



Upgrade Guide

DefendX Software Control-QFS

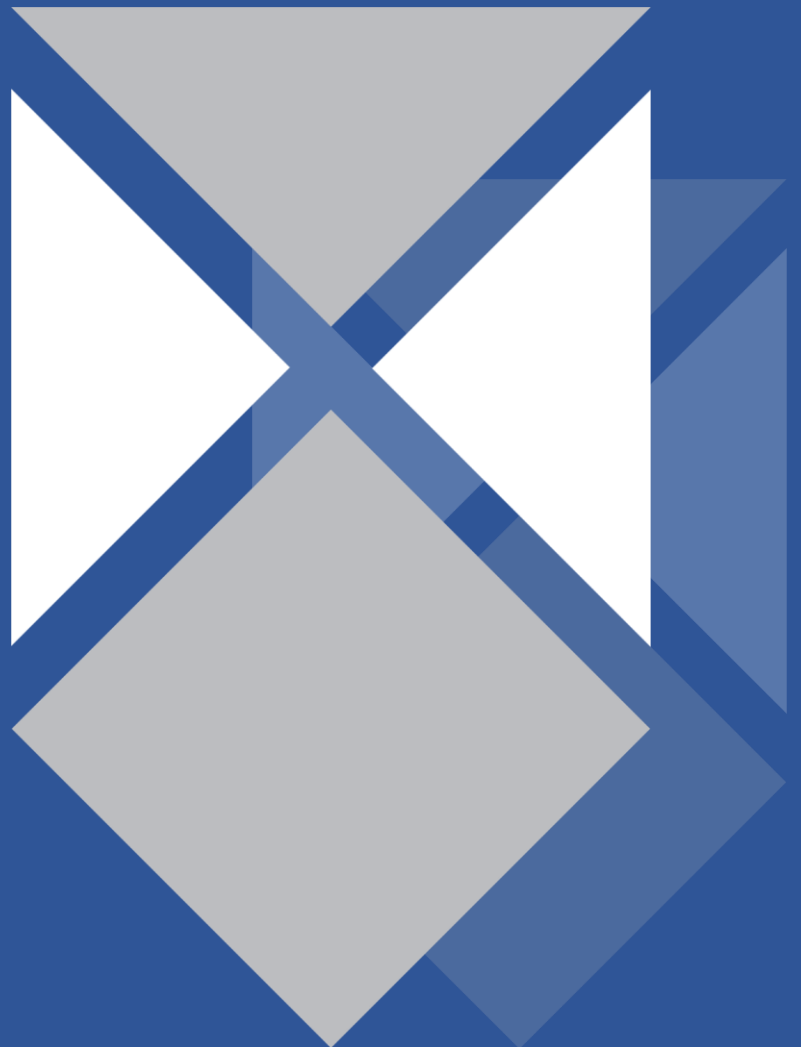


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Primary Components:

Upgrading your QFS environment to the latest build requires 3-4 primary components to be updated:

- QFS Primary Application
- EASE Smart Policy Manager
- NAS Connector (Applies to all versions besides Windows)
- NAS Proxy (Hitachi and EMC only)

