

Power IQ Upgrade Instructions for Release 4.0.2



The following instructions do NOT apply to customers upgrading from release 4.0.0, or 4.0.1. For these releases, perform a typical upgrade, using the power-iq-v4.0.2-8.bin file. Login to the customer portal to access the file: www.raritan.com/support/power-iq

Dear Raritan Power IQ Customer:

Release 4.0.2 requires a new install due to infrastructure upgrades.

Your current configuration and data can be backed up and restored to the new 4.0.2 system. This upgrade should take less than 30 minutes.

You can find everything you need for upgrade on the Raritan website.

Go to www.raritan.com/support/power-iq. Then login to the customer portal at the top right of the support page to access the Release 4.0.2 upgrade material.

Note: Access is limited to customers covered by a valid software maintenance agreement. Contact customer service at customerservice@raritan.com if you have questions or problems.

Upgrade Items:

- PowerIQ-4.0.2.iso image
- Upgrade Instructions (this document)
- Release Notes
- Quick Setup Guide (QSG) for virtual machines
- Quick Setup Guide (QSG) for hardware appliances

Suggested steps to upgrade to 4.0.2

► Prerequisites:

1. Read the release notes to understand the new capabilities and learn about other important release information.
2. Download the Power IQ 4.0.2 ISO image.
3. Ensure that your current Power IQ system is at version 2.0.1 or higher.

4. Ensure that you have your Power IQ license file. This is a .lic file. You can use the same license file for 4.0.2 that you currently use.

► **Deploying 4.0.2:**

1. Create an **unencrypted** backup of your Power IQ system. Confirm that it is an appropriate size (not zero byte) and compare to previous backups.

Note: If you must use an **encrypted** backup, you must apply hotfix-49324.bin after installing the 4.0.2 software. The hotfix file is available for download with the 4.0.2 files on raritan.com.

2. Save the backup file to your computer.
3. Gather data not stored in the backup. **Optional.**
 - Download sensor reading CSV zip files. Most customers don't use these.

If you are running Power IQ on a virtual appliance:

1. Shutdown your pre-4.0.2 system if you want to reuse its IP address.
2. Create a new Power IQ 4.0.2 virtual appliance by following the QSG instructions for virtual machines, including configuring the network settings using the serial console. **Note that release 4.0.2 requires a 64-bit OS and a datastore of 160GB or more.**
3. Login to the web GUI using a browser and load your Power IQ license file.
4. If your backup configuration included a custom HTTPS certificate, load the same certificate.
5. If the backup file you want to restore is **encrypted**, you must apply the hotfix-49324.bin before restoring the backup.
 - **To apply the hotfix:** In the Settings tab, click Software Upgrades in the Appliance Administration section. Click Browse, then select the hotfix-49324.bin file. Click Upload. A success message appears when the hotfix is complete.
6. Close the browser, then restart the browser and login to the web GUI again.
7. Restore your backup to the new 4.0.2 system.
8. Confirm your release 4.0.2 system operation. If you use sensor readings CSV files, check that the setting is enabled in Settings > Power IQ Settings.
9. Delete your pre-4.0.2 virtual appliance once you are satisfied that your 4.0.2 system is operating correctly.

If you are running Power IQ on a Raritan Hardware Appliance

1. Create a DVD-R containing the Power IQ 4.0.2 ISO install image. This is typically called burning the ISO to the DVD.
2. Attach a keyboard, monitor, and mouse to the appliance.
3. Insert the install DVD-R you created into the appliance's DVD-ROM tray.
4. Press Ctrl-Alt-Delete to reboot the appliance.
5. At the prompt, select Option 1 for hardware appliance.
6. Wait for the system to install. This may take approximately 15-20 minutes.
7. When the reboot button appears in the serial console, press Enter. **IMPORTANT:** As the reboot begins, quickly remove the DVD, or it will install again.
8. After the system fully boots, configure the network settings in the serial console by following the QSG instructions for hardware appliances.
9. Login to the web GUI using a browser and load your Power IQ license file.
10. If your backup configuration included a custom HTTPS certificate, load the same certificate.
11. If the backup file you want to restore is **encrypted**, you must apply the hotfix-49324.bin before restoring the backup.
 - **To apply the hotfix:** In the Settings tab, click Software Upgrades in the Appliance Administration section. Click Browse, then select the hotfix-49324.bin file. Click Upload. A success message appears when the hotfix is complete.
12. Close the browser, then restart the browser and login to the web GUI again.
13. Restore your backup to the new 4.0.2 system.
14. Confirm your release 4.0.2 system operation. If you use sensor readings CSV files, check that the setting is enabled in Settings > Power IQ Settings.

Additional Information

For more information about the Power IQ™ and the entire Raritan product line, see Raritan's website (www.raritan.com). For technical issues, contact Raritan Technical Support. See the Contact Support page in the Support section on Raritan's website for technical support contact information worldwide.

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