

TECHNICAL NOTE

EMC® Avamar® Client Downloads and Client Manager Installer Upgrades Release 6.1.x through 7.2.x

Technical Note

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This technical note describes how to upgrade client download features on an EMC® Avamar® server. Topics include:

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Revision history

The following table presents the revision history of this document.

Revision	Date	Description
19	February 17, 2016	Minor updates for 7.2.x.
18	March 2, 2015	Removed references to Avamar Downloader Service, updated release products to include 7.1.x, made several text changes, and added an Avamar client glossary.
17	July 7, 2014	Replaced FTP paths with reference to EMC Support for download links.
16	June 16, 2014	Updated for Avamar 7.1 release and added steps for running Avamar Upgrade Client Plug-in Catalog patch workflow.
15	May 9, 2014	Updated for Avamar 7.0.2 release, including instructions for client downloads in conjunction with an Avamar server upgrade.
14	February 12, 2014	<ul style="list-style-type: none"> Updated “Related documentation” on page 4. Added instructions to download the client download installers AVP to the Avamar server in “Downloading the software” on page 5.
13	January 16, 2014	<ul style="list-style-type: none"> Removed figure from “Overview” on page 4. Updated links to Avamar FTP site in “Downloading the software” on page 5.
12	November 19, 2013	Updated links to Avamar FTP site.
11	July 10, 2013	Updated for Avamar 7.0 release.
A10	April 17, 2012	Updated for Avamar 6.1 release.
A09	September, 13, 2011	Updated for Avamar 6.0 SP1 release.
A08	March 25, 2011	Updated for Avamar 6.0 release.

Purpose

This technical note describes how to upgrade client downloads and Avamar Client Manager client installers on the EMC® Avamar® server.

Audience

This technical note is intended for use by persons responsible for managing client-only aspects of an Avamar system.

Avamar Client Glossary

Avamar Client Software: The platform-specific software installed on your client that allows Avamar to back up or restore desired files or data. Installing a new version on your client updates the existing version. EMC recommends you not remove old clients before installing/upgrading to a newer version. Check the Avamar Backup Client Guide for your specific client because you might be required to remove the client plug-ins before upgrading.

Avamar Client Plug-in: An additional component to the Avamar Client Software that recognizes databases or other special application data resident on a client and prepares the application/database for backup or restore operations. For example, to backup a Microsoft Exchange Server, use the appropriate Windows Avamar Client Software and the appropriate MS Exchange Plug-in. In addition to Exchange, plug-ins are available (but not limited to) for other special data sets such as SQL, Oracle, Sybase, SAP, and Lotus.

Avamar Client Packages: The platform-specific package that installs the Avamar Client Software on a given client platform. These packages come in the format that is specific for the type of client platform. For example, a Windows package is delivered in .msi format and SLES Linux in .rpm format. There are Avamar Client Packages for the Avamar Client Plug-ins as well.

Avamar Client Kits: The Avamar Installation/Upgrade kit distributed as .avp files. These files can be obtained using the Avamar Downloader Service or by download links provided to you by EMC Support Engineers. Client kits are installed using the Avamar AvInstaller service on the Avamar Server. There are basically two kinds of Avamar Client Kits: Avamar Client Downloads and Avamar Client Installers.

Avamar Client Downloads: The Avamar Client Kit that installs all of the various client packages on the Avamar Server which are then made available to you in the server Downloads web pages. Avamar administrators can then access and download individual client packages through a web browser.

Avamar Client Manager: A part of the Avamar Enterprise Manager (or the Avamar Administrator in version 7.2.x) that helps Avamar administrators manage and update multiple clients in the company enterprise. Administrators can use the Avamar Client Manager to configure DTLT* or regular file system clients† to automatically download and update themselves without actually logging on to each individual client.

Avamar Client Installers: The upgrade kit that installs and updates client packages to the Avamar subsystem (GSAN). This allows clients to download and update the client packages using the Avamar Client Manager in the Avamar Enterprise Manager or the Avamar Administrator in version 7.2.x.

Avamar Client Catalog: Table embedded in the MCS PSQL database that indicates which clients can connect to the Avamar server. The Avamar Client Catalog is updated whenever the Avamar server is upgraded and when either Avamar Client Downloads or Avamar Client Installers are installed.

* - DeskTop LapTop

† - A regular file system client backs up a file system without using an Avamar Client Plug-in.

