

**opentext™**

# ALM Octane

Software version: 16.2.100

## Upgrade Guide for Windows

[Go to Help Center online](https://admhelp.microfocus.com/octane/)

<https://admhelp.microfocus.com/octane/>



Document release date: August 2023

## Send Us Feedback



Let us know how we can improve your experience with the Upgrade Guide for Windows.

Send your email to: [docteam@microfocus.com](mailto:docteam@microfocus.com)

## Legal Notices

© Copyright 2023 Open Text.

The only warranties for products and services of Open Text and its affiliates and licensors ("Open Text") are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

### Disclaimer

Certain versions of software accessible here may contain branding from Hewlett-Packard Company (now HP Inc.) and Hewlett Packard Enterprise Company. This software was acquired on September 1, 2017 by Micro Focus and is now offered by Open Text, a separately owned and operated company. Any reference to the HP and Hewlett Packard Enterprise/HPE marks is historical in nature, and the HP and Hewlett Packard Enterprise/HPE marks are the property of their respective owners.

# Contents

Upgrade .....	4
Upgrade paths .....	4
Prepare for upgrade .....	5
LTP Path: Verify Elasticsearch re-indexing (ES version 8.x) .....	7
Make changes to MS SQL Server databases .....	7
Step 1: Deploy the new version and start ALM Octane .....	8
Step 2: Configure and upgrade cluster nodes .....	9
Step 3: Upgrade spaces in ALM Octane .....	9
Step 4: Verify that spaces upgraded successfully .....	10
Rollback .....	11
After MS SQL database changes are completed .....	11
After the upgrade's setup validation phase .....	12
After site schema has been upgraded .....	12
After space schema has been upgraded .....	13
After upgrade completed .....	14
After upgrading cluster nodes .....	15
Upgrade ALM Octane in Docker .....	16
Get default configuration files from the ALM Octane docker image .....	16
Upgrade ALM Octane in Docker .....	17
Install a patch .....	19

# Upgrade

This document describes how to upgrade an existing installation of an on-premises Open Text™ ALM Octane server on Windows.

This section includes:

- ["Upgrade paths" below](#)
- ["Prepare for upgrade" on the next page](#)
- ["LTP Path: Verify Elasticsearch re-indexing \(ES version 8.x\)" on page 7](#)
- ["Make changes to MS SQL Server databases" on page 7](#)
- ["Step 1: Deploy the new version and start ALM Octane" on page 8](#)
- ["Step 2: Configure and upgrade cluster nodes" on page 9](#)
- ["Step 3: Upgrade spaces in ALM Octane" on page 9](#)
- ["Step 4: Verify that spaces upgraded successfully" on page 10](#)

## Upgrade paths

ALM Octane allows you to choose between two upgrade paths:

- **Short-term path (STP)**. Upgrade to each new service pack (for example, from 16.1.100 to 16.1.200). If you choose this path, you will need to go through all the interim service packs in order to upgrade to the following release.
- **Long-term path (LTP)**. Upgrade directly from one release to the next (for example from 16.1.100 to 16.2.100, to the next LTP release), without having to upgrade to each of the interim service packs.

The current version is a **long term path release**, meaning that you can upgrade to ALM Octane 16.2.100 either directly from 16.1.100, or from 16.1.200.

## Prepare for upgrade

Before upgrading, review the following:

1. Check that all spaces are up to date, first in **Settings > Site > Spaces**, and then in **Settings > Site > POST UPGRADE JOBS**. Delete any spaces that you do not want to upgrade to prevent problems in future upgrades.
2. Verify that your server machine, and if relevant, all cluster nodes, meet all prerequisites.

This includes checking the supported versions for all third party tools such as Elasticsearch, and upgrading accordingly. For details, see "Prerequisites" in the [ALM Octane Installation Guide for Windows](#).

3. Stop the ALM Octane service on the server, and if relevant, on all cluster nodes.
4. Create backups of:
  - The repository located in **C:\Program Files\Octane\repo** (or in a cluster installation: \\MACHINE\_NAME\REPO\_NAME)
  - Existing ALM Octane configuration files including **octane.conf**
  - Your database
  - Elasticsearch
5. Take note of any special aspects of your configuration, such as:

Special configuration	Recommendation
Did you install ALM Octane to a location other than <b>C:\Program Files\Octane</b> ?	Refer to the location you used while upgrading.

