



IBM ECM System Monitor Field Guides

Upgrade to Version 5.6.0.0

July 30th, 2024
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Introduction

Overview

This guide describes in detail, how IBM ECM System Monitor (ESM) can be upgraded. All steps are just an example. The setup is described exemplarily for Windows Server/Agent and UNIX Server/Agent.

The entire upgrade process needs a user with local admin rights on Windows, please be aware that a rotating password change can lead to a nonfunctional condition.

We recommend using the option: password never expires.

A UNIX user should have read, write and execute rights on the ESM Server and Agent install folder.

A UNIX user with root rights is not necessary. In case you want the ESM Server and Agent to start at every system start the upgrade process needs a user with root rights !

ESM 5.6.0.0 is a full installer variation. If you want to skip an upgrade installation, you can install the product from scratch. Be aware that no data of previous installations can be used or will be transferred.

Prerequisites

Upgrading to IBM Enterprise Content Management System Monitor ESM 5.6.0.0

Requires at least a working installation of version 5.5.11.0-004.

This guide is based on an ESM installation which uses H2 as monitoring and configuration Database. It is not recommended to use H2 database in production environment.

For the use of Microsoft MSSQL and IBM DB2 as configuration database no configuration import/export is necessary.

Since ESM 5.5.5-0-003 it is possible to use MSSQL or IBM DB2. For further Information take a look at our Field Guide IBM ECM System Monitor V5.5.5.x Switch from H2 to MSSQL or DB2. Field Guides can be found here: <https://github.com/cenit-ag/ESM-FieldGuides>

See chapter Advanced options.

It is required to upgrade ESM Agents with version ESM 5.5.11.0-000 before upgrading to ESM 5.5.11.0-004.

You can find installer images for ESM 5.5.11.0-004 on IBM Fix Central:

<https://www.ibm.com/support/fixcentral/swg/selectFixes?parent=Enterprise%20Content%20Management&product=ibm/Information+Management/FileNet+System+Monitor&release=5.5.11.0&platform>All&function=all>

Backup and Fall-back scenario

As a fall-back plan we recommend taking snapshots of your virtual systems. It is strongly recommended to stop the ESM Server and Agent processes (UNIX) or services (Windows) before you start to take a snapshot.

In case you work on a physical installation, stop ESM Server process and backup configuration.mv.db and monitoring.mv.db from {ESM-Install-Dir}/karaf directory. If the upgrade fails, uninstall all components of FixPack and reinstall the previous version.

Stop ESM Server process/service and restore backup of configuration.mv.db and monitoring.mv.db. Start ESM Server process/service.

Installation steps

Distribute IA installer binaries to your environment or put it on a share where you have access from all affected systems. Distributed installer binaries on UNIX Systems may lose execution rights during distribution process – adjust umask of installer binary, e.g. to 755.

For the update of Linux or Windows Agents you can use alternatively the ESM web Interface instead of the execution of installer binary – see chapter [GUI Update for Windows and UNIX Agent](#)

This document has two sections for the upgrade process, one for users who are not yet on version 5.5.11.0-004, the second section is for users who are already on version 5.5.11.0-004.

The following steps are an example how to walk through your upgrade process.

Advanced options

We recommend using our help for these activities. If you need further information about implementation services and ESM trainings, please contact CENIT at
<mailto:ECM.SystemMonitor@cenit.com>

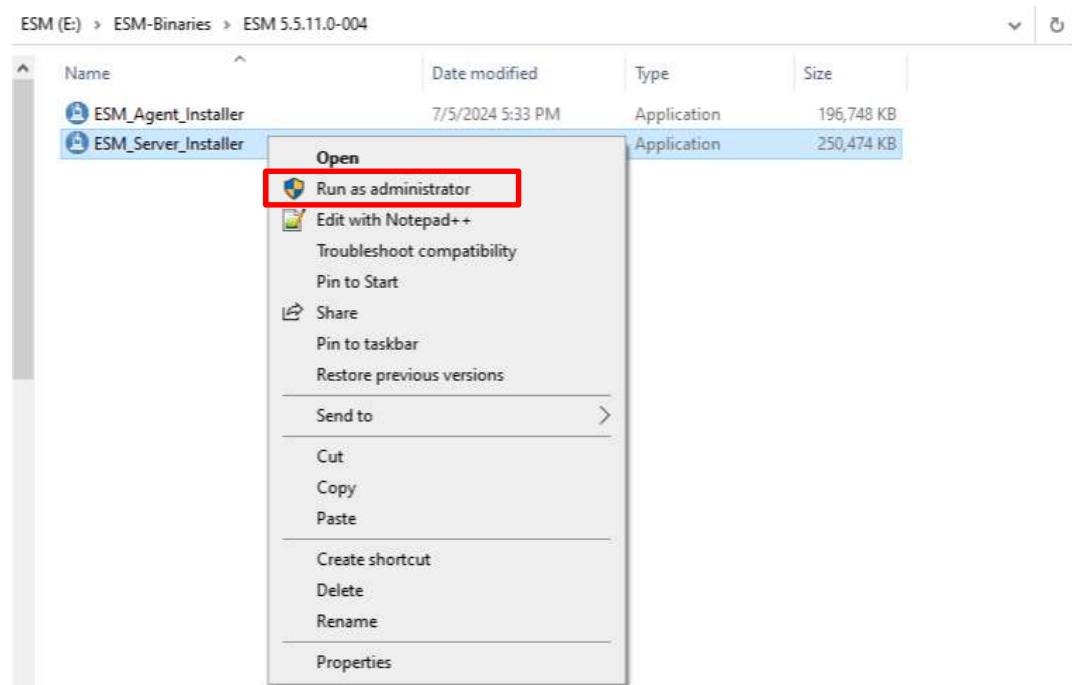
Field Guides help you to learn more about the installation and configuration of ESM:
<https://github.com/cenit-ag/ESM-FieldGuides>

If you are not already on 5.5.11.0-004 Windows Section

Upgrade of Windows 5.5.11.0-000 Server to 5.5.11.0-004

Execute ESM Server 5.5.11.0-004 installer binary. This scenario is valid for version ESM 5.5.11.0-000, 5.5.11.0-001, 5.5.11.0-002 and 5.5.11.0-003.

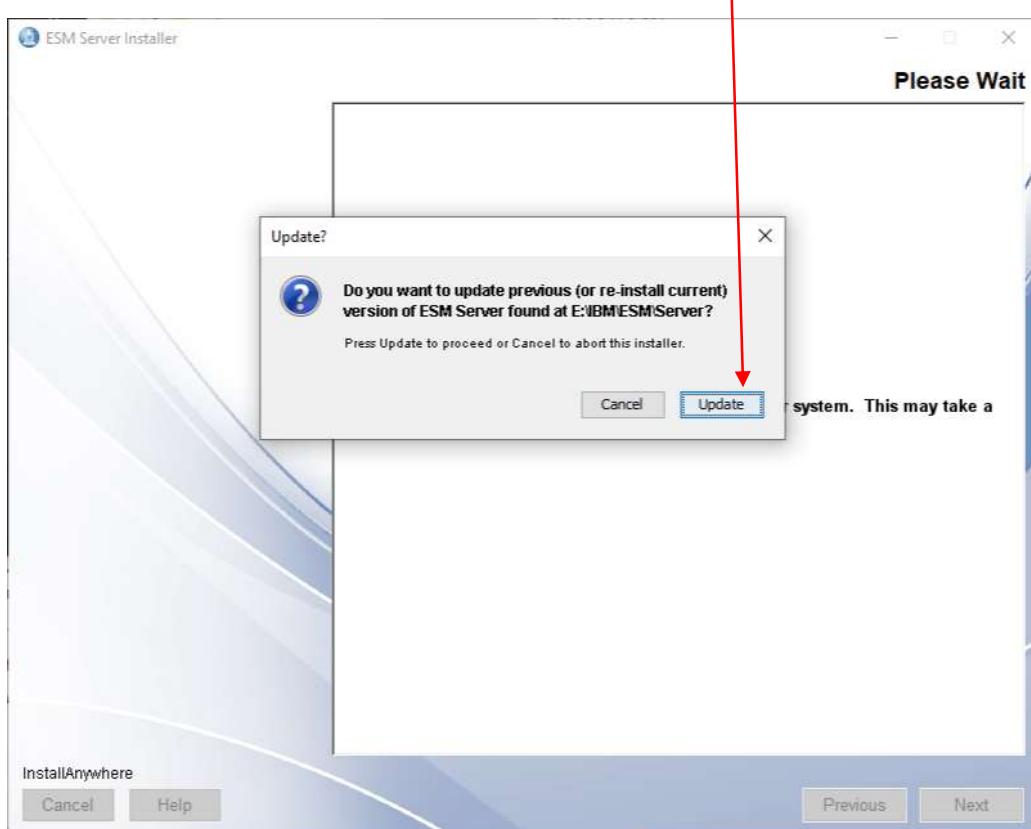
Right mouse click on **ESM_Server_Installer** and select **Run as administrator**.



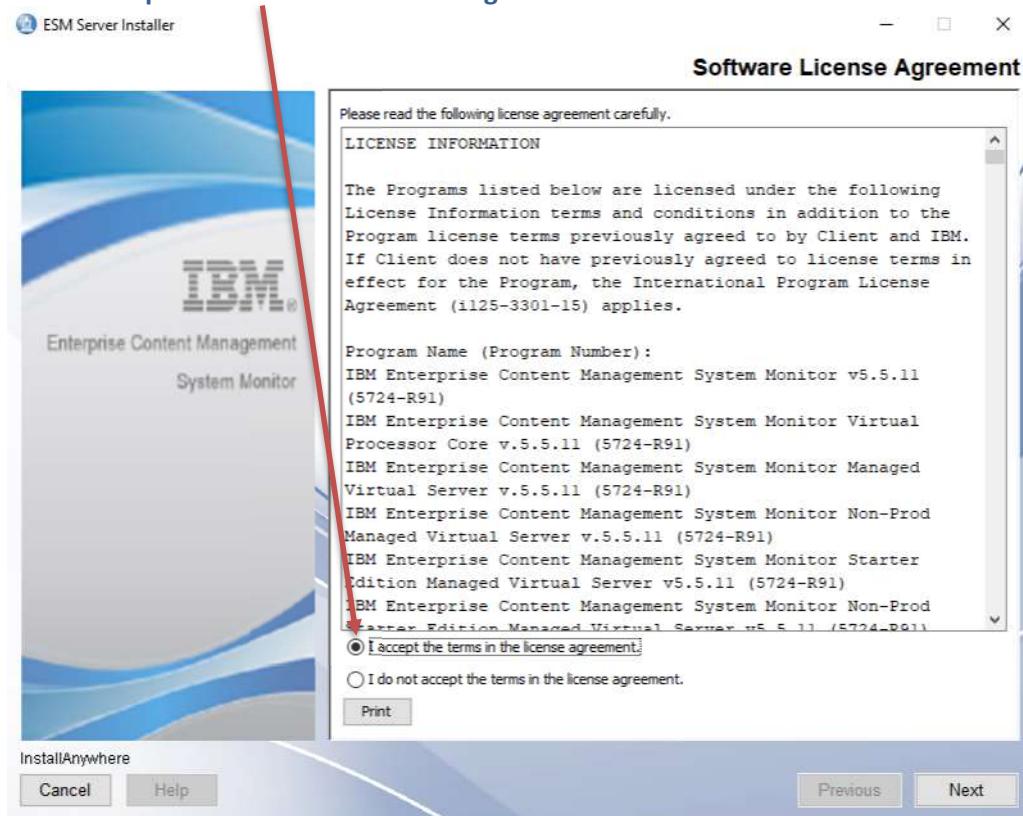
Install Anywhere starts :



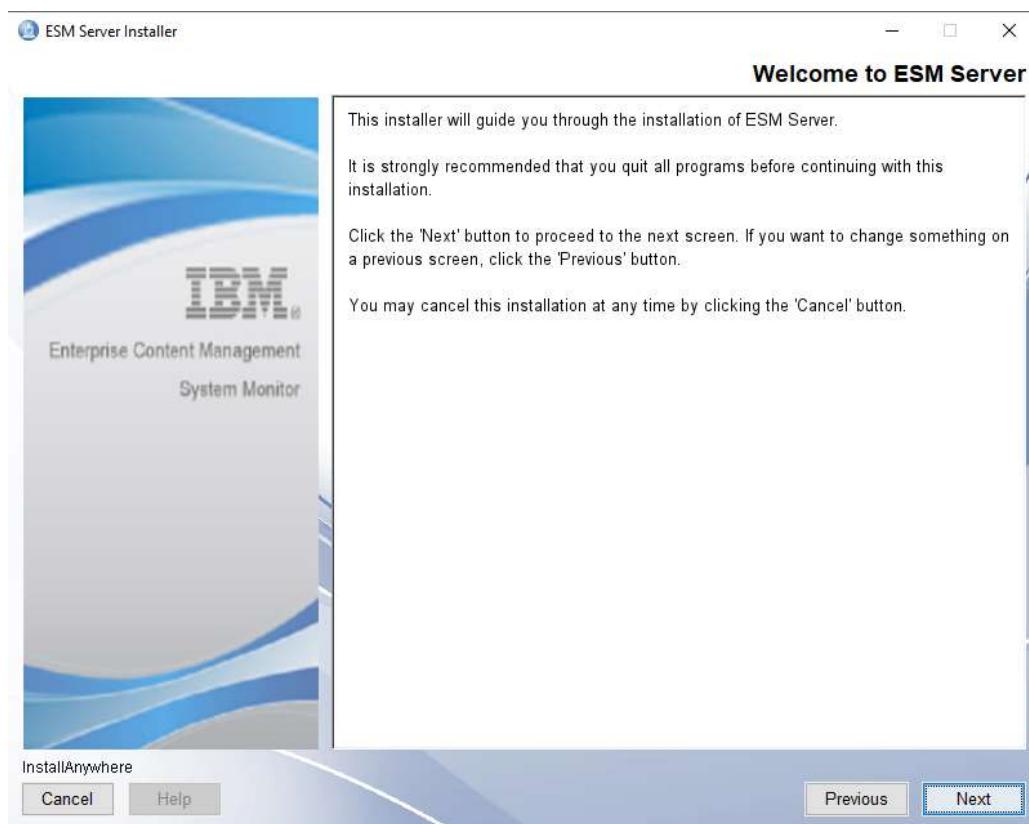
A previous version of ESM Server was found – click on **Update** to continue.



Mark I accept the terms in the license agreement and continue with Next.



Welcome to ESM Server – click on **Next** to continue.



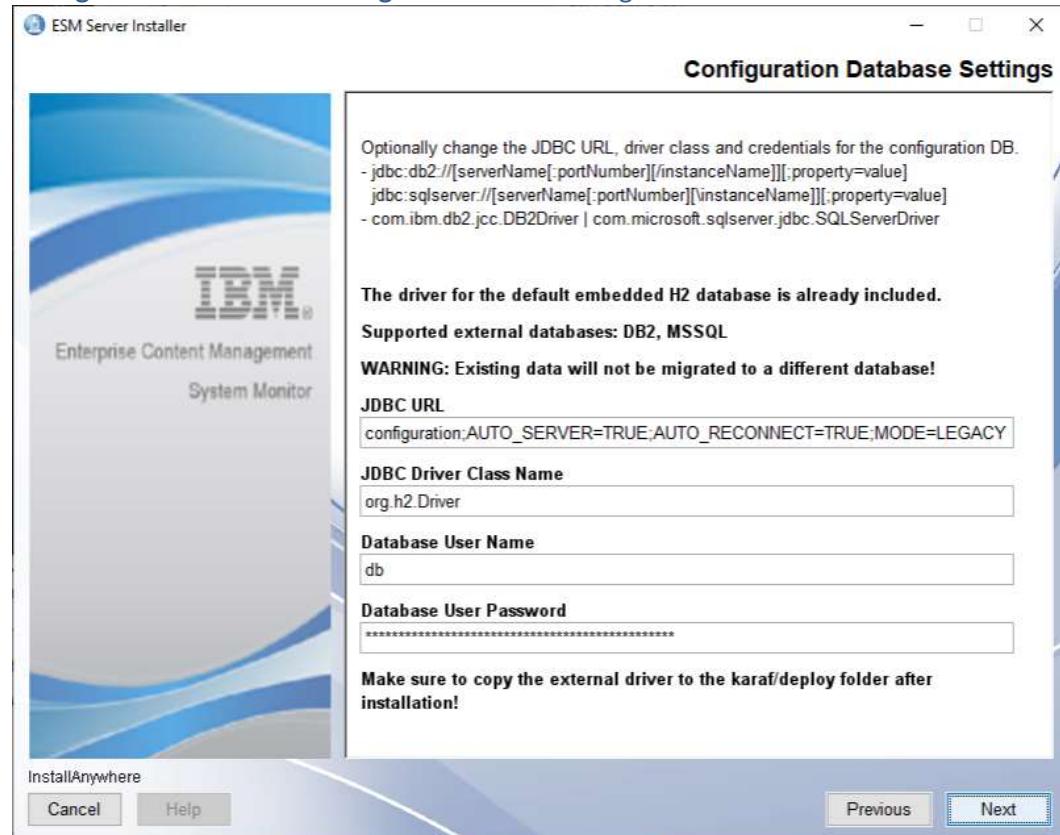
Take over **Installation Folder** – click on **Next** to continue.



