

Updating to Kaseya 2008 Service Pack 1

Kaseya 2008 SP1 Overview

- Kaseya 2008 SP1 Greatly improves system performance in those instances where the Kaseya system has been configured to capture and/or store large amounts of monitoring data from a large number of client machines
- KServer and agent stability improvements
- Usability improvements in Ticketing and Patch management

Kaseya 2008 SP1 Requirements

- Kaseya 4.x or higher
- SQL Server 2005 (with Service Pack 2) or SQL Server 2000 (with Service Pack 4). Please ensure that the server is fully patched beforehand.

Kaseya 2008 SP1 Update Timing

- Ensure to provision adequate maintenance time
- v4.x to Kaseya 2008 SP1 update may take several hours depending on DB size and server specification
- Kaseya 2008 to Kaseya 2008 SP1 will take less time, as the DB changes are fewer

Kaseya 2008 SP1 Update Process

- Confirm all requirements are met
- Ensure that you have a good backup of the Kaseya database. Take a backup of the Kaseya database and install directory as per steps 1 and 2 in this KB article - <http://kb.kaseya.com/article.asp?article=286620&p=11855>
- Backup server image or at a minimum backup the Kaseya directory – c:\kaseya
- Make a note of your license code (System tab > License Manager)
- Disable real-time anti-virus security protection during update
- Obtain the update installation file from the following URL:
- <http://www.kaseya.com/forms/download.aspx>
- Run KaWebUpdate.exe locally on the Kaseya Server and wait for completion

NB. The Kserver will be stopped for the duration of the update and it will be unavailable for agents, users or VSA admins. If updating from Kaseya 4.x the update may several hours

depending on DB size and server specification. Update from Kaseya 2008 should take less than 30 minutes.

Ensure that you schedule a downtime window that allows time for the update to run, testing, and to restore the system back to its original state if necessary.

Post Update Changes

- Users that are updating from 5.0 to SP1 will not see many obvious changes in the interface and functionality, however 4.x updaters will see big changes. Please review the release notes (system tab -> configure -> release notes) to familiarize yourself with the new functionality. Below are a few key changes that 4.x users will see
- If you have updated from 4.x you will find that your backup location will now contain the agent GUID rather than the name. Please see this KB article - <http://kb.kaseya.com/article.asp?article=282410&p=11855>
- \kaseya\Userprofiles directories are now listed by GUID, as above
- To see the GUID for a machine, go to the agent tab – agent status, click the “select columns” button, and add the “Agent GUID” data to the displayed columns.
- Kaseya 2008 SP1 requires an update of the agent. To update the agent, go to the agent tab – update agent function. Please note that you cannot downgrade the agents automatically, and once updated they will not be able to communicate with prior versions of the kserver, so ensure that the update of the Kserver was successful before updating the agents. Kaseya will automatically stagger the agent updates by 1 minute, so if you have a large number of agents, this process can take some time (1000 agents = 17 hours).
- Log History / Archiving - Kaseya 2008 allows unlimited retention of Monitoring, SNMP and Event logs. This is configurable under Agent tab > Log History. There is also an option to archive logs to a file when they age out, and if selected the system will move them to .csv files under the “Log file archive path” as set under System tab > Configure (C:\Kaseya\UserProfiles\@archive by default) sorted by agent GUID.
- Depending on how you configure log history, and how much data you are collecting, you may experience database growth after updating from Kaseya 4.8. Keep an eye of the database size, and review the settings if it starts to grow too much. If you use the archive option, ensure you have plenty of free space on whatever disk you configure the archive path.