<b>Special configuration</b>	<b>Recommendation</b>
Did your organization's DBA make changes to database schemas, such as the addition of tables or columns?	Define an exception file. The exception file instructs ALM Octane to ignore manual changes to the database schemas during installation. For details, see "Using exception files for manual database changes" in the <a href="#">ALM Octane Installation Guide for Windows</a> .

6. Before upgrading, remove all patches or hotfixes at **WEB-INF\lib** and **WEB-INF\classes**.

Example of a full path for Windows environment:

- **C:\Octane\webapps\root\WEB-INF\classes**
- **C:\Octane\webapps\root\WEB-INF\lib**

## LTP Path: Verify Elasticsearch re-indexing (ES version 8.x)

If you are upgrading directly from 16.1.100, Elasticsearch re-index is mandatory.

- **Space re-index.** Spaces that have not been re-indexed are not accessible to users. You must complete re-index before upgrading.

If you do not, you can re-index after upgrading, but access to the shared space is blocked until re-index is completed successfully.

- **Site re-index.** ALM Octane does not enforce re-index at the site level. It is the responsibility of the site admin to verify that site re-index is complete.

If re-index is not complete, the index will not perform properly following upgrade. For example, audit data may be inaccurate. In addition, upgrade to Elasticsearch 8 may fail in future releases.

For instructions on performing re-index, refer to the [ALM Octane Upgrade Guide for version 16.1.100](#).

## Make changes to MS SQL Server databases

If you are using MS SQL Server databases with the FILL\_EXISTING site\_action, the database administrator should set READ\_COMMITTED\_SNAPSHOT ON on all databases used by ALM Octane, before deploying the new version. This will reduce the number of possible deadlocks in MS SQL Server databases.

1. Find all the database names used by ALM Octane. Log in to siteadmin database and run:

```
select SP_SCHEMA_NAME from octane.SHARED_SPACE;
```

2. Request from the database administrator to run the following on all the databases found above, and on the siteadmin database:

```
use master
```

```
ALTER DATABASE <db name> SET READ_COMMITTED_SNAPSHOT ON
```

Run these commands when there are no open connections to these databases.

## Step 1: Deploy the new version and start ALM Octane

1. Download the ALM Octane package.

<https://sld.microfocus.com/mysoftware/download/downloadCenter>

2. Download and deploy the new version of ALM Octane using:

```
setup.exe
```

3. On the server machine, select **Start > ALM Octane > Start ALM Octane**.
4. Check the **C:\Program Files\octane\log\wrapper.log** file. If you do not see the "Server is ready!" message, correct the errors shown in the log.
  - If you encounter a recoverable error in the **wrapper.log** or **upgrade.log** files, fix the problem and restart the server to resume upgrade.
  - If the log file contains the error message "The value https://<server URL> is invalid URL", refer to the section [Upgrading non-standard top-level domains](#).
  - The following is required if you configured trust on the ALM Octane server, when connecting to a remote location such as the database server. If your Java trust store (**<java\_home>/jre/lib/security/cacerts**) uses a non-default password, enter this password in **octane.conf** in the **java-default-trust-store-password** parameter.

**Caution:** Do not use ALM Octane until you have completed "[Step 3: Upgrade spaces in ALM Octane](#)" on the next page.




## Step 2: Configure and upgrade cluster nodes

After the upgrade on the first node has completed successfully, you can upgrade the remaining nodes in a cluster.

### To configure and upgrade cluster nodes:

1. Deploy the new version of ALM Octane to each node.
2. On each node, select **Start > ALM Octane > Start ALM Octane**.
3. Check the **C:\Program Files\octane\log\wrapper.log** file. If you encounter a recoverable error in the **wrapper.log** or **upgrade.log** files, fix the problem and restart the server to resume upgrade.


 **Caution:** Do not use ALM Octane until you have completed "[Step 3: Upgrade spaces in ALM Octane](#)" below.

## Step 3: Upgrade spaces in ALM Octane

After upgrading, log into ALM Octane as the site admin to upgrade each space.

### To upgrade spaces in ALM Octane:

1. In a browser, navigate to **<ServerURL>:<port>/ui?site**.
2. Log in with the user name and password defined in the **octane.conf** file.  
To upgrade all spaces at once, log in as the site admin.
3. Click **Site** and then click the **Spaces** tab.
4. Select one or more spaces and click **Upgrade**.  
**Upgrade** is available only if the space needs to be upgraded.
5. Individual workspaces are upgraded in the background.

 **Note:** Until all of the post-upgrade jobs have completed, some data may be unavailable in trend graphs and other Elasticsearch-related features.