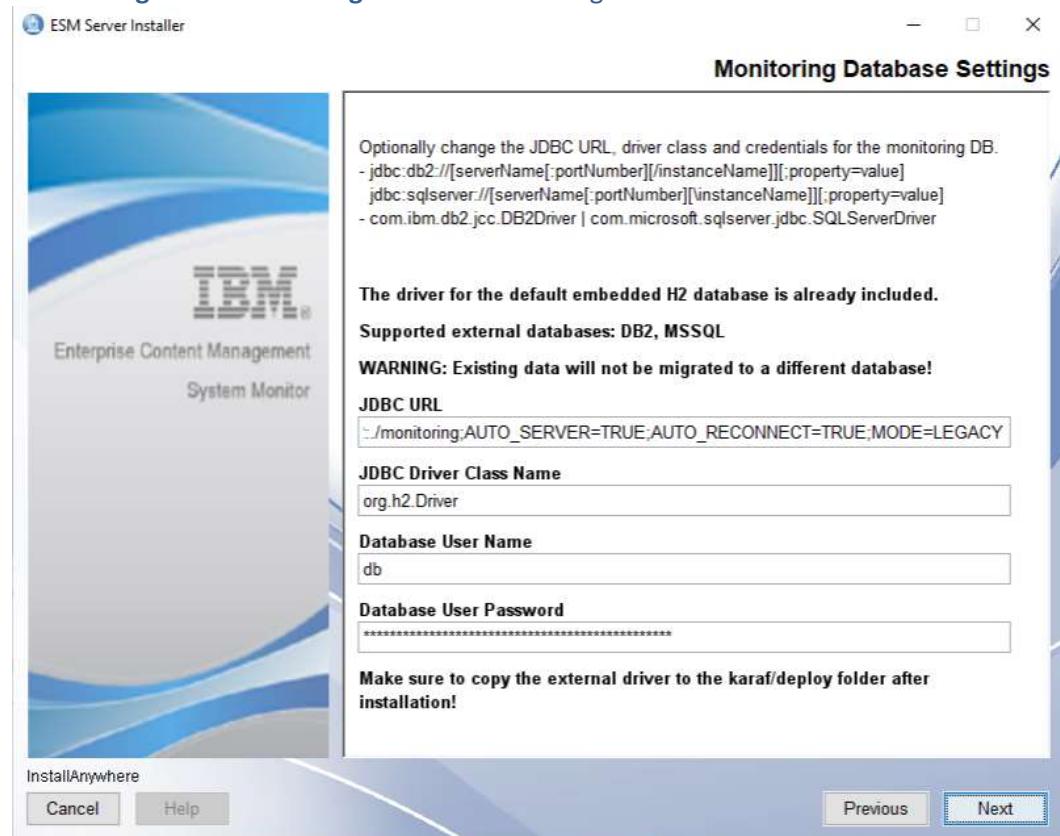
ESM Server Settings – take over and click on **Next** to continue.



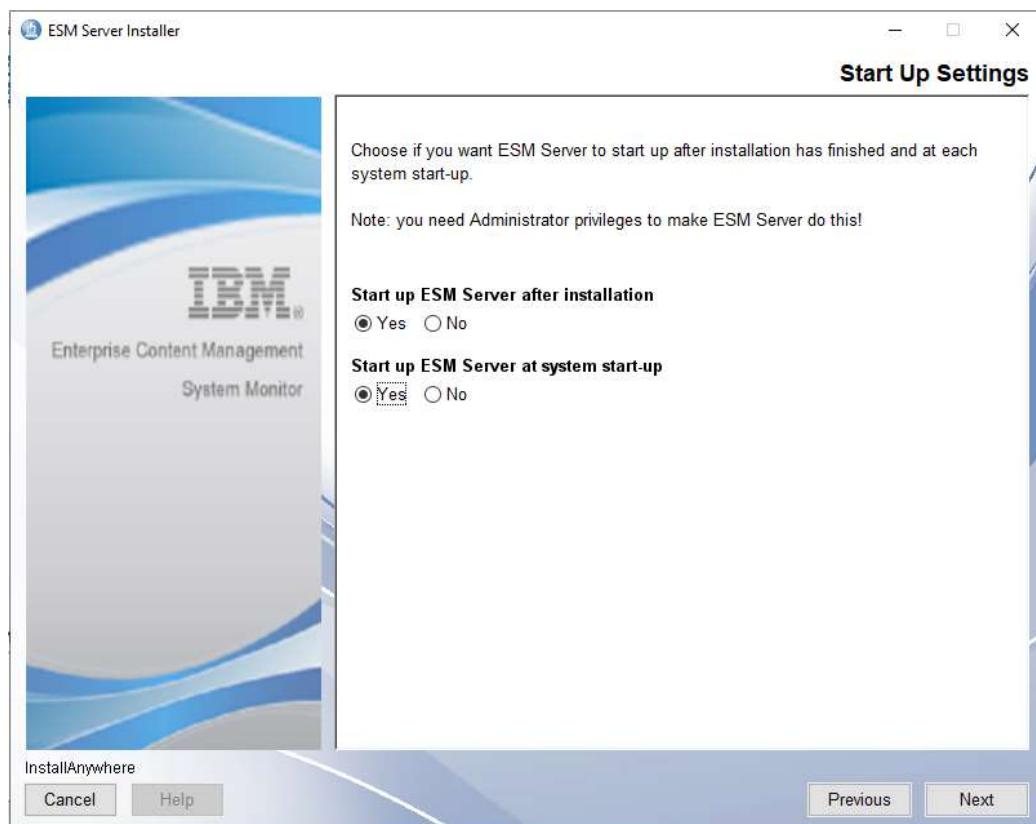
Configuration Database Settings – take over settings – continue with Next.



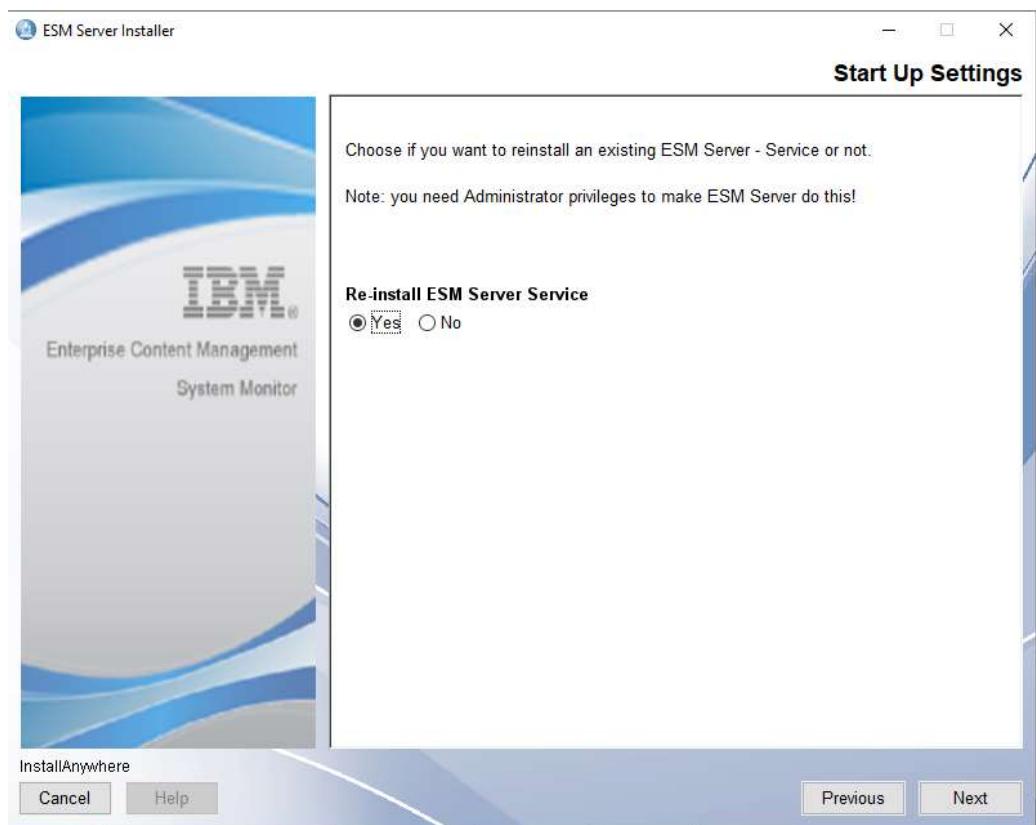
Monitoring Database Settings – take over settings – continue with Next.



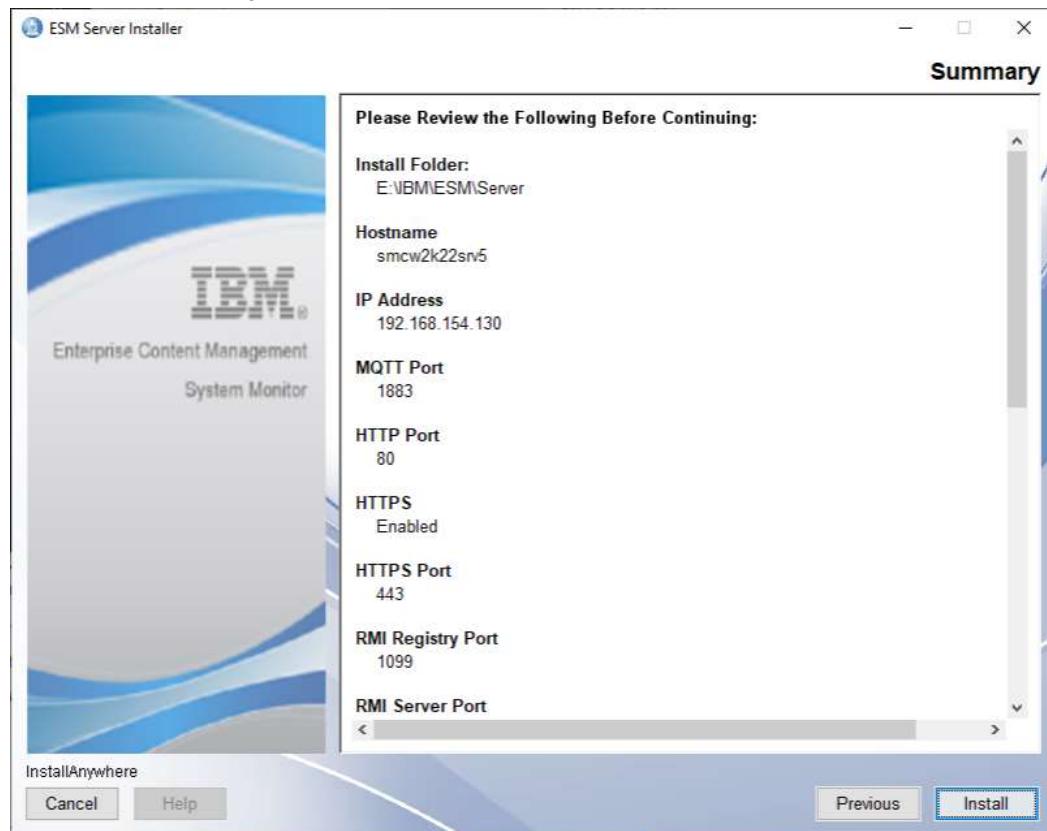
Start Up Settings – take over settings and continue with **Next**.



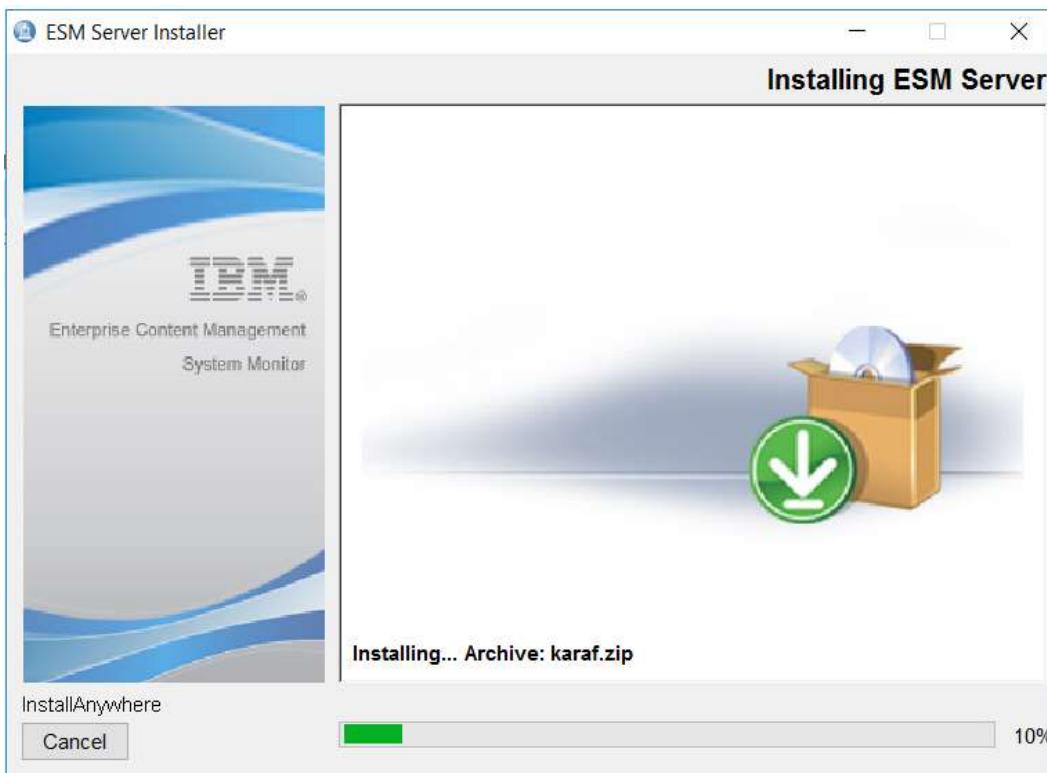
Start Up Settings – it is recommended to **Re-install ESM Server Service**.



Installation Summary



Install procedure starts.



Installation completed – Click on **Done**.



Delete or rename the installer.properties file in the folder where you executed the ESM Server installer binary.

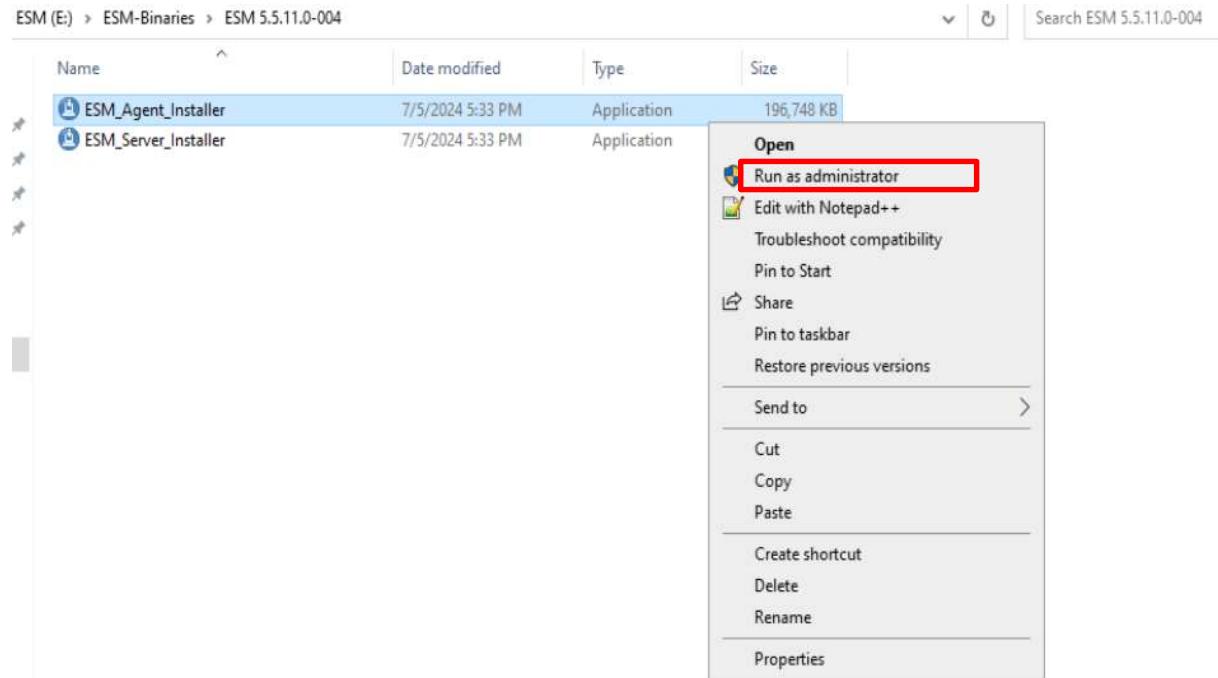
Example for renaming :

Name	Date modified	Type	Size
ESM_Agent_Installer	7/5/2024 5:33 PM	Application	196,748 KB
ESM_Server_Installer	7/5/2024 5:33 PM	Application	250,474 KB
server.installer.properties	7/23/2024 4:59 PM	PROPERTIES File	3 KB

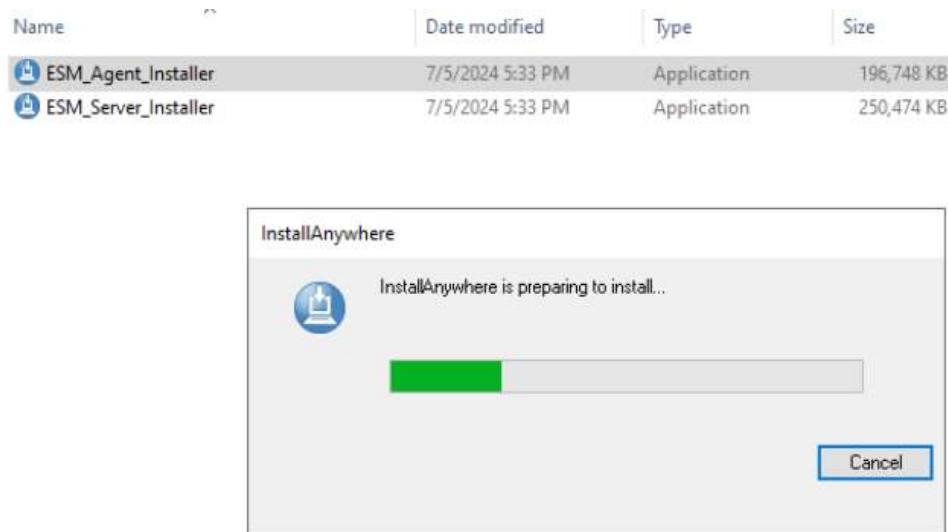
Upgrade of Windows 5.5.11.0-000 Agent to 5.5.11.0-004

Execute installer binary ESM_Agent_Installer.

