IceWarp Unified Communications

IceWarp Server Upgrade

Version 11.4



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Contents

Server Upgrade 3

Best Practices 3

Planning Upgrade 3

Prior Upgrade 3

Upgrade 3

After Upgrade 3

Upgrade to Version 11.3 4

SQLite Database 5

Server Upgrade

Best Practices

Planning Upgrade

- search the context help and knowledge base for relevant up-to-date articles
- schedule downtime for server services
- optionally, have someone skilled available to handle possible issues or negotiate a managed upgrade with the IceWarp Support team
- upgrades from versions older than 9.4.2 should be performed in two phases – upgrade to 9.4.2 first and make sure your system is stable and working fine (let it run for few days), upgrade to the current (wished) version after

Prior Upgrade

- make a backup of all user settings via IceWarp Administration Console
- optionally, you can copy the whole installation directory without mails and logs
- dump or copy (SQLite) all databases (skip WebClient cache – its backup is optional)
- the goal is to be able to create the same server state as there is at the moment of backup
- delete session data from the ***<install_dir>/php/temp/*** directory; this step is optional, but should be done when upgrading between major versions
- if you are synchronizing accounts from LDAP/AD, set *c_system_adsyncmaxdeletethreshold* to ***1*** to prevent any losses of account data
- increase logging levels of SMTP, GroupWare, Control services to extended, make sure you log at least failed SQL queries and API
- any customizations made in the **php.ini** file should be noted, it is ***strongly recommended*** to create the **php.user.ini** file (read the **php.user.ini Advantages** chapter (***manual.chm – Shared Topics***) to learn more)

Upgrade

- on Linux, download and *untar* the installer tarball, stop all running IceWarp Server services, check that all services are really stopped and kill any running and then run **install.sh** located in the installer root folder
- on Windows, close the admin console (**config.exe**), execute the installer wizard (it must be executed with elevated privileges, the installer attempts to elevate itself), do not stop IceWarp Server services
- wait for the upgrade finish, do not terminate the process unless it is stuck. Upgrade process can take long time depending on data amount on server as well as on the server performance. Please, be patient as prematurely terminated upgrade leads to unpredictable behavior and serious issues.
- on Windows, it may be worthwhile to have task manager launched while running installation to see that all services are really stopped during the process

After Upgrade

- check error logs frequently
- check SQL logs for errors
- previously made customization to definition of tables in databases (enlarged column) can (in a very rare cases) lead to a problem with data being too long to fit the column. Alter problematic columns back as they were prior the upgrade – the installer is never shortening columns, but it may enlarge a column to a smaller size than the customization was.
- if applicable, set the *c_system_adsyncmaxdeletethreshold* property back to its original value
- try to create new event, send a test email

- ask users for feedback
- let the system run for few days with increased logging level for troubleshooting if required
- if suspecting a problem, but not sure, consult it with the IceWarp Support team – damaged or inconsistent database usually leads to rollback and data loss, the sooner such an issue is identified the better

Upgrade from Version Older than 11.1.0

It is recommended to review directory service configuration settings as there were improvements made – especially, to check how users/groups are recognized and filtered (LDAP query). IceWarp Server will attempt to parse your current configuration into a new style automatically. However, manual correction may be needed.

Upgrade to Version 11.3 and later

There are some changes regarding our integrated OpenLDAP server and client:

Client

Untill now, 64-bit Windows IceWarp Server used the Windows LDAP library, but on 32-bit administrators could set the *C_Accounts_Global_LDAP_UseWindowsDLL* variable to ***false*** and then the OpenLDAP client library was used.

Since version 11.3, the *C_Accounts_Global_LDAP_UseWindowsDLL* variable has no effect. Windows LDAP library is always used on Windows (and OpenLDAP on Linux).

Server

New V 11.3 installations:

- OpenLDAP 2.4.38 will be installed
- When LDAP server logs are enabled, they will go to the IceWarp Server log directory (the ***slapd.conf*** file). It is not rotated/marked with timestamp as of now.

Servers that were upgraded to V 11.3 from older versions:

- Ancient OpenLDAP server 2.2.29 will be left there
- LDAP tools that crashed will be replaced with newer versions

It is not possible to perform a simple upgrade, because the LDAP database changed its binary format between these two versions (there is a 10 year gap). It would be dangerous to upgrade user's LDAP servers automatically – there can be some peculiar configuration.

Find details of needed upgrade steps further:

1. It is a good idea to stop all IceWarp Server services and *config* before performing the migration. As the absolute minimum, stop the LDAP server and check that Windows LDAP dll is used – not OpenLDAP.
2. Export the database content to *ldif* running this command in the *ldap* directory

   slapcat.exe -l backup.ldif -f slapd.conf
3. Then copy the *backup.ldif* file to some safe place.
4. If you did some modifications in the *slapd.conf* file, copy it to the some safe place.
5. Delete the *ldap* subdirectory from IceWarp Server installation directory.
6. Run the IceWarp Server installer. It need not to be an upgrade one, the same version like the already installed will suffice. Note that this will stop IceWarp Server services temporarily.
7. After installation, copy *backup.ldif* to the newly created *ldap* subdirectory.
8. If you backed up also the *slapd.conf* file, merge it with the current *slapd.conf*. The merge would not be difficult, there were not so many changes, most of them are just comments.
9. Delete the *ldap*\ directory data.
10. Run the following command:

    slapadd.exe -l backup.ldif -f slapd.conf
11. Start the LDAP server.

SQLite Database

When server upgrade from version 10 to version 11 is performed (in the case you use a database as an account storage), the ***D_IP*** database column is converted from VARCHAR(16) to VARCHAR(46).

If you use the SQLite database, this conversion is not done (because of SQLite "liteness"). To workaround this, after server upgrade convert your account database into some other storage – other database or file system – and back to SQLite.



NOTE: Before converting back, delete tables within the original SQLite database.

If you want to convert from SQLite to SQLite, the back conversion is not necessary.