## Step 4: Verify that spaces upgraded successfully

Verify that all spaces were upgraded successfully from the previous version. To verify that a space has been upgraded, check that:

- The space status is **Active** (or Inactive if it was previously deactivated).
- The space version is updated to the current version.

In addition, check that all post-upgrade jobs were completed in **Settings > Site > POST UPGRADE JOBS**.

## Rollback

This section describes how to roll back after upgrading an on-premises ALM Octane server. This may be necessary if for some reason the upgrade fails or performance is slow.

Depending on when you want to roll back, there are different steps to perform.

**Note:** To roll back you need the pre-upgrade backups of all configuration files. This includes **octane.conf** from each node, and the folder in which you stored the repository, such as **C:\Program Files\Octane\repo** (or <Repository folder> for cluster configuration).

This section includes:

- ["After MS SQL database changes are completed" below](#)
- ["After the upgrade's setup validation phase" on the next page](#)
- ["After site schema has been upgraded" on the next page](#)
- ["After space schema has been upgraded" on page 13](#)
- ["After upgrade completed" on page 14](#)
- ["After upgrading cluster nodes" on page 15](#)

## After MS SQL database changes are completed

If needed, roll back the changes described in ["Make changes to MS SQL Server databases" on page 7](#).

### To roll back changes to the MS SQL databases

1. Find all the database names used by ALM Octane. Log in to siteadmin database and run:

```
select SP_SCHEMA_NAME from octane.SHARED_SPACE;
```

2. Request from the database administrator to run the following on all the databases found above, and on the siteadmin database:

```
use master
```

```
ALTER DATABASE <db name> SET READ_COMMITTED_SNAPSHOT OFF
```

Run these commands when there are no open connections to these databases.

## After the upgrade's setup validation phase

You can roll back after the upgrade's setup validation phase, whether it passed or failed.

If the upgrade reached setup validation, the following have been modified:

- Previously-deployed files
- ALM Octane configuration files, including **octane.conf**

### To roll back the deployed files, including octane.conf

1. Uninstall the new ALM Octane version using Windows **Add/Remove Programs**.
2. Install the previous ALM Octane version, as described in the ALM Octane Help Center > Installation Guide for Windows (for the previous version).
3. Revert to backups of ALM Octane configuration files, including **octane.conf**.
4. If necessary, copy back the folder in which you stored the repository, such as **C:\Program Files\Octane\repo**.
5. Start the ALM Octane service.

## After site schema has been upgraded

You can roll back after the site schema has been upgraded.

If the upgrade upgraded the site schema, the following has been modified:

- Previously-deployed files
- Elasticsearch indexes
- ALM Octane configuration files, including **octane.conf**
- The site schema

## To roll back the site schema

1. Stop the ALM Octane service.
2. Revert to a backup of the site schema.
3. Revert to a backup of Elasticsearch indexes.
4. Uninstall the new ALM Octane version using Windows **Add/Remove Programs**.
5. Install the previous ALM Octane version, as described in the ALM Octane Help Center > Installation Guide for Windows (for the previous version).
6. If necessary, copy back the repository folder located in **C:\Program Files\Octane\repo** (or <Repository folder> for cluster configuration).
7. Revert to backups of ALM Octane configuration files, including **octane.conf**.
8. Start the ALM Octane service.

## After space schema has been upgraded

If the upgrade upgraded the space schema, the following have been modified:

- Previously-deployed files
- Elasticsearch indexes
- ALM Octane configuration files, including **octane.conf**
- The site schema
- The space schema

Rolling back a single space is relevant after upgrade of a space failed. In this case, fixes are required depending on the cause of the failure, as seen in the logs and in the UI.

**Note:** This is only relevant if the space upgrade failed with **CORRUPTED** status. If it ended in **SUSPENDED** status, implement the fixes as instructed in the logs and in the UI, and then resume upgrade. No rollback actions are required.