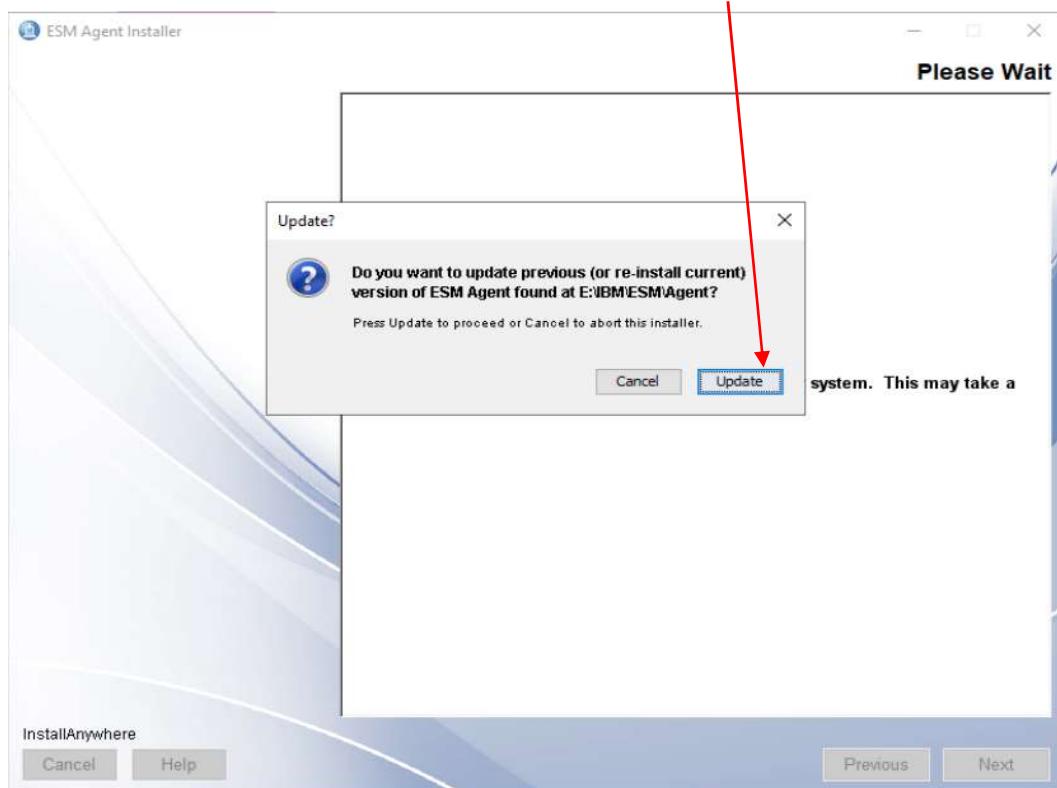
Right mouse click on ESM_Agent_Installer and select **Run as Administrator**



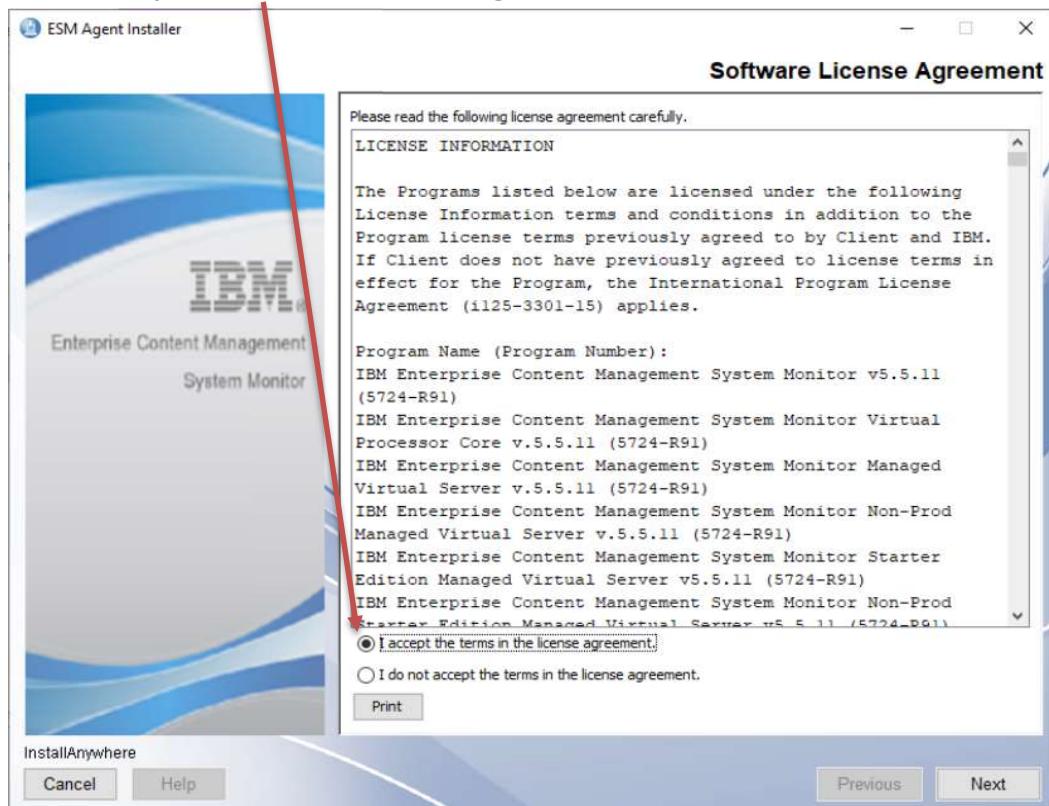
InstallAnywhere starts :



A previous version of ESM Agent was found – click on **Update** to continue.



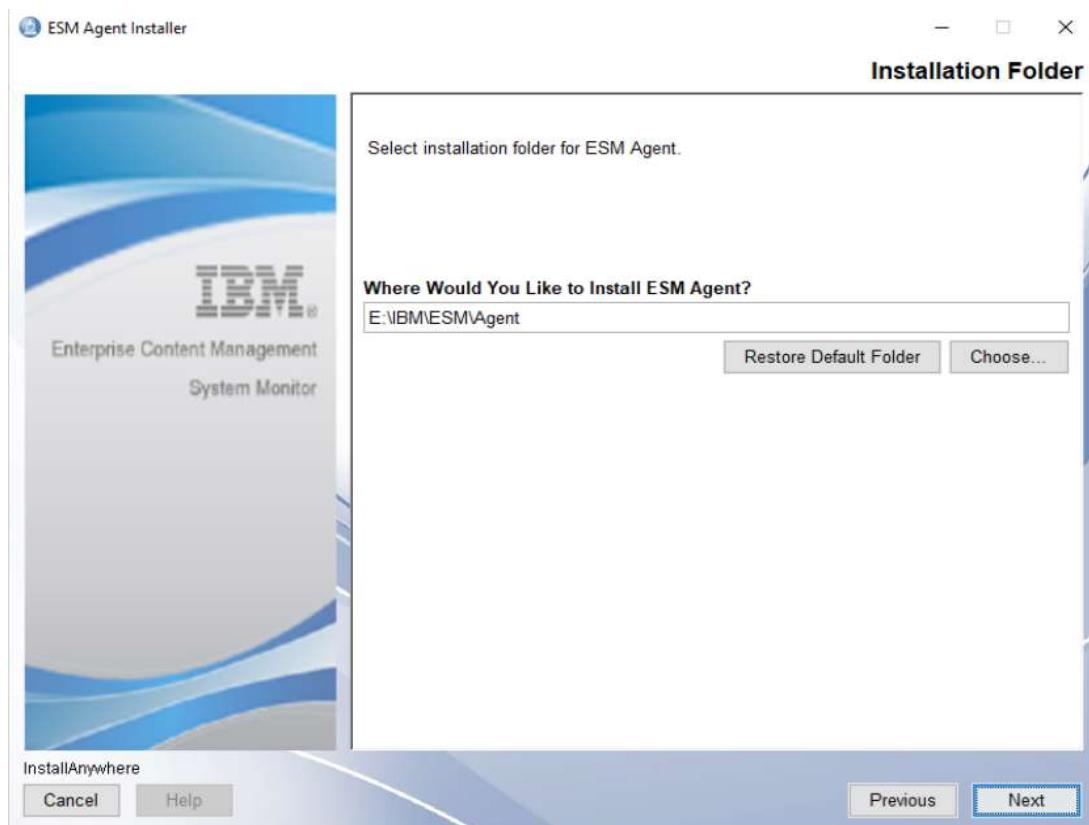
Mark, I accept the terms in the license agreement and continue with **Next**.



Welcome to ESM Agent – click on **Next** to continue.



Installation Folder – take over settings and continue with **Next**.



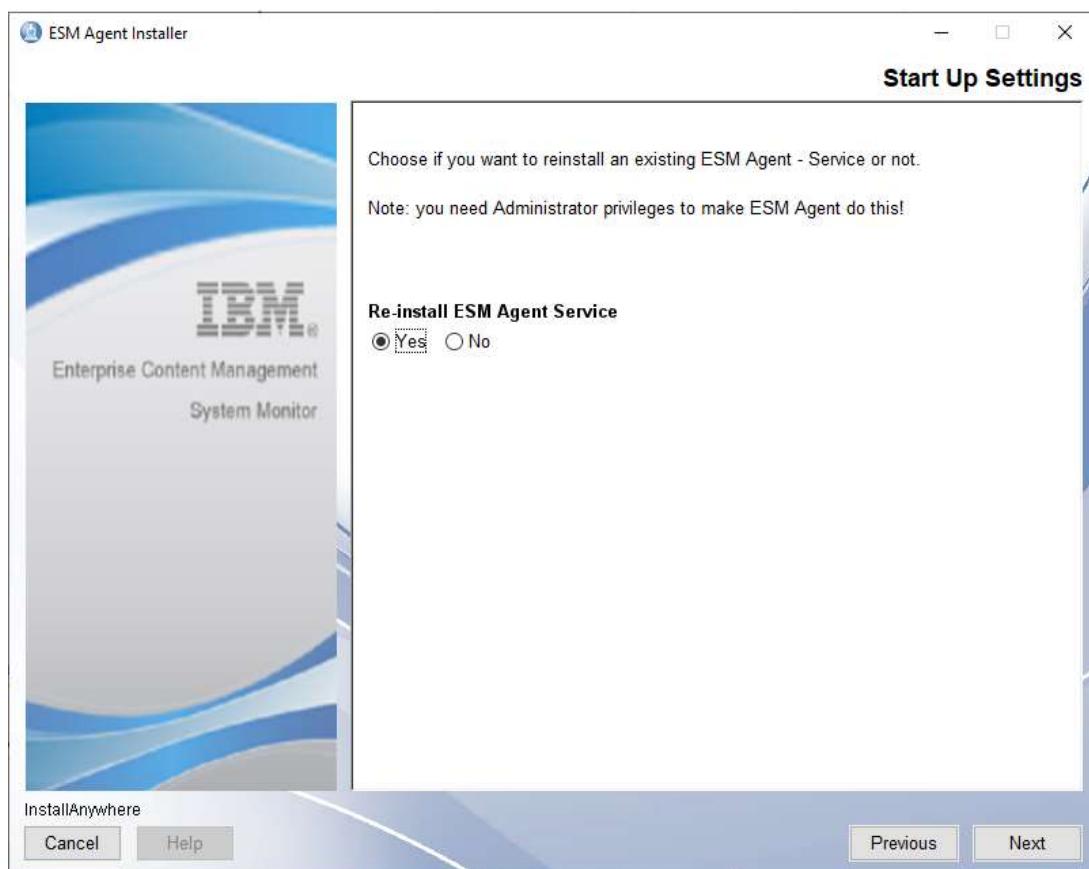
ESM Agent Settings – take over settings and continue with **Next**.



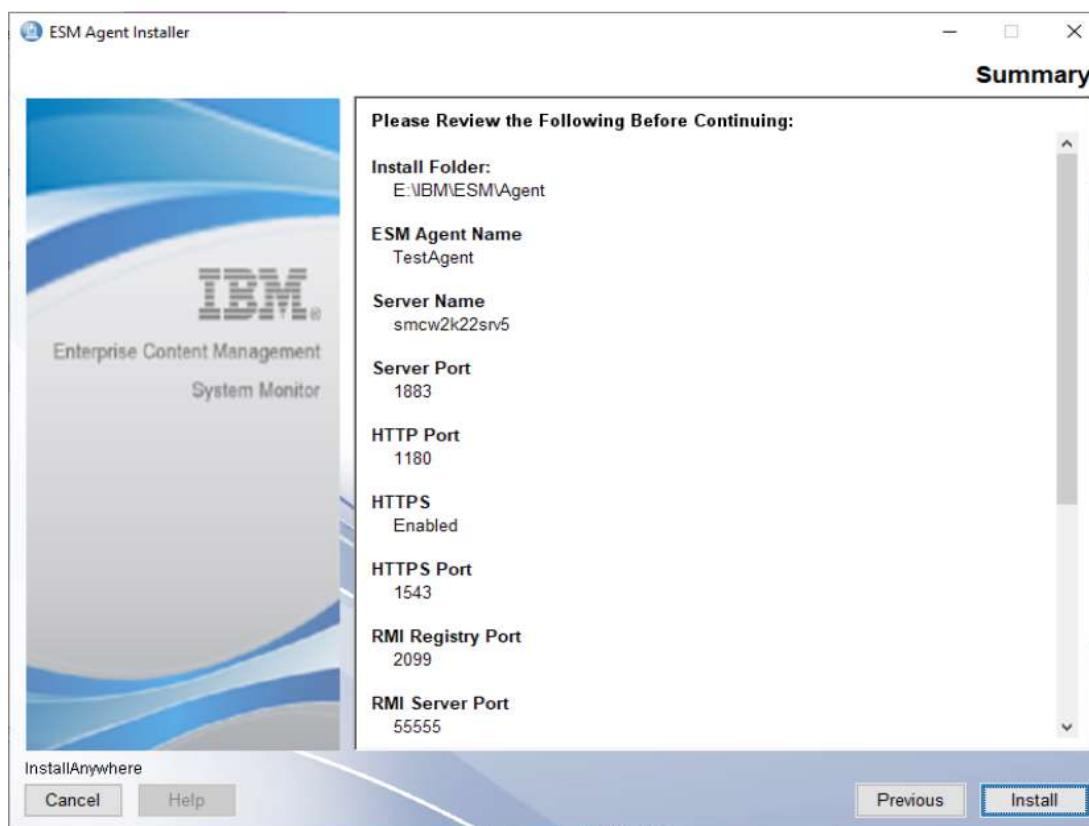
Start Up Settings – take over settings and continue with **Next**.