Related documentation

The following EMC publications provide additional information:

- ◆ The *EMC Avamar Administration Guide* provides more information about the following topics that apply to the instructions in this technical note:
 - Avamar Administrator
 - Avamar Enterprise Manager (for versions prior to 7.2)
 - Avamar Client Manager
 - Avamar Downloader Service
 - Logging in to the Avamar Server
- ◆ The *EMC Avamar Release Notes* provides supplemental information about current EMC Avamar releases.

Overview

You can upgrade two aspects of the Avamar client services on an Avamar server:

- ◆ Client downloads

This procedure upgrades all client downloads available on the **EMC Avamar Web Restore** web page on an older Avamar system. It also upgrades the Avamar plug-in catalog, which enables the Avamar system to use the upgraded clients. [“Upgrading client downloads on Avamar 6.1 or later” on page 6](#) provides instructions for upgrading all client downloads.
- ◆ Avamar Client Manager client installers

This procedure upgrades the underlying client push feature of the Avamar Client Manager. [“Upgrading Avamar Client Manager client installers” on page 9](#) provides instructions for doing this.

These procedures do not modify Avamar server software and they do not remove the old documentation set from the Avamar server.

IMPORTANT

Up through version 7.0.1, upgrading an Avamar server upgraded the client downloads. Beginning with version 7.0.2, the client downloads are not upgraded by the server upgrade. This must be done separately, preferably before the Avamar server upgrade is performed. Choose the appropriate instructions in the remainder of this technical note based on the desired type of upgrade. During Avamar server upgrades, the Avamar plug-in catalog is automatically updated.

How to proceed

Use this technical note to upgrade client downloads and underlying client push features of the Avamar Client Manager as follows based on the version of Avamar client software to which you are upgrading.

Pre-Avamar 7.0.2

Avamar 7.0.1 and earlier server upgrades have an option for skipping the upgrade of client downloads and the plug-in catalog. If this option is skipped during a server upgrade (which reduces the overall upgrade by several hours), you can later use [“Upgrading client downloads on Avamar 6.1 or later” on page 6](#) to perform the upgrade for the client downloads and plug-in catalog. Upgrading the clients replaces the previous version of client downloads on the Avamar system with the new version (only one client version is available for download).

Avamar 7.0.2 or later

The Avamar 7.0.2 and 7.1 upgrades have no option for upgrading the client downloads as part of the server upgrade. You must use the procedure in [“Upgrading client downloads on Avamar 6.1 or later” on page 6](#) to upgrade the client downloads separately. In this case, you can also use the procedure in [“Upgrading Avamar Client Manager client installers” on page 9](#) to upgrade the push upgrade feature separately. If you are not using the push upgrade feature, you do not need to do that procedure.

Downloading the software

IMPORTANT

The AVP (and associated md5sum) files mentioned in the remainder of this document are available from the Avamar FTP site. Request the full download FTP paths for your specific client version from EMC Support.

Download the AVP and associated md5sum files to the Avamar server.

1. Log in to the Avamar server as user **root**.
2. Change directory by typing the following command:

```
cd /usr/local/avamar/src
```

3. Download the desired AVP file to the Avamar server by typing the following command for each AVP and md5sum file:

```
curl --disable-eprt -P - -O ftppath
```

where *ftppath* is the full download FTP path to the file.

Note: If you choose, instead, to use a browser to download and save an AVP or md5sum file, copy the *ftppath* URL part of the link into the address field of the browser and press **Enter**. Due to browser cache limitations, you cannot obtain any downloads using Windows Internet Explorer. You can obtain them only with Firefox, Chrome, Safari, and Opera.

4. Confirm the md5sum by typing the following command:

```
md5sum -c filename.md5sum
```

where *filename* is the name of the downloaded AVP file.

IMPORTANT

Use the full *filename* of the AVP as it appears in the FTP link provided by EMC Support.

IMPORTANT

If you plan to perform both the upgrade client downloads and upgrade Avamar Client Manager client installers procedures, copy only one AVP at a time to the `/data01/avamar/repo/packages/` folder and complete that installation first. After the installation is complete, the AVP package is automatically removed from the `/packages` folder; ensure that has occurred before proceeding with the installation of the next AVP.

