	Build	Released	Links
Enhanced Platform Installer <i>*Command Line Interface</i> <i>SentryOne Portal Packaged with EPI. Minimum version 20.0 required.</i>	20.0	2020.8.7	2020-04-22	Download Installation Instructions See important v20 upgrade information in the Installation Instructions
Enhanced Platform Upgrade Package <i>Minimum version 20.0.0 required in order to use this upgrade package.</i>	20.0	2020.8.7	2020-04-22	Download Installation Instructions See important v20 upgrade information in the Installation Instructions

Example: Download the **Enhanced Platform Upgrade Package** from my.sentryone.com to get **current.s1package**

Upgrade Paths

⚠ Warning:

- **There are three different upgrade paths.**
 - If you used EPI for the installation or previous upgrade, follow the first set of instructions under **Option 1. Existing EPI Upgrade**. Note that **going from a pre v20 release to a v20.0+ release has some additional prerequisite steps** (i.e. v19.2 to v20.0, v20.0.1, or v2020.x) that must be completed for Option 1.
 - If your installation or previous upgrade did not use EPI, follow the second set of instructions under **Option 2. First EPI Upgrade**.
 - If you used EPI for the installation or previous upgrade, and are now upgrading to Version 20.0 (or 2020.x), there is an alternate path available under **Option 3. Version 20.0 Existing EPI Alternative** which allows you to upgrade from a pre v20 release to a v20+ release without having to uninstall/install the controller service on all machines with a monitoring service at the time of the upgrade. This is not the typical or recommended path.

Option 1. Existing EPI to EPI upgrade

⚠ **Warning:** For **Version 20.0**, customers currently on an EPI build of SentryOne must follow these steps before continuing to the steps listed in **Option 1. Existing EPI Upgrade**.

These steps are needed to go from any pre v20 release to a v20+ release (i.e. 19.2 to 20.0, 20.0.1, or 2020.x). If you are upgrading from a v20+ EPI release to another v20+ EPI release, skip the prerequisite steps and continue to Option 1. Existing EPI Upgrade below.

Before starting, log in to my.sentryone.com and download the new EPI version of SentryOne.

Option 1. Prerequisite Steps for an Existing EPI Upgrade (pre v20 to v20+)

On each server with an existing SentryOne monitoring service, complete the following steps:

1. Run Command Prompt as Administrator and change the directory to **SentryOne Framework**:

```
cd c:\Program Files\SentryOne Framework
```

2. Uninstall the SentryOne Monitoring service.

```
so uninstall -n
```

3. Open the **Control Panel > Programs > Programs and Features**. Select **SentryOne**, then select **Uninstall**.

4. Double-click **SentryOneSetup.exe**. The files are unpacked to **C:\Program Files\SentryOne Framework**.


5. Install the SentryOne monitoring service (you will be prompted for the password):

Starting with version 2020.8, the `--IAcceptLicenseTerms` switch must be added to the command to acknowledge acceptance of the [EULA](#).

```
so install --IAcceptLicenseTerms -n -u
```

Versions prior to 2020.8 use the following:

```
so install -n -u
```

 **Success:** You can now proceed to **Option 1. Existing EPI Upgrade** to complete your SentryOne EPI Version 20.0 installation.

Option 1. Existing EPI Upgrade

Use this option if EPI was used for the initial installation or previous upgrade.

Note: For version 20.0 follow the prerequisite steps listed above before continuing. These steps are needed to go from any pre v20 release to a v20+ release (i.e. 19.2 to 20.0 or 20.0.1).

1. Run Command Prompt as Administrator and change the directory to **SentryOne Framework**:

```
cd c:\Program Files\SentryOne Framework
```

2. Verify that you have the correct connection to the SentryOne database:

```
so listreg
```

3. Push the .s1package to the SentryOne database:

```
so push -n -f >
```

Note: You can omit the `-f` option if you installed the **SentryOne Frameworks** installer with the version you want to upgrade to.