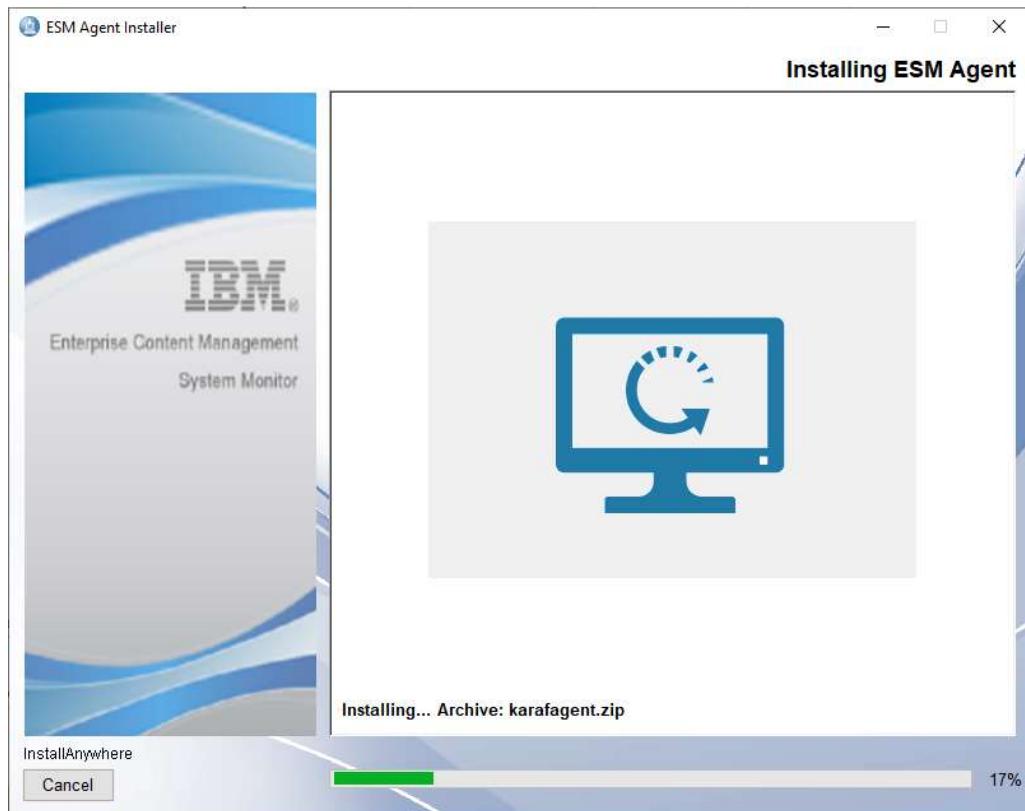
Start Up Settings— take over settings and continue with **Next**.



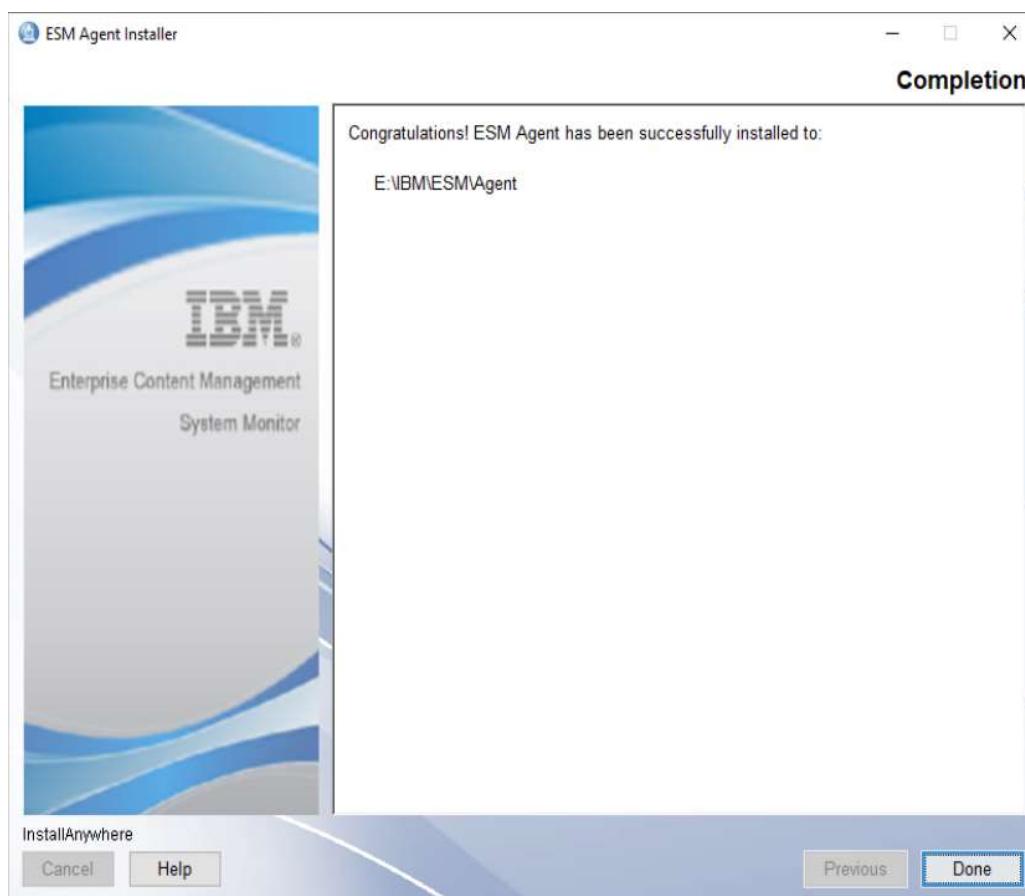
Summary – click on **Install** to start installation.



Installing ESM Agent



Installation completed – click on **Done** to finish.



Ready to upgrade to 5.6.0.0-000 Windows Section

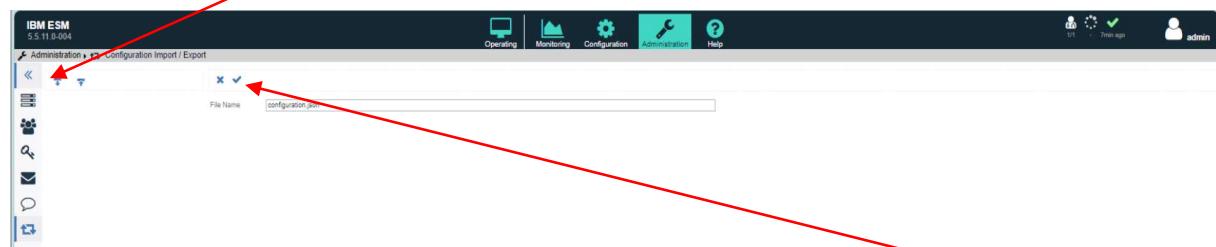
Upgrade of Windows 5.5.11.0-004 Server to 5.6.0.0-000

Start with an export of your current installation configuration – Switch to Administration board.



Click on Configuration Import / Export

Click on Export complete configuration



The default file name of your export file is **configuration.json**. Accept by clicking on the Start Export hook. The backup directory for your configuration.json file is “Downloads”.

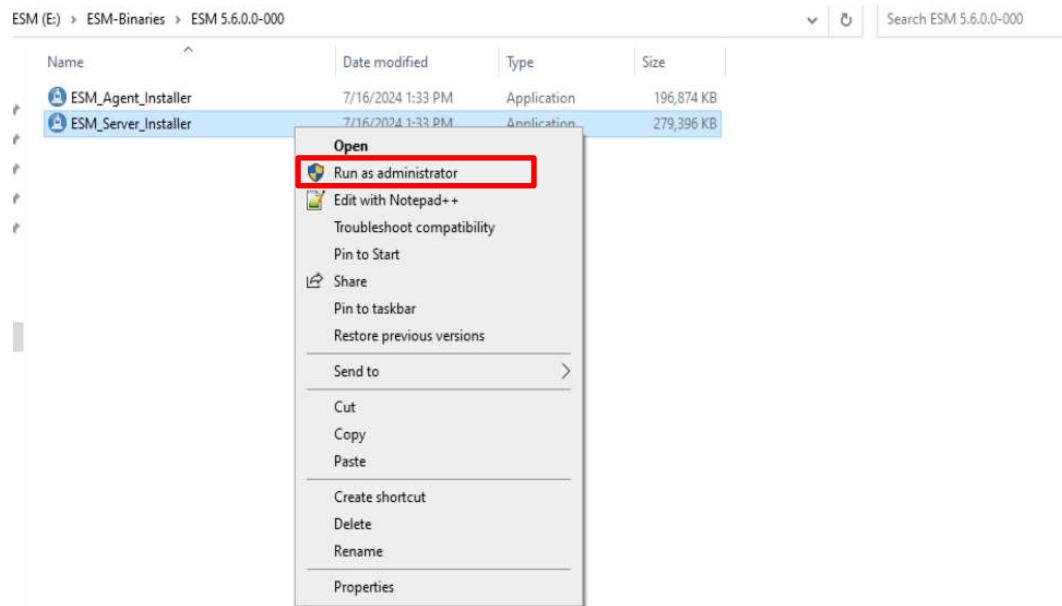
smcw2k22srv5 > Downloads >				
Name	Date modified	Type	Size	
▼ Today (1)				
configuration.json	7/24/2024 2:25 PM	JSON File	16 KB	
▼ Yesterday (1)				
5.5.11.0-000	7/23/2024 12:25 PM	File folder		
▼ Last month (2)				

At the end of the Upgrade Procedure to 5.6.0.0-000 you will find a chapter how to import this configuration again. [Configuration Import after successful Upgrade to version 5.5.6.0-000](#)

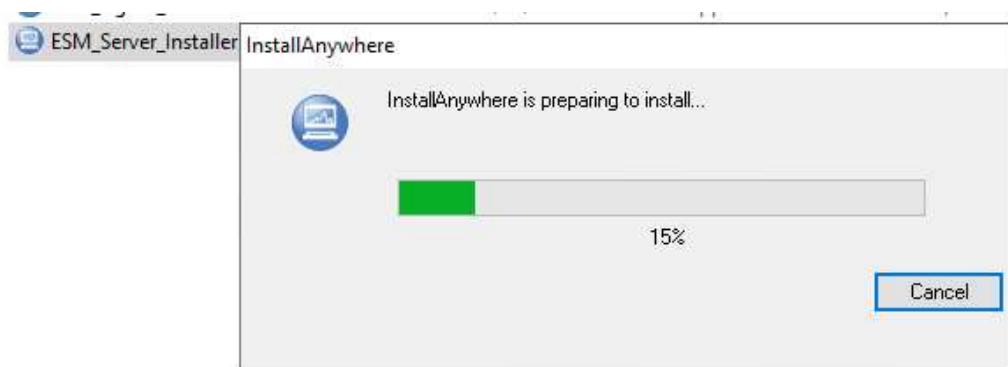
! Monitoring data in H2 cannot be saved. All previous monitoring data in H2 will be lost.

The only possible upgrade path to 5.6.0.0-000 is a pre running installation of 5.5.11.0-004. Execute ESM Server 5.6.0.0-000 Installer binary.

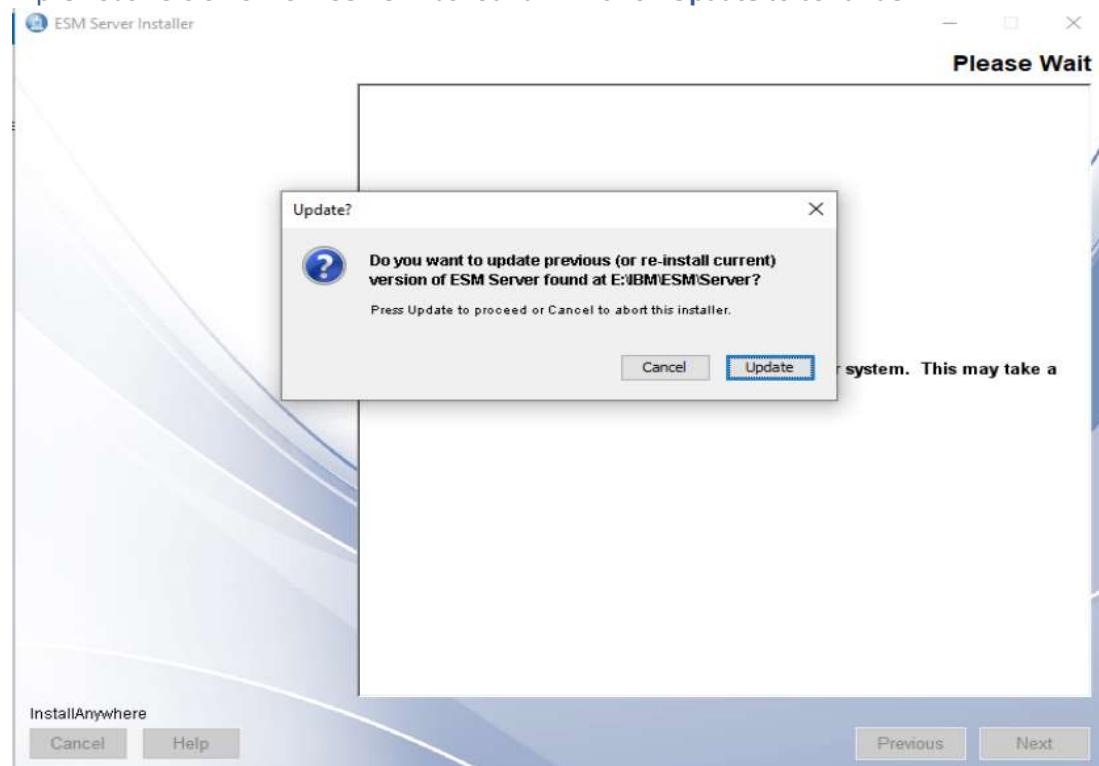
Right mouse click on ESM_Server_Installer and select **Run as administrator**.



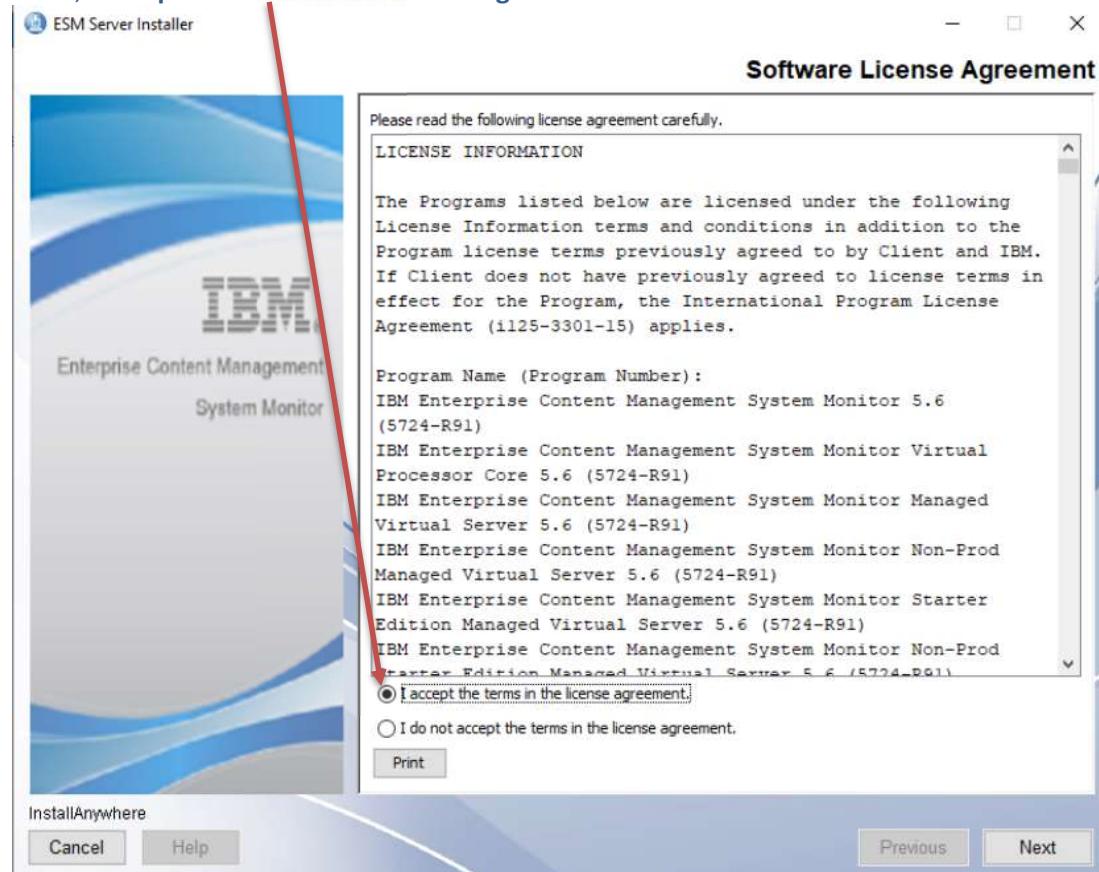
InstallAnywhere starts :



A previous version of ESM Server was found -> klick on **Update** to continue.



Mark, I accept the terms in the license agreement and continue with **Next**.