Upgrading client downloads on Avamar 6.1 or later

To upgrade client downloads on an Avamar 6.1 or later server:

1. Open a web browser and log in to Avamar Enterprise Manager:

- a. Type the following URL in the web browser:

```
http://Avamar-server/em
```

where *Avamar-server* is the hostname of the Avamar server.

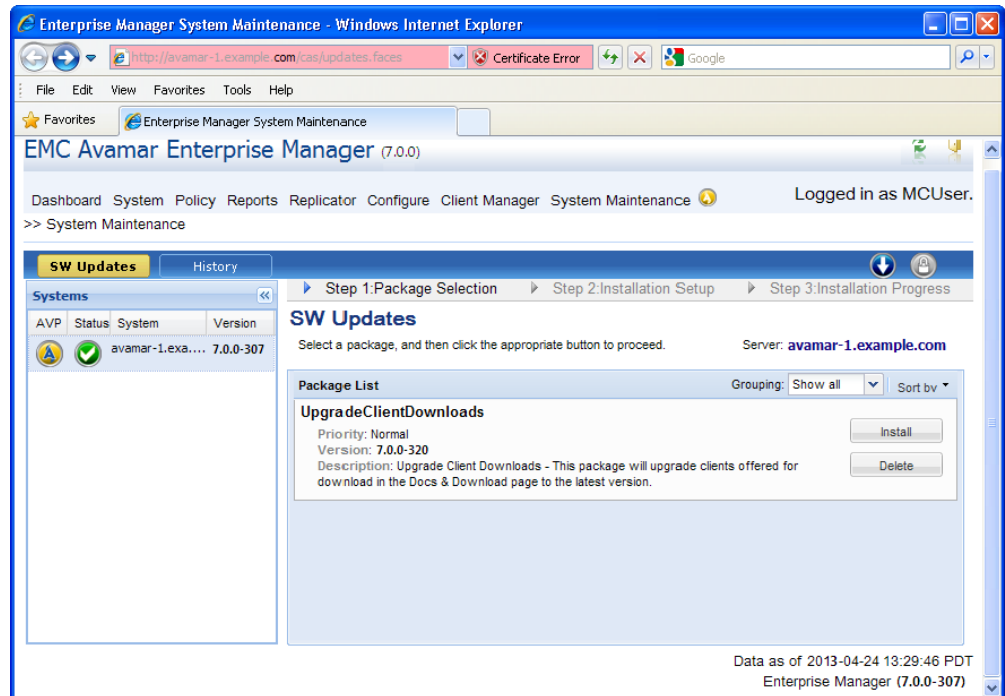
The **EMC Avamar Enterprise Manager** login page appears.

- b. Type the Avamar administrator user account in the **User Name** field and the password in the **Password** field.
- c. Click **Log On**.

The **EMC Avamar Enterprise Manager** dashboard page appears.

2. Click **System Maintenance**.

The **SW Updates** and **History** tabs appear. See next image.



3. Click the **SW Updates** tab.
4. Log in to the utility node or single-node server as user root and complete the following steps:

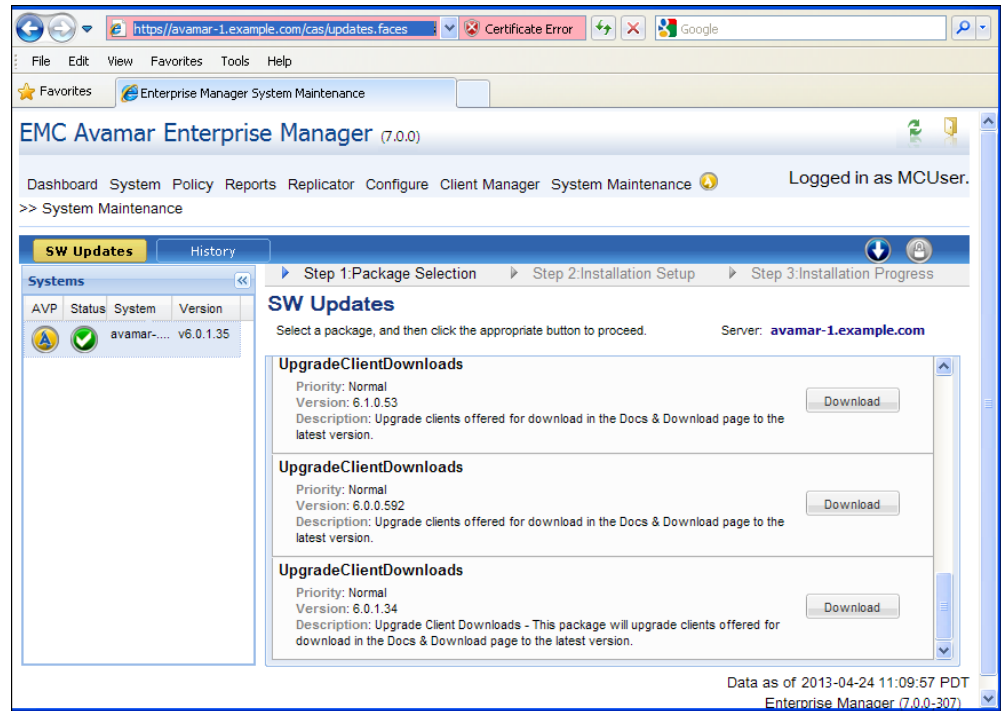
- a. Change directory to `/usr/local/avamar/src` by typing this command:

```
cd /usr/local/avamar/src/
```