## To roll back changes to the space schema:

1. Revert to the backup of the space schema.
2. Revert to the backups of Elasticsearch indexes related to the specific space.  
Space-specific indexes can be identified by the space logical name embedded in their name, using the pattern **mqm\_{space logical name}\_\***.  
**Note:** There are multiple Elasticsearch indexes for each space. Make sure to roll back all of them.
3. Revert to the repository backup of this specific space.
4. Fix what caused the upgrade to fail.
5. Run the following API to repair the space:  

```
POST {octane server}/admin/shared_spaces/repair?ids={space_id}
```

**Tip:** To repair multiple spaces, provide the **space\_ids** separated by commas.
6. Upgrade again.

## After upgrade completed

If the upgrade completed successfully, the following have been modified:

- Previously-deployed files
- ALM Octane configuration files, including **octane.conf**
- The site schema
- The space schema(s)
- Elasticsearch indexes
- ALM Octane repository files

## To roll back the entire upgrade

1. Follow the procedure ["To roll back the site schema" on the previous page](#).
2. Revert to backups of all space schemas.
3. Revert to backups of all Elasticsearch indexes.
4. Revert to backup of the previous repository.

## After upgrading cluster nodes

If you upgraded additional cluster nodes, the following has been modified on the cluster nodes:

- Previously-deployed files
- ALM Octane configuration files, including **octane.conf**

### To roll back the previously-deployed files

1. Uninstall the new ALM Octane version using Windows **Add/Remove Programs**.
2. Install the previous version on a node.
3. Revert to backups of ALM Octane configuration files, including **octane.conf**.
4. Deploy ALM Octane on each cluster node as described in the ALM Octane Help Center > Installation Guide for Windows (for the previous version).
5. Start the ALM Octane service on each cluster node.

## Upgrade ALM Octane in Docker

This section describes how to upgrade ALM Octane in Docker.

This section includes:

- ["Get default configuration files from the ALM Octane docker image" below](#)
- ["Upgrade ALM Octane in Docker" on the next page](#)

### Get default configuration files from the ALM Octane docker image

Before upgrading, make sure you have default configuration files from the new ALM Octane Docker image.

1. In Docker Desktop, select **Images** in the left pane.
2. Locate the ALM Octane version you want to upgrade.  
Note that only on-premises versions of ALM Octane are supported.
3. Click **Run** and go to **Optional Settings**.
4. In **Container name**, enter a name of your choice.
5. In **Ports**, enter 8080 to use HTTP.
6. In **Volumes**, enter the following:

C:\OctaneDockerConfFiles\conf      for      opt/octane/conf

C:\OctaneDockerConfFiles\log      for      opt/octane/log

C:\OctaneDockerConfFiles\repo      for      opt/octane/repo

7. Click **Run** to execute the Docker image for the first time.  
The first run should fail with errors because ALM Octane has not been configured.
8. Open **C:\OctaneDockerConfFiles\repo**. The **conf-discover** folder contains the default ALM Octane configuration files. Copy them to a backup location.



## Upgrade ALM Octane in Docker

This section describes how to start a new ALM Octane container using the configuration from a previous version, and upgrade the data.

1. Stop your ALM Octane container.
2. Back up your Oracle or MSSQL database.
3. Back up Elasticsearch.
4. Back up the conf and log folders (if mapped).
5. Back up the REPO folder, which includes the **conf-discover** and **storage** folders.
6. Download the new ALM Octane Docker image.
7. Overwrite the .xml files in the folder **conf-discover** (in the REPO folder) with the .xml files from the default configuration files for the new version. For details see ["Get default configuration files from the ALM Octane docker image" on the previous page](#).
8. Click the **Run** button and open **Optional Settings**.
9. In **Optional Settings**, define the new container name.
10. In **Optional Settings**, define the identical container configuration as your current ALM Octane container configuration.

This means that the ports, and the mapping of the conf, log, and repo mount folders should be the same in the new container as your current container.
11. Run the new ALM Octane container configuration.
12. Validate that the container works by checking the container's Log tab, or the wrapper.log and octane.log files in the mapped log folder.
13. Continue with the regular space upgrade procedure, as described in ["Step 3: Upgrade spaces in ALM Octane" on page 9](#).



**Note:** If you need to roll back the upgrade:

- If the new ALM Octane container failed to run, restore configuration files in the conf-discover folder (in the REPO folder), and run the

- ! previous version of the ALM Octane container.
- If the new ALM Octane container successfully upgraded the site, restore backups (database, Elasticsearch, and REPO folder), and run the previous version of the ALM Octane container.

## Install a patch

This section describes how to install a hotfix patch, without upgrading ALM Octane.

1. Stop the ALM Octane service.
2. Create backups of:
  - The repository
  - Existing ALM Octane configuration files, including **octane.conf**
  - Your database
  - Elasticsearch
3. Run the installer file containing the fix as you would do for a regular upgrade.
4. Start the ALM Octane service and validate that the issue is fixed.

There is no need to upgrade the spaces.