

opentext™

ALM Octane

Software version: 24.3

Upgrade Guide for Windows

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Contents

Upgrade	4
Upgrade paths	4
Prerequisites	5
Prepare for upgrade	6
Prepare for Elasticsearch re-indexing (ES version 9.x)	8
Step 1: Deploy the new version and start ALM Octane	9
Step 2: Configure and upgrade cluster nodes	10
Step 3: Upgrade spaces in ALM Octane	10
Step 4: Verify that spaces upgraded successfully	11
Rollback	13
After the upgrade's setup validation phase	13
After site schema has been upgraded	14
After space schema has been upgraded	15
After upgrade completed	16
After upgrading cluster nodes	16
Upgrade ALM Octane in Docker	17
Get default configuration files from the ALM Octane docker image	17
Upgrade ALM Octane in Docker	18
Install a patch	20

Upgrade

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

This section includes:

- ["Upgrade paths" below](#)
- ["Prerequisites" on the next page](#)
- ["Prepare for upgrade" on page 6](#)
- ["Prepare for Elasticsearch re-indexing \(ES version 9.x\)" on page 8](#)
- ["Step 1: Deploy the new version and start ALM Octane" on page 9](#)
- ["Step 2: Configure and upgrade cluster nodes" on page 10](#)
- ["Step 3: Upgrade spaces in ALM Octane" on page 10](#)
- ["Step 4: Verify that spaces upgraded successfully" on page 11](#)

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 23.4 to 24.1). 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 16.2.100 to 24.3, the next LTP release), without having to upgrade to each of the interim service packs.

This version is an **LTP** release, meaning you can upgrade to version 24.3 either directly from 16.2.100 (the previous LTP release), or from 24.1.

Prerequisites

Before upgrading, note the following:

- This version requires JDK 21. You must install JDK 21 before upgrading ALM Octane.

Before you install JDK 21, make a backup copy of the default Java keystore (**cacerts**) file from the existing JDK 11 installation. Then, after you install JDK 21, use the backup copy to replace the **cacerts** file that is provided with JDK 21. This avoids potential issues with the new **cacerts** file.

- This version requires Elasticsearch 8.11 or later (version 8.11 is recommended). This is enforced on startup.

The upgrade will trigger Elasticsearch re-index. Indexes will be re-indexed to version 8.

When a space's post-upgrader is running, its Elasticsearch features are not all disabled during the entire process. Instead, features are in downtime only when an index they are dependent on is in the downtime phase of its re-indexing.

For details, see "[Prepare for Elasticsearch re-indexing \(ES version 9.x\)](#)" on [page 8](#).

- This version requires OData 4.0. OData version 2.0 services will no longer work and will be fully replaced by OData version 4.0.

To continue using OData, your connection must be updated to OData version 4.0. The OData 4.0 URI format is:

```
<https://<server>/odata/v4/shared_spaces/<space_ID>/workspaces/<workspace_ID>/
```

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 C:\Program Files\Octane ?	Refer to the location you used while upgrading.

Special configuration	Recommendation
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 ALM Octane Installation Guide for Windows .

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**

Prepare for Elasticsearch re-indexing (ES version 9.x)

During the upgrade, old indexes are re-indexed in preparation for moving to Elasticsearch 9.x.

The re-indexing is done to provide new functionality and, in the case of very large indexes, to increase the number of shards.

The re-indexing must be completed. You will not be able to use ALM Octane in the next release if re-indexing was not completed successfully.

Note: The mechanism for Elasticsearch re-index has been changed to significantly minimize downtime.

When a space's post-upgrader is running, its Elasticsearch features are not all disabled during the entire process. Instead, features are in downtime only when an index they are dependent on is in the downtime phase of its re-indexing.

- **Site index.** Site index is now re-indexed by a post-upgrade job triggered during the site upgrade. This appears in the Post Upgrade Jobs tab in the Site module. Its space ID is -1.
- **Space indexes.** As mentioned above, during re-index some functionality might be disabled for short time periods. This includes search, trend and analytics graphs, pipelines, and audit. For more details, see ["Re-indexing during space upgrade" on page 11](#).
- Re-indexing is mandatory. You will not be able to upgrade Elasticsearch to 9.x if you still have indexes created in an Elasticsearch version lower than 8.x. In the next version, you will not be able to proceed with space upgraders unless all spaces are re-indexed.
- The Elasticsearch server must have approximately 60% free space to enable re-indexing. The ALM Octane server will not start if there are old indexes in Elasticsearch and the space condition is not fulfilled.

If you do not have sufficient space on the Elasticsearch server, allocate space before proceeding with the upgrade. You can run the following command from Kibana to check:

```
GET /_cat/allocation?v
```

Or the following CURL command:

```
CURL -XGET "http://{elastic host}:9200/_cat/allocation?v
```

- Set the value for the **ELASTIC_MAINTENANCE_MAX_WORKERS_PER_NODE** based on the number of cluster nodes for ALM Octane. For details, see [Configuration parameters](#) in the [\[\[\[Undefined variable QCPC.MQM\]\]\] Help Center](#).

Note: Indexes must be open and not in read-only mode.

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.
 - 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](#)" below.

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, go 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**.

Re-indexing during space upgrade

When upgrading, the space upgrade step includes Elasticsearch re-index as described in "[Prepare for Elasticsearch re-indexing \(ES version 9.x\)](#)" on page 8.

- Space indexes are automatically re-indexed as part of a post-upgrader job that is triggered after the space is upgraded. (If a space's indexes are all up-to-date, the post-upgrader will immediately complete successfully.)
- As mentioned above, during re-index, some functionality might be disabled for short time periods. This includes search, trend and analytics graphs, pipelines, and audit. A message to this effect will be displayed at the top of users' screens.
- You can set the **ELASTIC_STOP_EXECUTE_REINDEX_POST_UPGRADERS** site parameter to **true** in order to stop the re-index from running (either for the site or per space). The post-upgrader will complete as FAILED when the parameter is on.
- This can be helpful if you want to schedule re-indexing at a time that has the lowest impact on your users, or if you started the re-index and need to suspend it. In this case, when you are ready to re-index set the parameter to false, and re-

run the post-upgrader.

- Post-upgrader jobs can be viewed and managed in **Settings > Site > POST UPGRADE JOBS**.

Note: In the list of post-upgraders you will see **Elasticsearch site indexes reindex** whose shared space is -1. After run_history reindex, you will see a post-upgrader described as **Inject tests into the run_history index to support data visibility**. This is expected behavior.

- Re-index must be completed. You will not be able to use ALM Octane in the next release if re-index was not completed successfully.

Troubleshooting the re-index:

- Some Elasticsearch failures might be due to momentary load on the Elasticsearch cluster. You can try re-running the post-upgrader to see if this solves the problem.
- If a post-upgrader fails, collect logs for support. The status in **Settings > Site > POST UPGRADE JOBS** will display FAILED. Check the error message, fix the indicated problem, and re-run the upgrader. The Elasticsearch features will be enabled again until you re-run the post-upgrader.
- If a post-upgrader fails, it is recommended to fix and re-run the re-index as soon as possible. Leaving failed jobs for a long time may impact system performance.

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 the upgrade's setup validation phase" below](#)
- ["After site schema has been upgraded" on the next page](#)
- ["After space schema has been upgraded" on page 15](#)
- ["After upgrade completed" on page 16](#)
- ["After upgrading cluster nodes" on page 16](#)

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 page 14.](#)
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 10](#).



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.