- b. Move the package file to the `packages` directory by typing the following command all on one line:

```
mv UpgradeClientDownloads-version.avp  
/data01/avamar/repo/packages/
```

After a short time (up to 10-15 minutes in some circumstances), the `UpgradeClientDownloads` package appears in the **Package List** on the **SW Updates** tab of the **EMC Avamar Enterprise Manager** dashboard page as shown in the following figure.

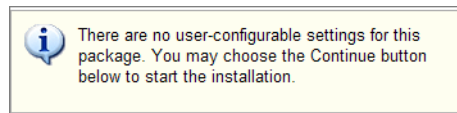


5. On the **SW Updates** tab, click the **Install** button.

The installation process displays the message:

Initiating the installation process

The initialization runs for a few moments, and then displays the following informational message:



6. Click **Continue**.

The **Installation Progress** page displays the progress of the installation.

NOTICE

The total amount of time to install the RPM installation packages can take approximately 45 to 90 minutes. The installation of the client downloads has very little impact on the performance of a multi-node Avamar server and minor impact on a single node or AVE server.

When the installation finishes, the **Installation Progress** page displays the final status. See next image.

Installation Progress

This page displays the installation progress and details. If issues occur, the program provides actions to take. Server: **avamar-1.example.com**
Currently installing: **UpgradeClientDownloads**

Finishing package execution

100%

Completed UpgradeClientDownloads

Go to Package Page Go to History Page

Information Log

Task Name	Progre...	Timestamp	User Actions	Installation Messages
		2013/08/01-14:18:31		Installing rpm 105/105
		2013/08/01-14:18:31		Processing rpm (download-AvamarNDMP-linux-rhe...
		2013/08/01-14:19:00		Installation of rpm (download-AvamarNDMP-linux-r...
Finishing package ex...	81	2013/08/01-14:19:32		
	100	2013/08/01-14:19:35		Completed UpgradeClientDownloads

Export...

The EMC Avamar Enterprise Manager History tab should display the status for "Upgrade-Client-Downloads" as completed. There will be no evidence for "Avamar_Client_Installers" in the History page.

Note: In addition to upgrading available client software, this procedure adds an EMC Online Support link to the Avamar Documentation page of **Avamar Web Restore**.

Upgrading Avamar Client Manager client installers

Upgrade the Avamar Client Manager client installers to enable the push upgrade feature of the Avamar Client Manager for already deployed clients. If the Avamar Client Manager manages clients associated with multiple Avamar systems, you can upgrade the Avamar Client Manager client installers on just one Avamar system.

1. Log in to the utility node or single-node server as root user.
2. Change directory to `/usr/local/avamar/src` by typing the following command:

```
cd /usr/local/avamar/src/
```

3. Move the package file to the `packages` directory by typing the following on one command line:

```
mv Avamar_Client_Installers-version.avp  
/data01/avamar/repo/packages/
```

4. Close the session by typing:

```
exit
```

5. Wait 15 minutes for the Avamar system to process the client installers package.

The `Avamar_Client_Installers` package does not appear in the **Package List** of the **System Maintenance** interface from the Avamar Enterprise Manager. The Avamar system automatically processes the package and Avamar Client Manager displays upgrade information. The EMC Avamar Enterprise Manager History tab does not display a status for "Avamar_Client_Installers". This is normal and should cause no concern.

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