Note: If you do not enter a `,` then the default path and package will be used: **C:\Program Files\SentryOne Framework\current.slpackage**

4. Validate available packages:

```
so listpackage -n
```

5. Start the upgrade. **Note:** See more about using the [upgrade](#) command in the [EPI Commands](#) article.

If your currently installed version is below 2020.8 use the following:

```
so upgrade -n -t
```

If your currently installed version is 2020.8 or later, then the `--IAcceptLicenseTerms` is needed:

```
so upgrade --IAcceptLicenseTerms -n -t
```

6. Wait for the upgrade to complete.

Note: The upgrade command **so upgrade** is a global command that informs all controller services that a new desired state has been marked with a version increase to version `.` Once this new state is detected, any monitoring service connected to the affected SentryOne database will be stopped, upgraded, and restarted after the upgrade completes. If any client processes are detected, the user will be notified that they have two minutes to exit the client before it is stopped to proceed with the upgrade. There is no status indicator.

Important: The EPI installation adds a SentryOne Client shortcut to the desktop, but does not install the client. Running the executable file that the shortcut points to opens the Client installer and then installs the Client on the machine. You can remove the SentryOne Client shortcut if you don't want to install the client.

7. Launch the SentryOne client. You will see a loading dialog as files are downloaded from the SentryOne database for the latest version of the client. It may take a few minutes for the files to download.

Note: To verify the status of the upgrade without launching the client, validate the package:

```
so listpackage -n
```

Success: The SentryOne installation has been upgraded and is now ready for use.

Note: If you are using **SentryOne Portal**, see the [upgrading section](#) of this article to complete the upgrade steps for that service.

Option 2. First EPI upgrade

Use this option if EPI was **not** used for the initial installation or previous upgrade. The .NET Framework 4.7.2 is installed during this process, which may force a reboot.

1. Uninstall all current SentryOne monitoring services using **Add/Remove Programs** in Windows.

⚠ Important: For Version 20.0, you must perform the monitoring service uninstall before proceeding.

2. Ensure all SentryOne clients are closed (disconnected from the SentryOne database). **For Version 20.0, it is required that you uninstall the SentryOne clients** from the machines in your SentryOne environment before proceeding.

3. Double-click **SentryOneSetup.exe**.

Note: The files are unpacked to **C:\Program Files\SentryOne Framework**.

4. Run Command Prompt as Administrator and change directory to SentryOne Framework:

```
cd c:\Program Files\SentryOne Framework
```

5. Add a new connection:

Using **Integrated Windows Authentication**

```
so addreg -n --connectionServer --connectionDatabase
```

Using **SQL Server Authentication**

```
so addreg -n --connectionServer --connectionDatabase --connectionUseIntegrated false --connectionUsername --connectionPassword --connectionPort
```

6. Verify available connections are registered:

```
so listreg
```

7. Push the upgrade package:

```
so push -n
```

⚠ Important: If you are on a version older than 18.3, skip this step, and proceed straight to step 8 to continue.

8. Upgrade the SentryOne database to the latest version and push upgrade package:

```
so upgradedb -n
```

9. Install the SentryOne monitoring service (you will be prompted for the serviceAccount password):

Starting with version 2020.8, the `--IAcceptLicenseTerms` switch must be added to the command to acknowledge acceptance of the [EULA](#):

```
so install --IAcceptLicenseTerms -n -u
```

Versions prior to 2020.8 use the following:

```
so install -n -u
```

Note: The SentryOne monitoring service is now installed and running.

⚠ Important: The EPI installation adds a SentryOne Client shortcut to the desktop, but does not install the client. Running the executable file that the shortcut points to opens the Client installer and then

installs the Client on the machine. You can remove the SentryOne Client shortcut if you don't want to install the client.

9. Launch the SentryOne client. You will see a loading dialog as files are downloaded from the SentryOne database for the latest version of the client. It may take a few minutes for the files to download.

Note: To verify the status of the upgrade without launching the client, validate the package:

```
so listpackage -n
```

Note: See the **Install Additional Clients** and **Install Additional Monitoring Services** sections of this article for instructions on installing the EPI compatible versions of the SentryOne client and monitoring service onto additional machines as needed.

