



Kaseya Backup 4.0 Upgrade Best Practices

Pre-Install Check List

1. Before installing the Kaseya Backup *server*, verify that all the necessary prerequisites have been met:

- Verify that Kaseya Server K2 (6.0 or later) is installed
- Do not remove previous Image Backup install before upgrading

2. Before installing the Kaseya Backup *client*, verify that all the necessary prerequisites have been met:

- Verify that Client Machine is running Windows 2000 or later
- Verify that the Kaseya Agent version is 5.1.0.1 or later
- Verify that there is 750 MB of free disk space on each client machine
- Do not remove previous Kaseya Backup client install before upgrading

3. Kaseya Backup 4.0 –Upgrading the KServer

- K2 is Required
- After install of Image Backup, Acronis -MSI will be downloaded automatically
- The Acronis MSI is Larger – 160MB. Be Patient
- If MSI download fails, we will automatically reschedule
- Recommend upgrading towards the end of the day or weekend
- A lot of bandwidth will be consumed

4. Image Backup 4.0 –Upgrading the Agent

- Upgrade on top of your existing Kaseya Backup installation
- Do not uninstall and reinstall
- Do not upgrade all Kaseya Backup agents at one time
- Acronis 9.x and 10 agents are both supported by Kaseya Backup 4.0

- Installation isn't instant - we have a lot of data to install
- The reboot can get stuck behind another script
- If using Offsite Replication:
 - Ability to Telnet to Offsite location
 - Port to be identified by you and entered during offsite configuration
 - To use Synthetic Full backups, the Offsite Server must have the same Acronis version as the agents. If the versions are not compatible, the full backup will be replicated, which may take quite some time
 - If you have a handful of agents and a long time between full backups, you may be able to upgrade the agents after they finish a full backup and then update the Offsite Server when the last 9.x-based Synthetic Full is created
 - If you have a large number of agents, you may want to stand-up a second Offsite Server with ABR 10 and move the agents from one Offsite Server to the other as you upgrade

5. Upgrading from Acronis 9.x to ABR10

- Windows 2000 or later is required
- 750 MB free space is required
- Please be Patient – install is 160MB
- Do NOT push out to all clients at once!
 - Conduct your own controlled release
 - Acknowledge that Kaseya Support Resources may be busy
 - Deal with troubled machines first and prove those
- Install will not make the next backup a "Full" backup, so you need not co-ordinate installs with full backup sets.
 - Only need to coordinate with the Offsite Server as mentioned earlier. When you install ABR 10, the Secure Zone will be removed from any agents using it
- Auto Recovery no longer needs the Secure Zone, but can be run on any machine with ABR 10
- After upgrading, you can backup Dynamic and GPT disks using disk backup instead of partition backup
 - Must use Universal Restore CD to restore Dynamic and GPT disks, not Auto Recovery or CD Recovery