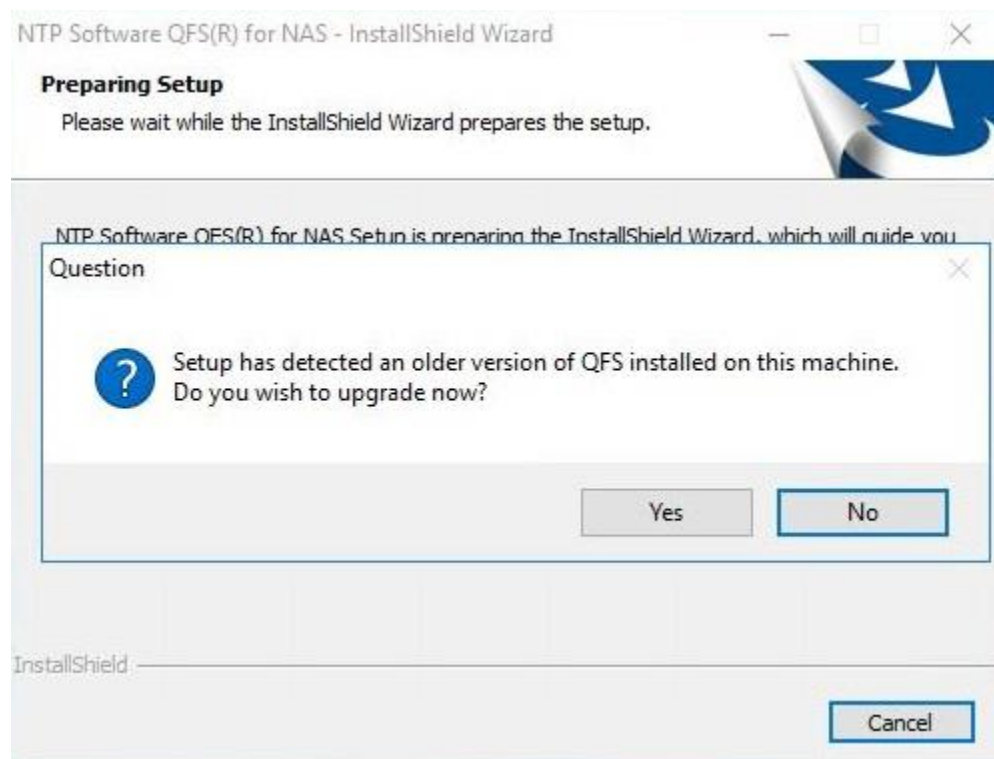
Components with mismatched version numbers may not function properly and can cause issues.

NOTE: Please contact support prior to upgrade if you're upgrading from a version of QFS earlier than 8.4.1

The installer will automatically review all existing components and upgrade any necessary components. The installer will skip the install of any components which are already upgraded to the latest version (not all components are updated with every release).

Upgrade Steps:

1. Launch the installer. The prior installation will be detected and you will be prompted to upgrade. Select "Yes" to continue.



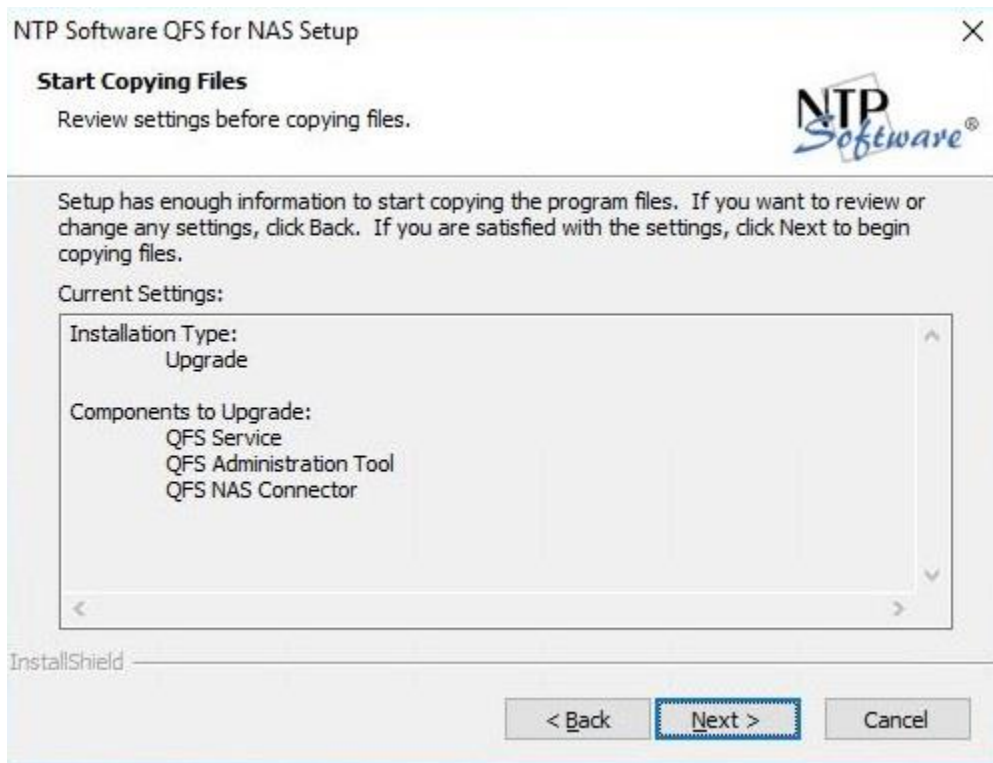
- Click next, accept the license agreement, and then enter in your company and licensing info when prompted to do so.