Success: The SentryOne installation has been upgraded and is now ready for use. The next time you need to upgrade, use Option 1 for an Existing EPI Upgrade.

Option 3. An alternative option (non-typical path)

Option 3 allows you to upgrade from a pre v20 release to a v20+ release without having to uninstall/install the controller service on all machines with a monitoring service at the time of the upgrade. This is not the typical or recommended path. This options allows you to upgrade SentryOne controller services on your own schedule, if needed. It is not required to upgrade the controllers at the same time.

Warning: Option 1 is the recommended upgrade path. The upgrade option below does not upgrade the controller services and future compatibility is not guaranteed with this alternative option.

Important: The upgraded controller services are needed to install and use [SentryOne Portal](#). This option does not meet those requirements.

For this option, you'll need to upgrade the **SentryOne** framework on one machine. The instructions vary depending on which (if any) SentryOne components are installed on the machine where you are running the EPI upgrade. Read below to determine if you should use Option A or Option B.

Option A: Machine without services

On a machine that does not have the SentryOne monitoring or controller services, follow these steps:

1. If there's an existing installation of the SentryOne framework, open the **Control Panel > Programs > Programs and Features**. Select **SentryOne**, then select **Uninstall** to remove it before continuing.

2. Install the v20.0 SentryOne Framework. Double-click **SentryOneSetup.exe**. The files are unpacked to **C:\Program Files\SentryOne Framework**.

3. Run Command Prompt as Administrator and change the directory to **SentryOne Framework**:

```
cd c:\Program Files\SentryOne Framework
```

4. Verify that you have the correct connection to the SentryOne database:

```
so listreg
```

5. Push the .slpackage to the SentryOne database:

```
so push -n -f >
```

Note: You can omit the -f option if you installed the **SentryOne Frameworks** installer with the version you want to upgrade to.

Note: If you do not enter a , then the default path and package will be used: **C:\Program Files\SentryOne Framework\current.slpackage**

6. Validate available packages:

```
so listpackage -n
```

7. Start the upgrade. **Note:** See more about using the [upgrade](#) command in the [EPI Commands](#) article.

If your currently installed version is below 2020.8 use the following:

```
so upgrade -n -t
```

If your currently installed version is 2020.8 or later, then the --IAcceptLicenseTerms is needed:

```
so upgrade --IAcceptLicenseTerms -n -t
```

8. Wait for the upgrade to complete before starting the SentryOne client.

Note: If you are using **SentryOne Portal**, see the [upgrading section](#) of the [SentryOne Portal Configuration](#) article to complete the upgrade steps for that service.

Option B: Machine with services

On a machine that has the SentryOne monitoring or controller services, follow these steps:

1. Run Command Prompt as Administrator and change the directory to **SentryOne Framework**:

```
cd c:\Program Files\SentryOne Framework
```

2. Verify that you have the correct connection to the SentryOne database:

```
so listreg
```

3. Uninstall the service:

```
so uninstall -n
```

4. Uninstall the existing installation of the SentryOne framework by opening the **Control Panel > Programs > Programs and Features**. Select **SentryOne**, then select **Uninstall** to remove it before continuing.

5. Install the v20.0 SentryOne Framework. Double-click **SentryOneSetup.exe**. The files are unpacked to **C:\Program Files\SentryOne Framework**.

6. Install the SentryOne monitoring service (you'll be prompted for the password):

Starting with version 2020.8, the `--IAcceptLicenseTerms` switch must be added to the command to acknowledge acceptance of the [EULA](#):

```
so install --IAcceptLicenseTerms -n -u
```

Versions prior to 2020.8 use the following:

```
so install -n -u
```

7. Push the .slpackage to the SentryOne database:

```
so push -n -f >
```

Note: You can omit the `-f` option if you installed the **SentryOne Frameworks** installer with the version you want to upgrade to.