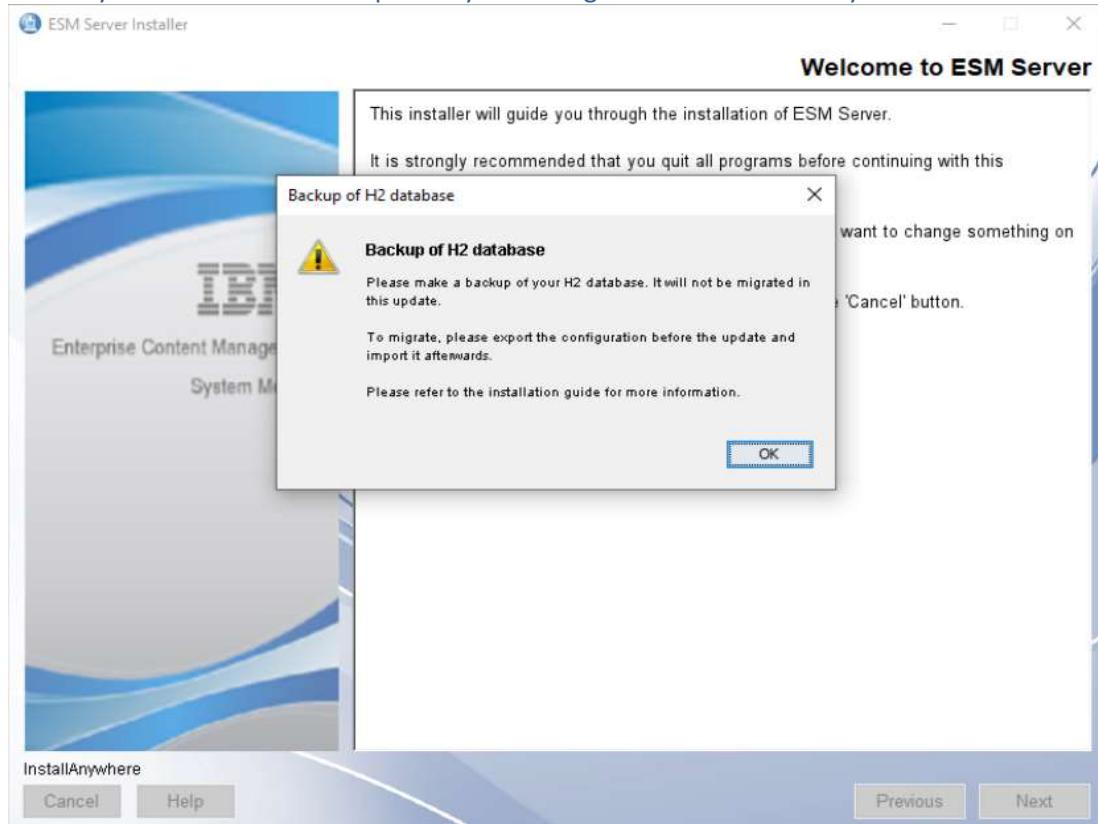


Installation of ESM Server – click on **next to continue.**



Welcome to ESM Server

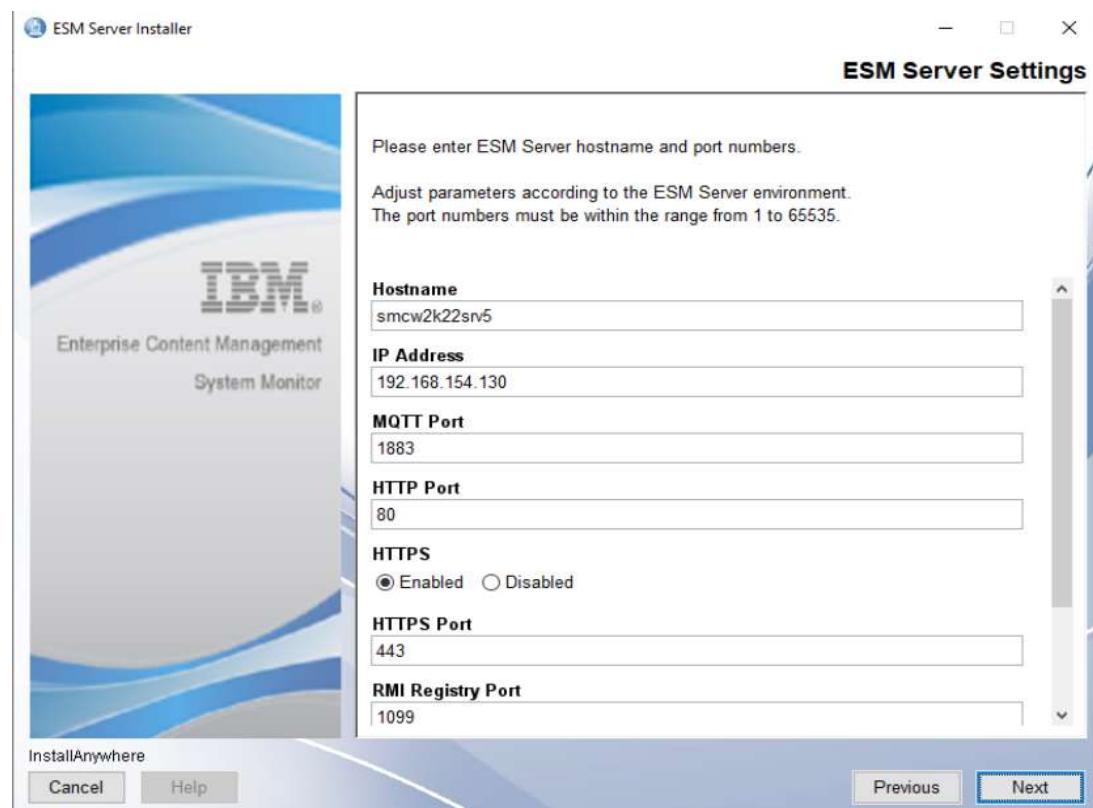
In case you did not make an export of your configuration data – this is your last chance !



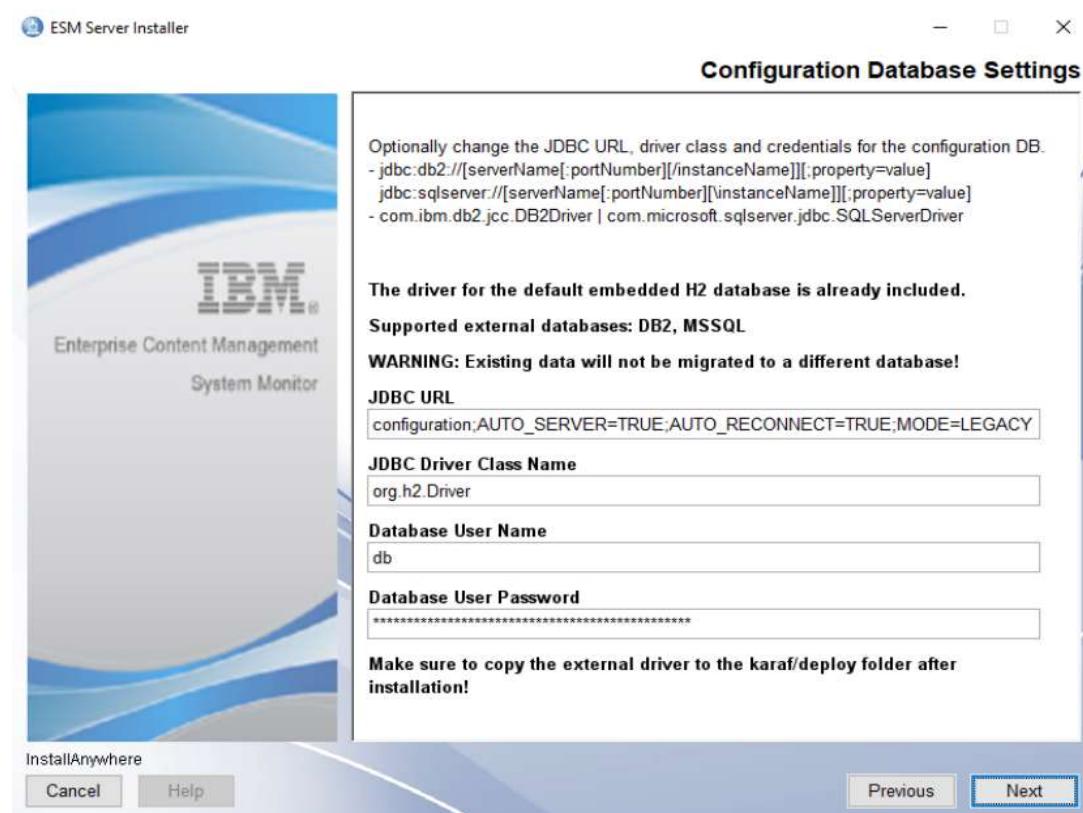
Installation Folder – take over installation path and continue with **Next**.



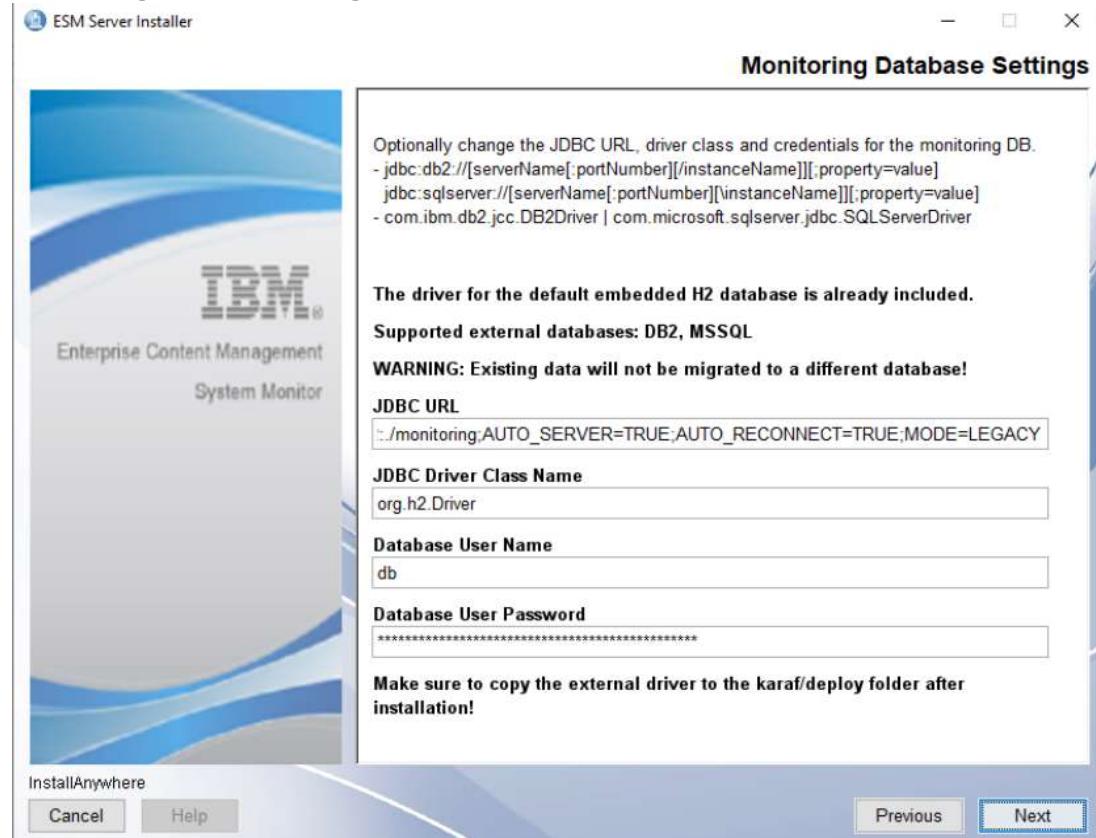
Take over **ESM Server Settings** and continue with **Next**.



Configuration Database Settings – take over settings and continue with click on **Next**



Monitoring Database Settings

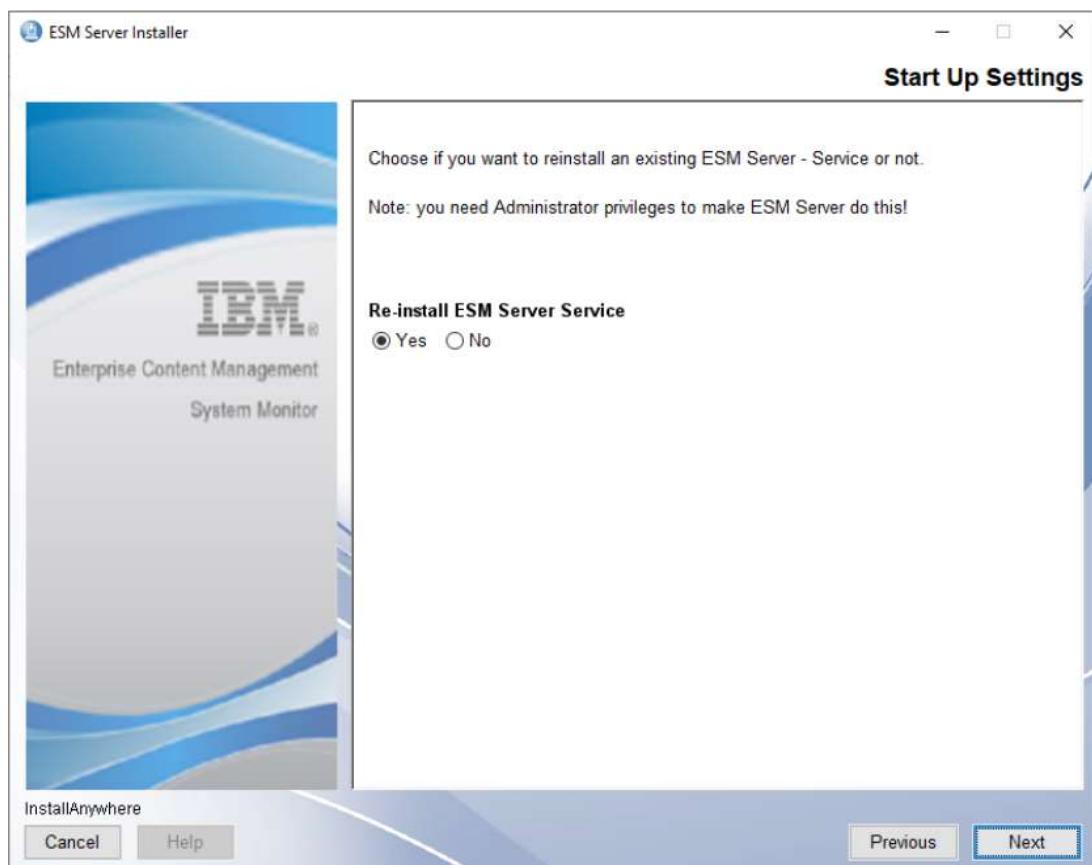


Start Up Settings

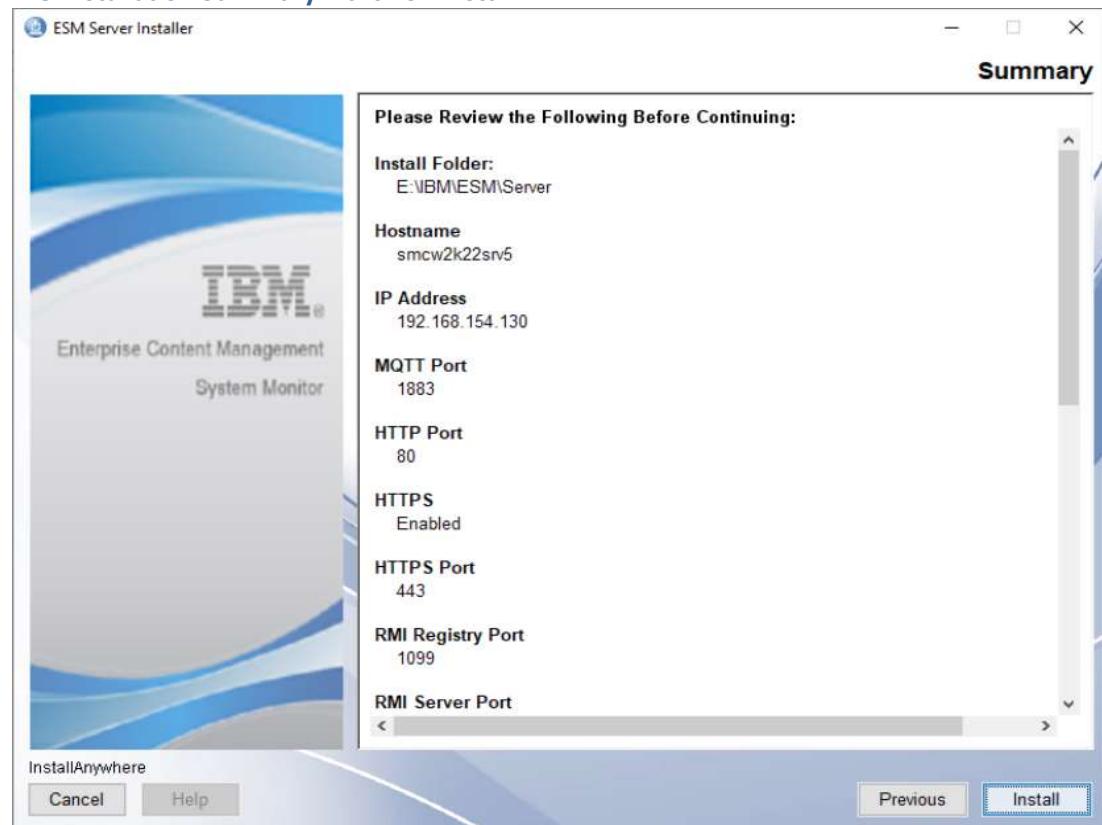


Start Up Settings – It is strongly recommended to Re-Install ESM Server Service.