The screenshot shows a dialog box titled "NTP Software QFS for NAS Setup" with a close button (X) in the top right corner. The "User Information" section is active, with the instruction "Enter your registration information." and the NTP Software logo. Below this, a text box asks the user to "Please enter the name of the company for whom you work, and select whether you want to install an evaluation version or the production version." The form includes several input fields: "Company Name:", "QFS Administrator E-mail:", "QFS Serial Number:", and "NAS Connector Serial Number:". There are also radio buttons for "Install Evaluation Version" and "Install Production Version" (which is selected), and a checked checkbox for "Allow statistical information to be sent to NTP Software". At the bottom, there are buttons for "< Back", "Next >", and "Cancel".

- Enter the service account information. This account will be used to run the QFS services. This account must be a domain member, local admin and have admin rights to managed filers.

The screenshot shows a dialog box titled "NTP Software QFS for NAS Setup" with a close button (X) in the top right corner. The "Service Account" section is active, with the instruction "Enter the Service account for the QFS for NAS Watchdog service. This account must be a domain account that has administrative privileges on the filers to be managed." The form includes three input fields: "Service", "Password:", and "Confirm:". At the bottom, there are buttons for "< Back", "Next >", and "Cancel".

4. Before installing, the installer will summarize the components being upgraded. In this particular instance, we are upgrading the QFS Service, the QFS Administrator Tool, and the QFS NAS Connector. Click “next” to complete the upgrade process.



5. Though it's not absolutely necessary, we recommend rebooting once the installation is complete.



Updating the License Keys

A new license key will be issued if you increase your license capacity for your Control-QFS product. Updating your license key is fairly straightforward. Open your Control Panel and navigate to Programs and Features/Uninstall a Program. Navigate to the product with the new key and choose “Uninstall/Change”. The Install Shield UI will pop up and ask if you’d like to “Modify” or “Uninstall” the product. Choose “Modify” and press continue. Click next through the dialogue boxes until you get to the user and license information page. Input your organizational information and the new license key and continue through the dialogue boxes. Once the installer is done, confirm that your new license capacity is visible. Be sure to do this with both your primary Control-QFS product and the additional NAS connector application.

About DefendX Software

DefendX Software helps organizations secure their critical business files and maximize the value of their enterprise file storage resources. From comprehensive intelligence, modeling, costing and chargeback to seamless file movement, protection and archiving, DefendX provides industry-leading capabilities to eliminate waste and align the value of files with the storage resources they consume. With DefendX, important file locations and the users who access them can be monitored to provide governance, protect against theft and enforce compliance policies. For more than 20 years, DefendX Software has been helping public and private sector customers around the world save money and eliminate risk every day.

DefendX Software Professional Services

DefendX Software’s Professional Services offers consulting, training, and design services to help customers with their storage management challenges. We have helped hundreds of customers to implement cost-effective solutions for managing their storage environments. Our services range from a simple assessment to in-depth financial analyses.

For further assistance in creating the most cost-effective Storage Management Infrastructure, please contact your DefendX Software Representative at 800-390-6937.

Legal & Contact Information

The information contained in this document is believed to be accurate as of the date of publication. Because DefendX Software must constantly respond to changing market conditions, what is here should not be interpreted as a commitment on the part of DefendX Software, and DefendX Software cannot guarantee the accuracy of any information presented after the date of publication.

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Doc# DFX1167EF