Note: If you do not enter a `,` then the default path and package will be used:
C:\Program Files\SentryOne Framework\current.slpackage

8. Validate available packages:

```
so listpackage -n
```

9. Start the upgrade. **Note:** See more about using the `upgrade` command in the [EPI Commands](#) article.

If your currently installed version is below 2020.8 use the following:

```
so upgrade -n -t
```

If your currently installed version is 2020.8 or later, then the `--IAcceptLicenseTerms` is needed:

```
so upgrade --IAcceptLicenseTerms -n -t
```

10. Wait for the upgrade to complete before starting the SentryOne client.

Note: If you are using **SentryOne Portal**, see the [upgrading section](#) of the [SentryOne Portal Configuration](#) article to complete the upgrade steps for that service.

Upgrade SentryOne Portal

If you installed SentryOne Portal using EPI, you can upgrade via EPI by following the steps below. The upgrade process involves uninstalling, then reinstalling SentryOne Portal. You must [upgrade](#) the SentryOne version first via EPI, before you can upgrade the SentryOne Portal version.

Note: The default **SentryOne Framework** directory is used in the instructions. If you used a non-default location, use that path instead.

1. Open **Command Prompt** (use the **Run as administrator** option)

2. Change to the **SentryOne Framework** directory

```
cd C:\Program Files\SentryOne Framework
```

3. Stop the SentryOne Portal service

```
so stopmp -n -s
```

4. Uninstall the SentryOne Portal

```
so uninstallmp -n -s
```

5. Install the SentryOne Portal

Using **Integrated Windows Authentication**

```
so installmp --IAcceptLicenseTerms -n -s -u
```

Using **SQL Server Authentication**

```
so installmp --IAcceptLicenseTerms --connectionUseIntegrated false --server --connectionServer --connectionDatabase --connectionUsername --connectionPassword
```

Versions prior to 2020.8 use the following:

```
so installmp -n -s -u -b
```

6. Start the SentryOne Portal service

```
so startmp -n -s
```

Note:

- The **--server (-s)** switch is for the server that will host SentryOne Portal (<portalServerFQDN>) and must be the Fully Qualified Domain Name (FQDN). If needed, this name can be found by using the **list** command to view the **Controller Service** value. See the [EPI Commands](#) article for additional information on using **list**.
- The switch **-b** is not valid in versions 2020.8.31 or later. This version uses the [Portal Configuration Utility](#) to make updates after installing.
 - Prior to that release, it can be omitted if you're using the default value of **0.0.0.0:9991**. Prior versions cannot use the Portal Configuration Utility with EPI and

```
so list -t services -n
```

must set the binding during installation, or uninstall then reinstall to make changes.

- See the [Parameters & Examples](#) section of the [EPI](#) article for more information on the used such as `and` `.` These are referring to the SentryOne database and the SQL Server that hosts it.

Downgrade (non-typical process)

In the event that a downgrade or rollback is required, the process will differ depending on whether the database schema changed between versions.

Verify the schema

Use the **listpackage** command to view the details of the old and new package:

```
so listpackage -n
```

Same Schema Version

If the schema version is the same between the old and new packages, then you can downgrade to the older version using the **upgrade** command and the older package:

```
so upgrade --IAcceptLicenseTerms -n -t
```

There is no need to run any **uninstall** commands in this scenario.

Note: See more about using the [upgrade](#) command in the [EPI Commands](#) article.

Different Schema Version

If the schema version is different between the old and new packages, then you should:

1. Restore the SentryOne database from backup
2. Uninstall the current version using **so uninstall** (see the **Uninstall** section in this article for details) or through the control panel
3. Reinstall the previous monitoring service and controller version using the **so install** command

Available Commands

See the [EPI Commands](#) article for a [table of available commands and flag examples](#).

Troubleshooting

Problem: The upgrade process is being blocked

If this is for the first option, where EPI already exists, it's possible that SentryOne components were installed before using the EPI. For example, there may be clients connected to the SentryOne database that were installed pre-EPI. In this scenario, there are no bootstrappers running to manage those client processes, which means that the `so upgrade` command cannot control those pre-EPI clients. The pre-EPI clients will continue sending a heartbeat to the SentryOne, and the upgrade will be blocked until the clients are shut

down.