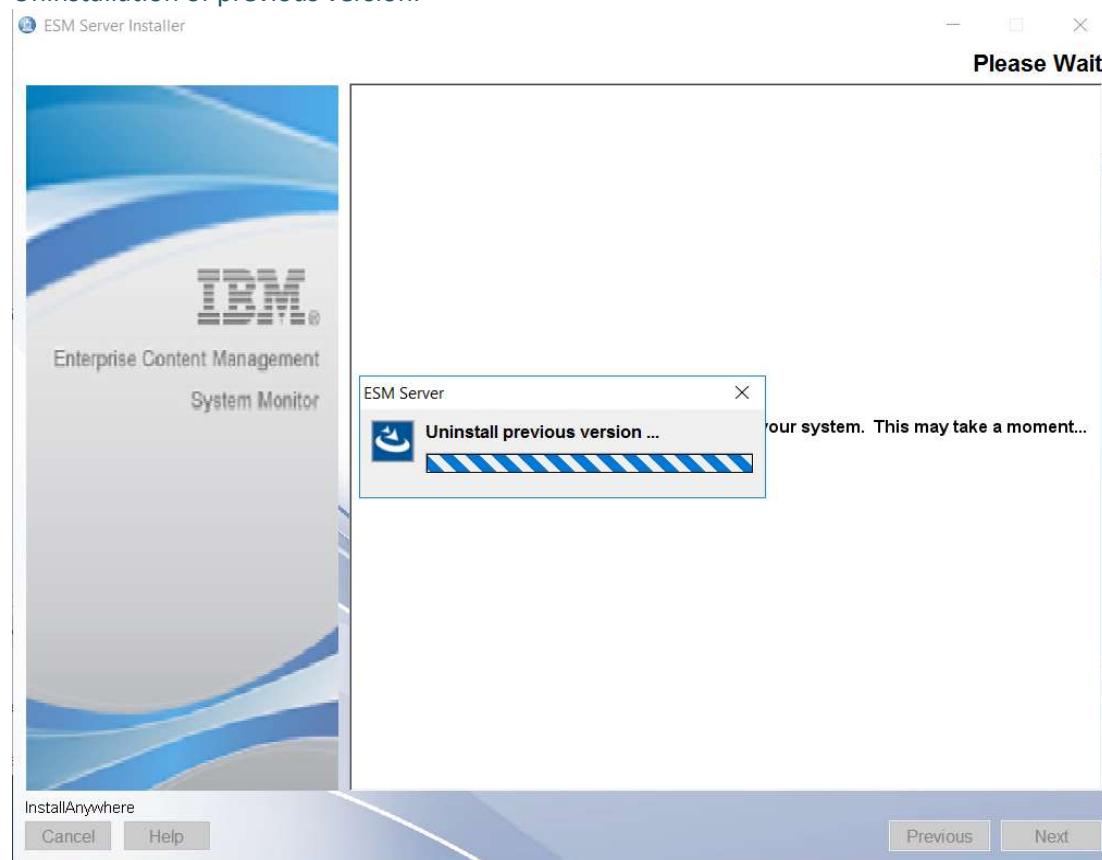
Click on **Next** to continue.



Pre-Installation Summary – click on **Install**.



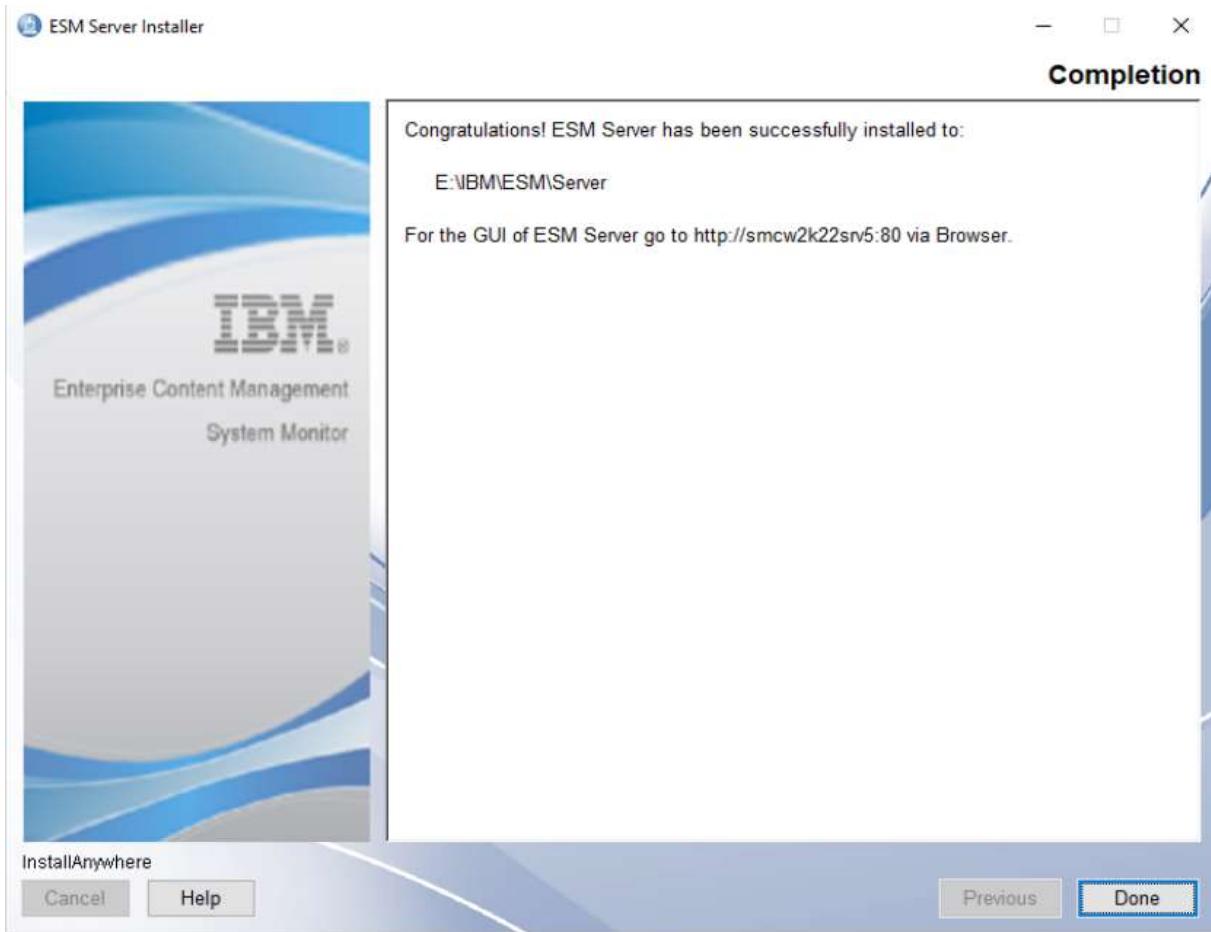
Uninstallation of previous version.



Installing ESM Server - Install procedure starts.



Installation complete – Click on **Done**.



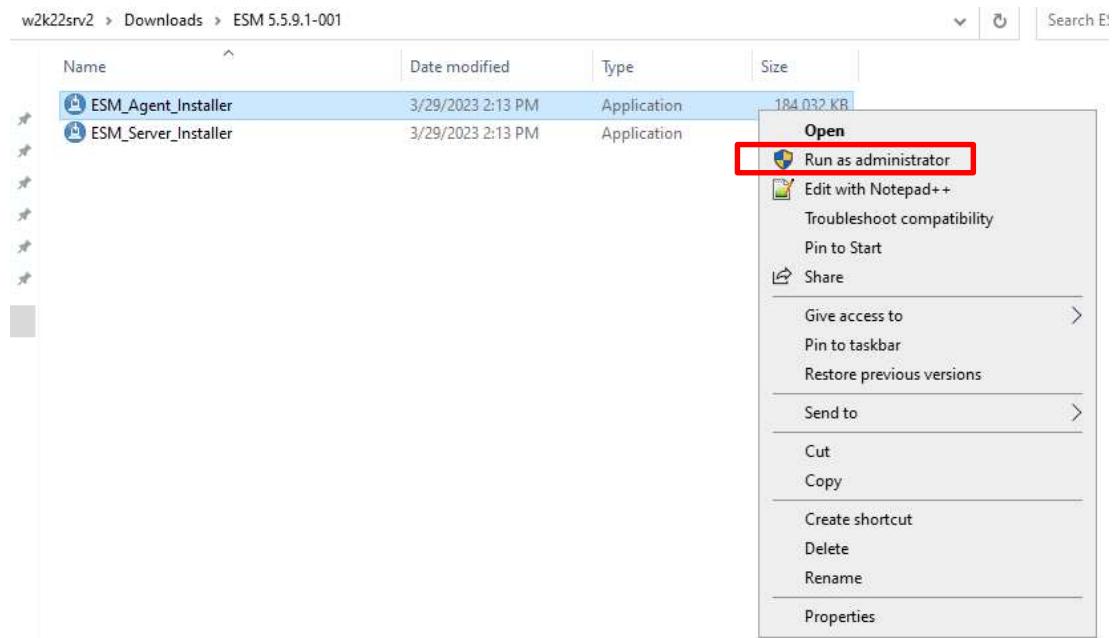
Delete or rename the installer.properties file in the folder where you executed the ESM installer binary.

Start your browser and login to ESM web interface to import your formerly saved configuration back into your current version – see Chapter [Configuration Import after successful Upgrade to version 5.5.6.0-000](#)

Upgrade of Windows 5.5.11.0-004 Agent to 5.6.0.0-000

Execute installer binary ESM_Agent_Installer.

Right mouse click on ESM_Agent_Installer and select **Run as Administrator**.

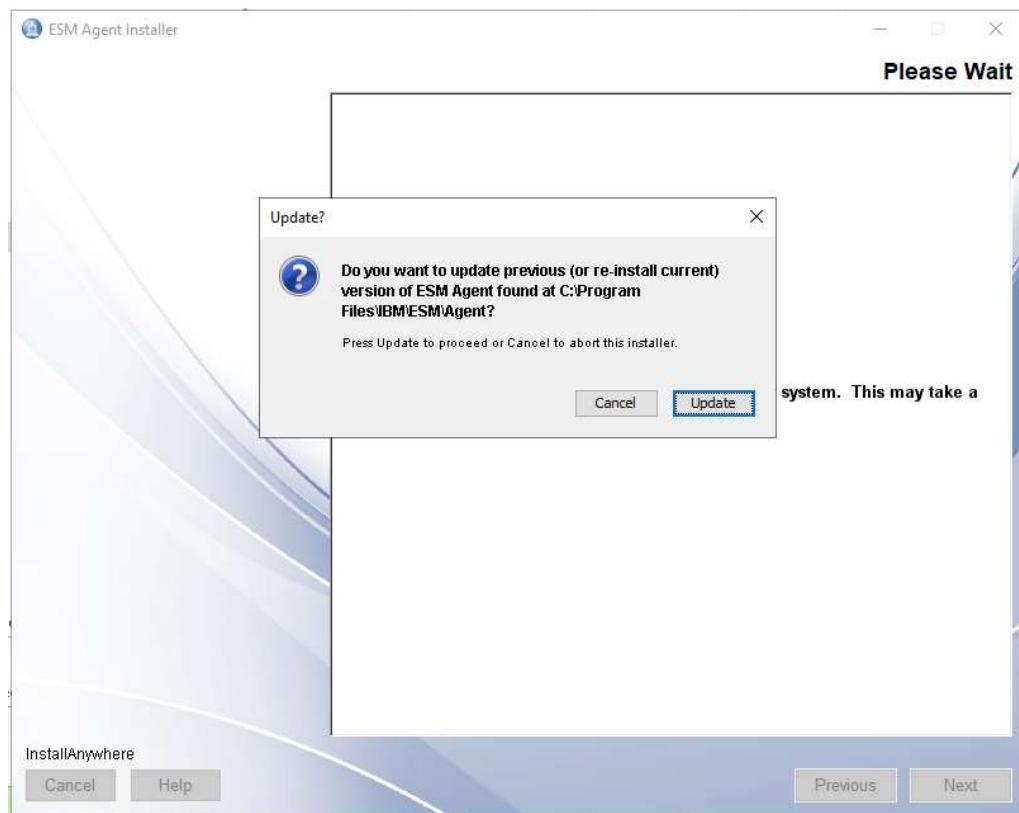


InstallAnywhere starts :

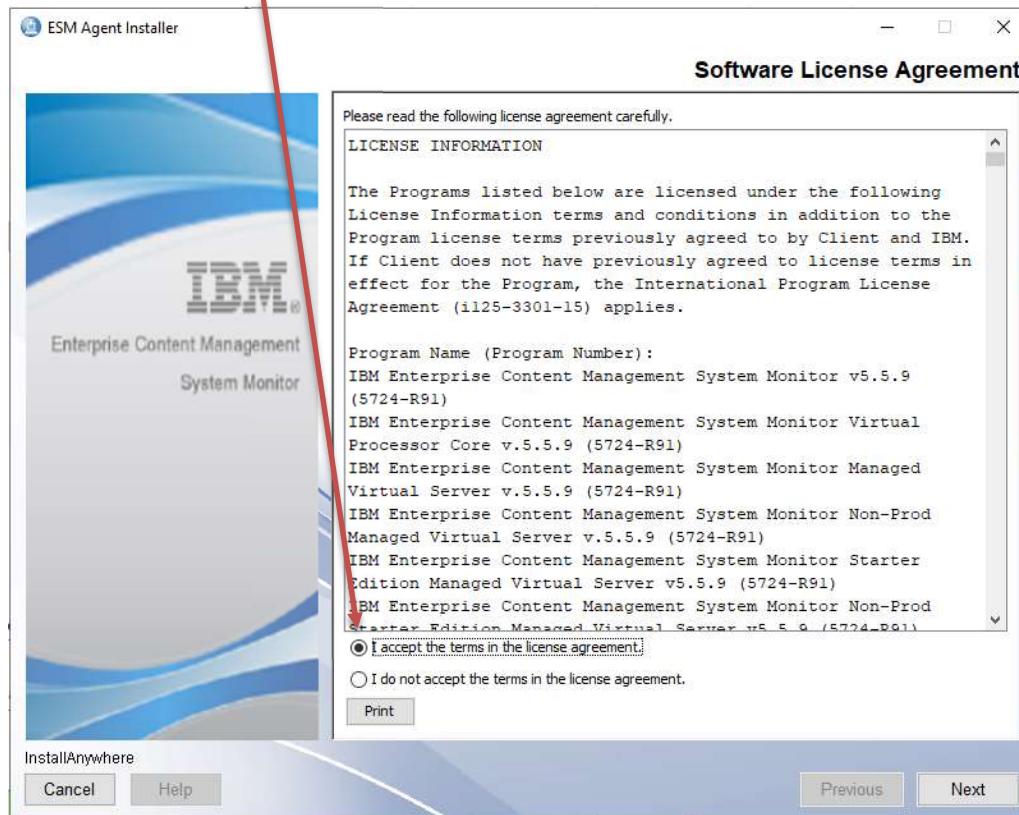
ESM_Agent_Installer	1/18/2023 6:22 PM	Application	180,496 KB
ESM_Server_Installer	1/18/2023 6:22 PM	Application	220,693 KB
server.installer.properties	8/22/2023 12:36 PM	PROPERTIES File	3 KB



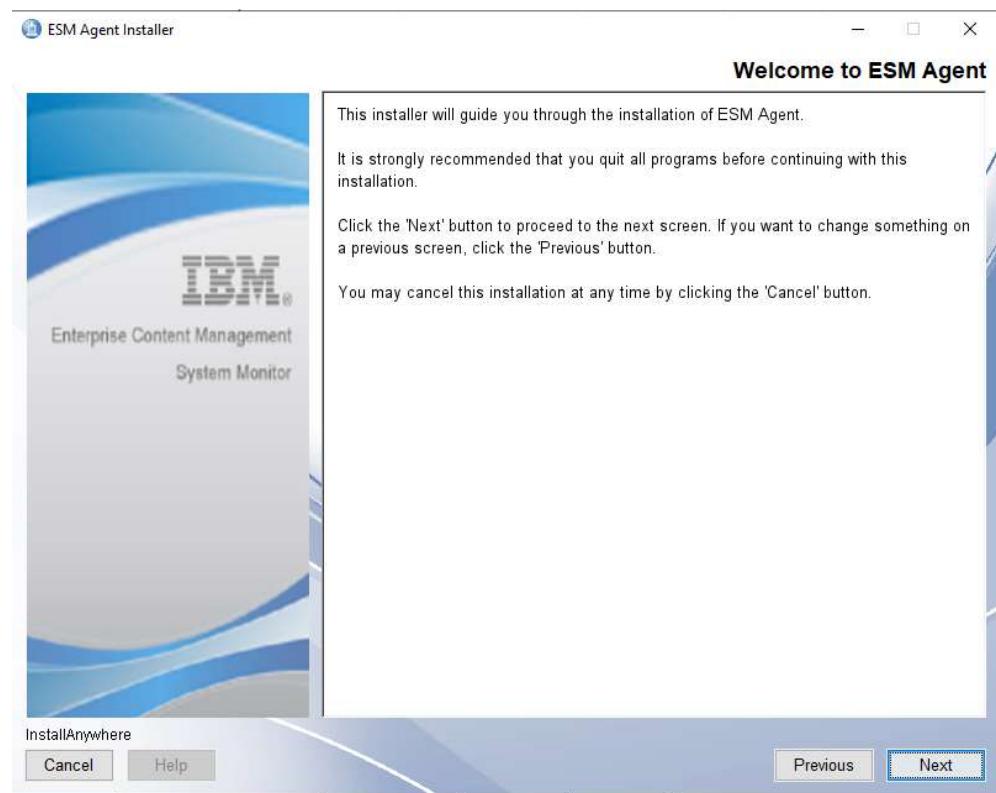
A previous version of ESM Agent was found – click on **Update** to continue.



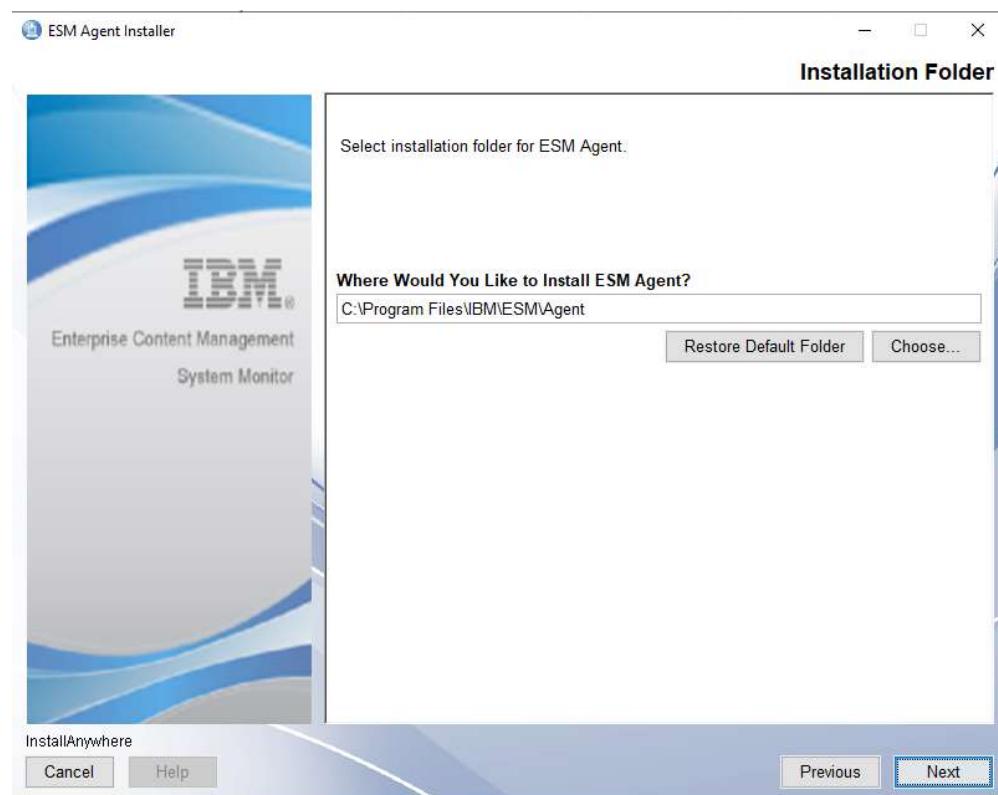
Mark I accept the terms in the license agreement and continue with Next.



Welcome to ESM Agent – click on **next** to continue.



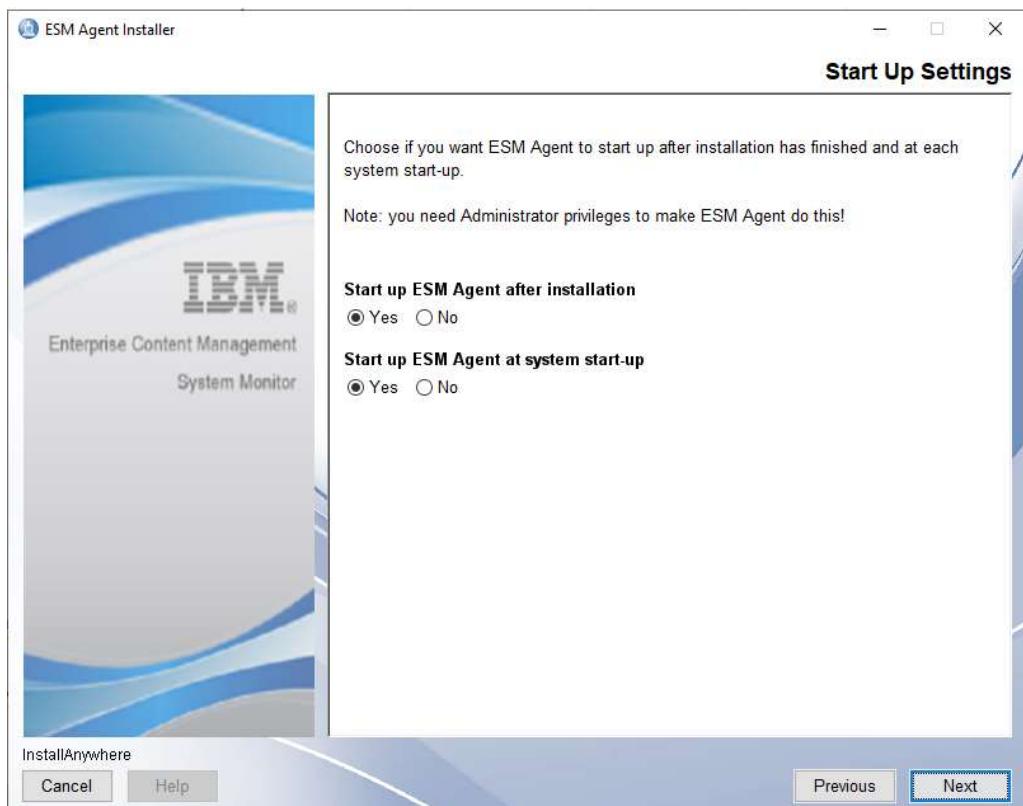
Installation Folder – take over settings and continue with **Next**.



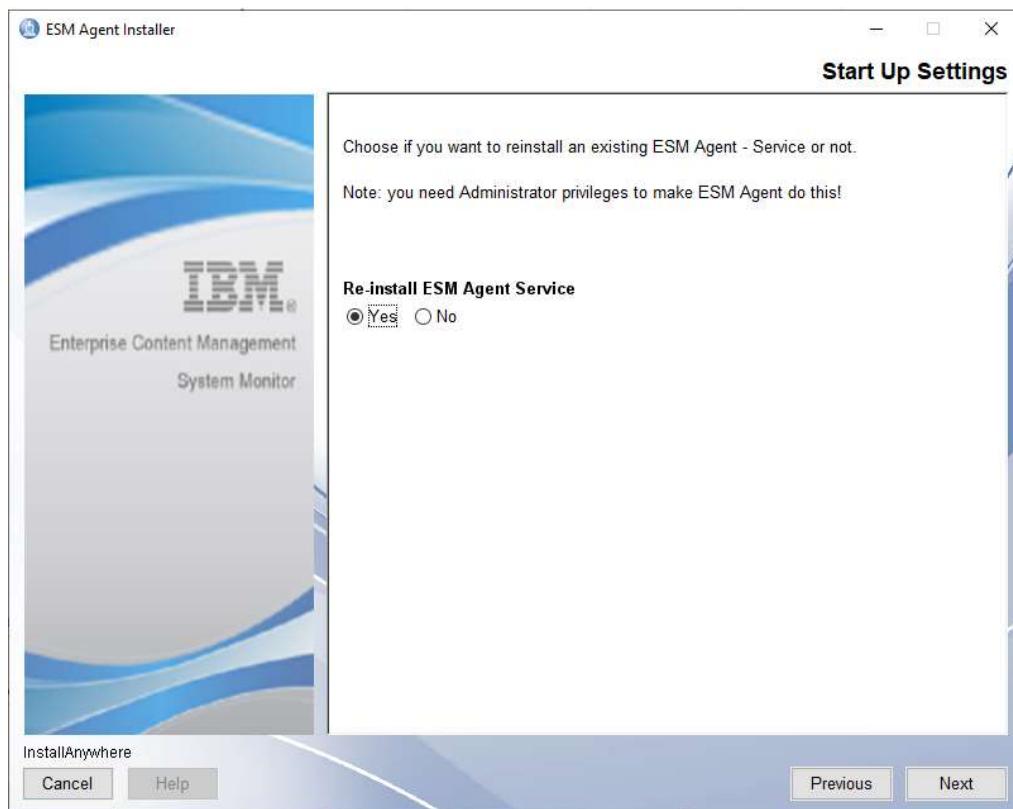
ESM Agent settings – take over settings and continue with **Next**.



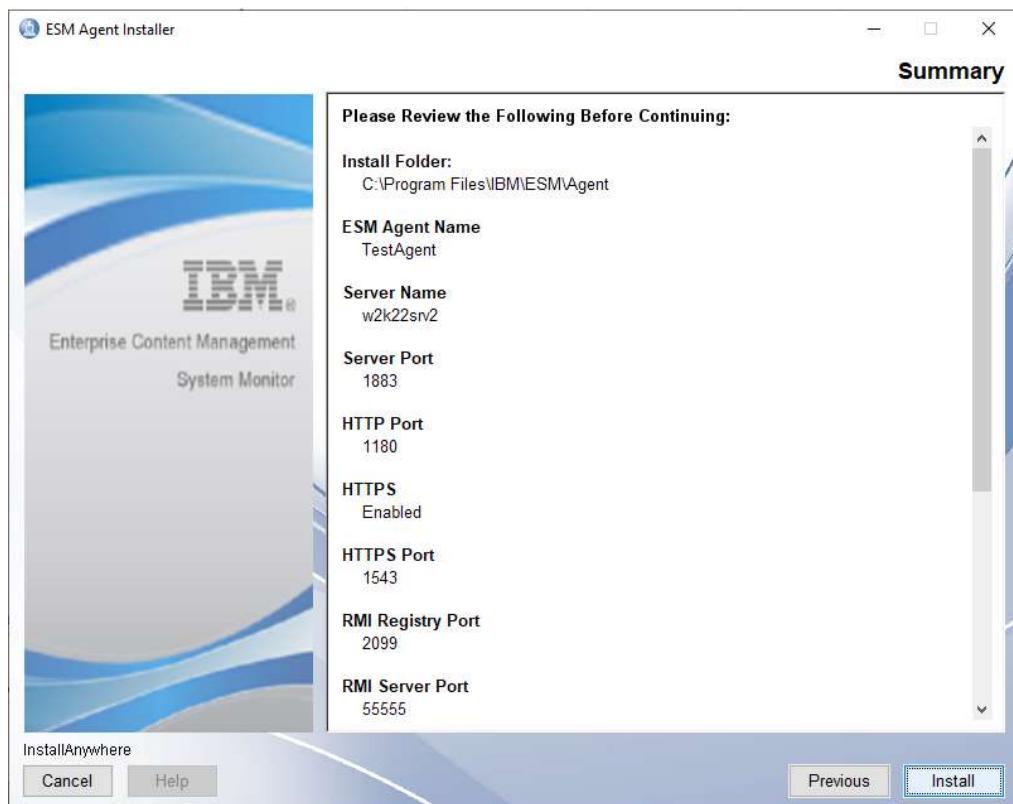
Start Up Settings– take over settings and continue with **Next**.



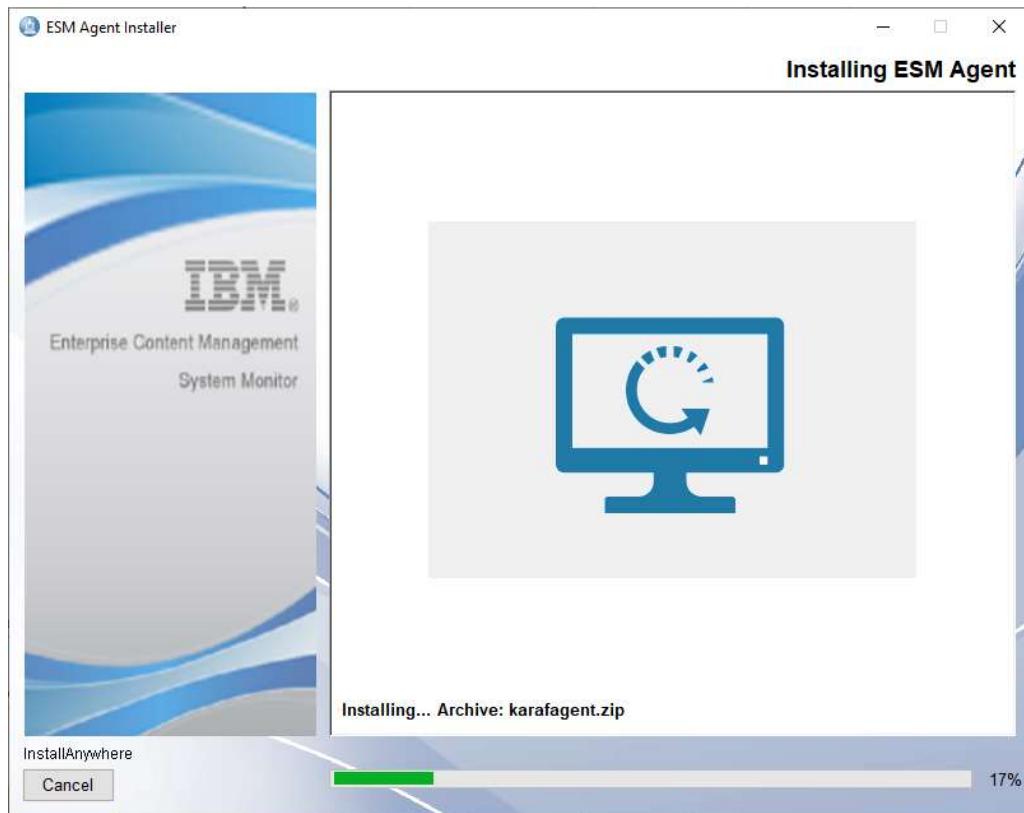
Start Up Settings— take over settings and continue with **Next**.



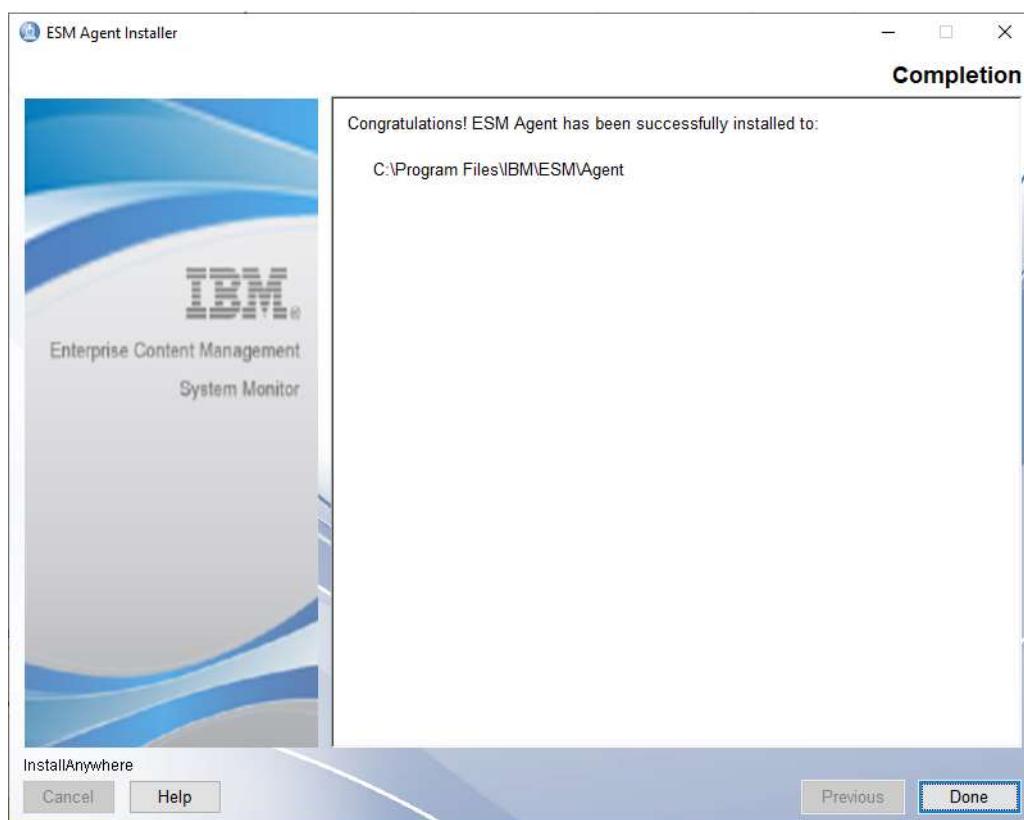
Summary – click on **Install** to start installation.



Installation ESM Agent.



Installation completed.



If you are not already on 5.5.11.0-004 UNIX Section

Upgrade of UNIX 5.5.11.0-002 Server to 5.5.11.0-004

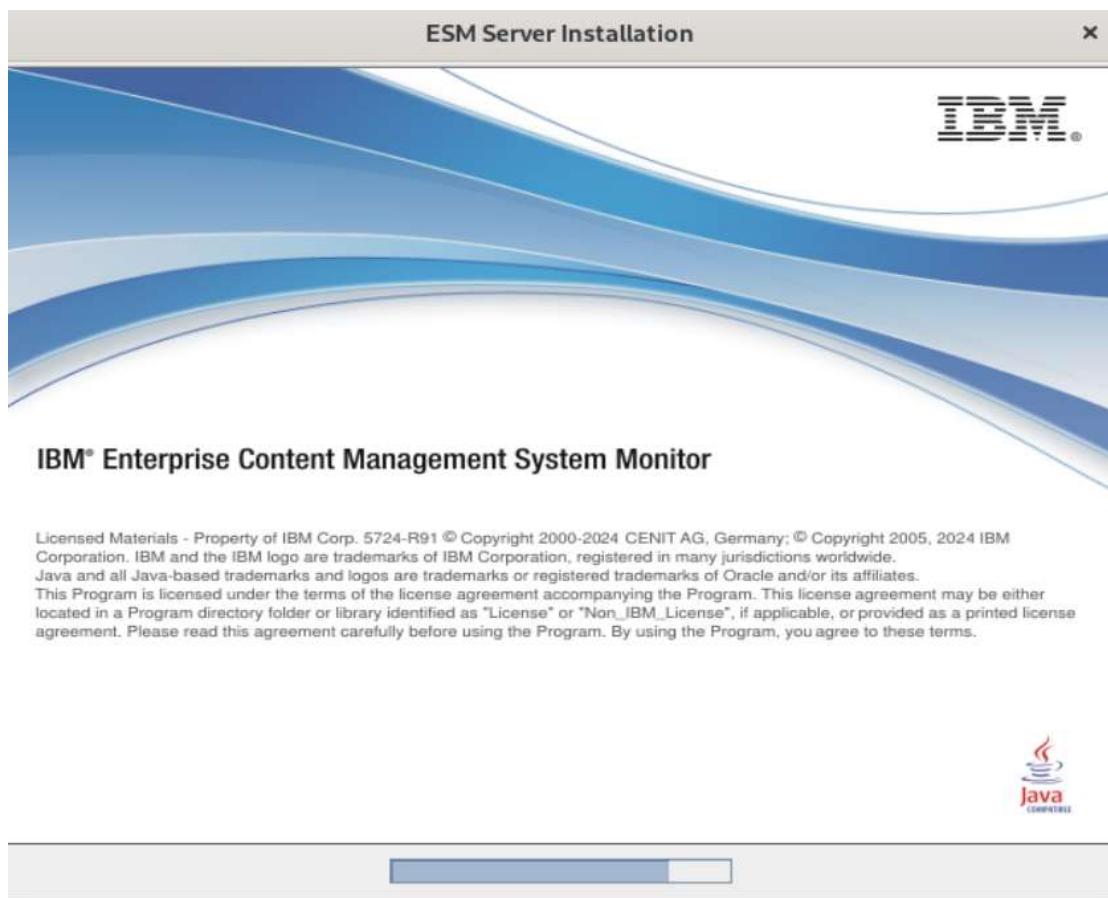
Upgrade from 5.5.11.0-002 - this works as well as an upgrade from version 5.5.11.0-000, 5.5.11.0-001

and 5.5.11.0-003. This is a non-root installation example on a CentOS Stream release 9 system.

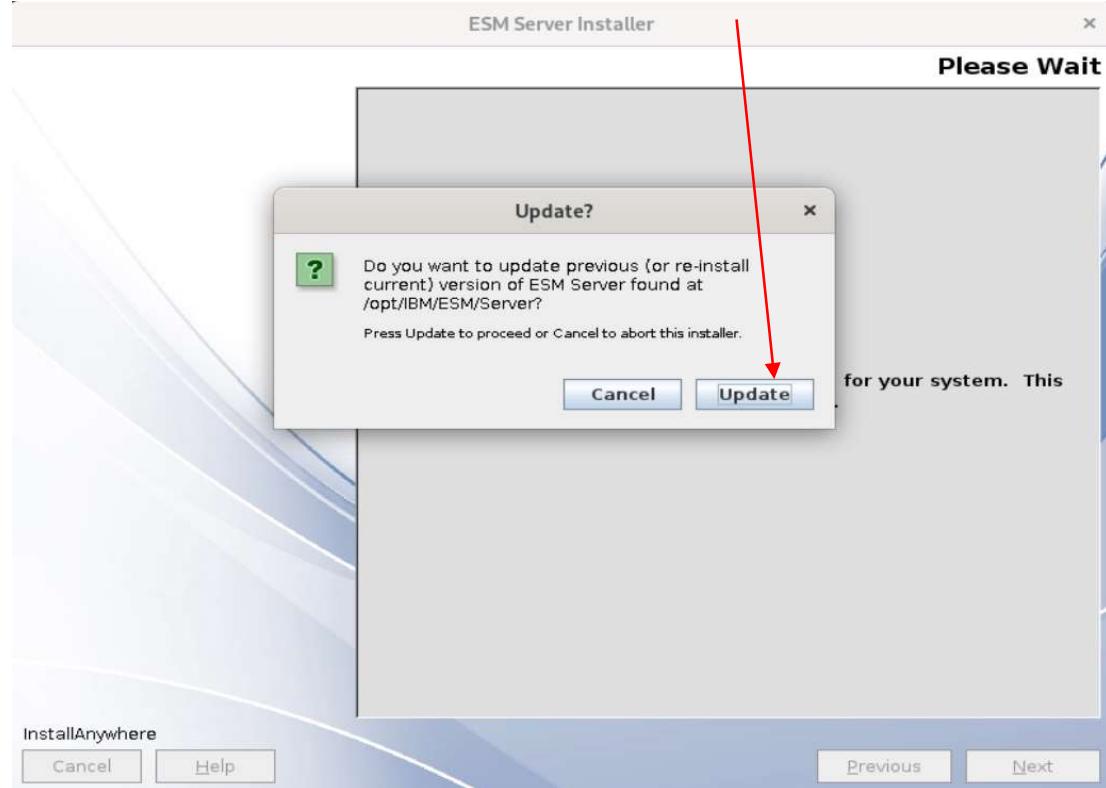
Execute ESM Server 5.5.11.0-004 installer binary.

```
[esm-user@centosrv2 ESM-5.5.11-004]$ ls -la
total 443804
drwxr-xr-x. 2 esm-user esm-user      69 Jul 22 17:46 .
drwxr-xr-x. 5 esm-user esm-user     76 Jul 22 17:45 ..
-rwxrwxr-x. 1 esm-user esm-user 199418525 Jul  5 19:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 255031269 Jul  5 19:33 ESM_Server_Installer.bin
[esm-user@centosrv2 ESM-5.5.11-004]$ ./ESM_Server_Installer.bin
```

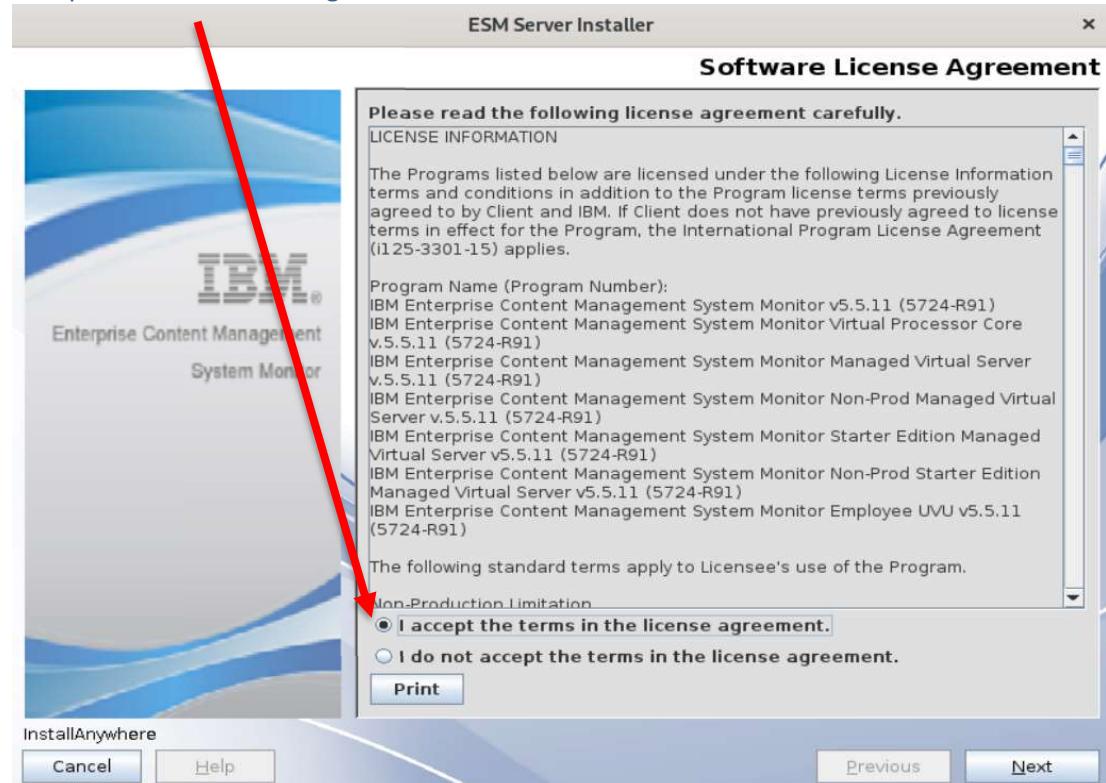
Install Anywhere starts.



A previous version of ESM Server was found - Click on **Update** to continue.



Accept Software License Agreement – continue with **Next**.



Welcome to ESM Server – continue with **Next**.



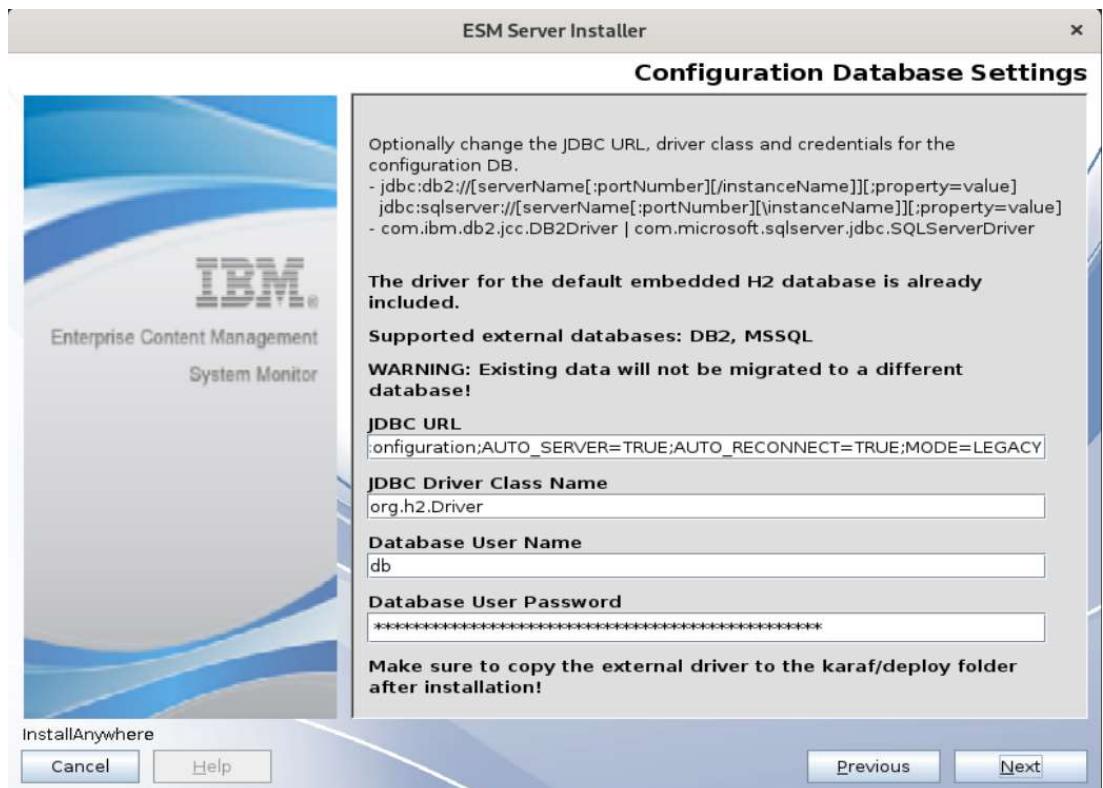
Take over **installation folder** - continue with **Next**.



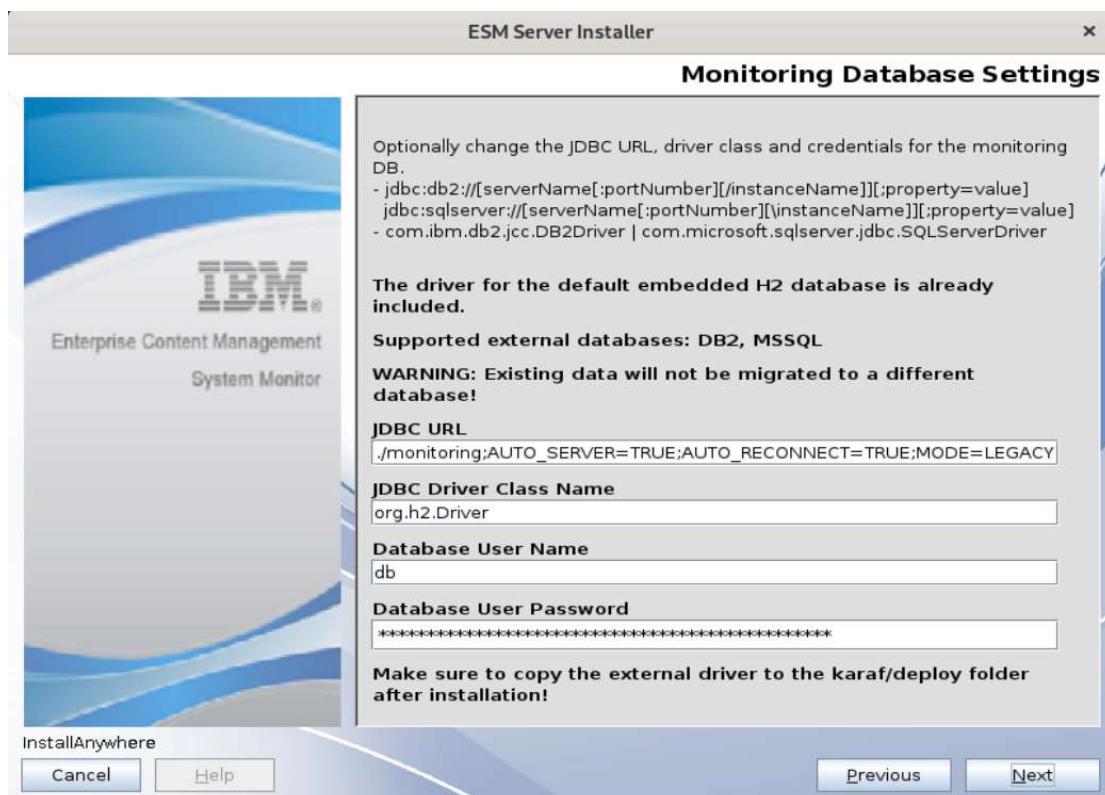
ESM Server settings – take over settings – **all ports should be higher than 1024**, because this is a non-root installation. Continue with **Next**.



Configuration Database Settings – take over – continue with **Next**.



Monitoring Database Settings – take over – continue with **Next**.



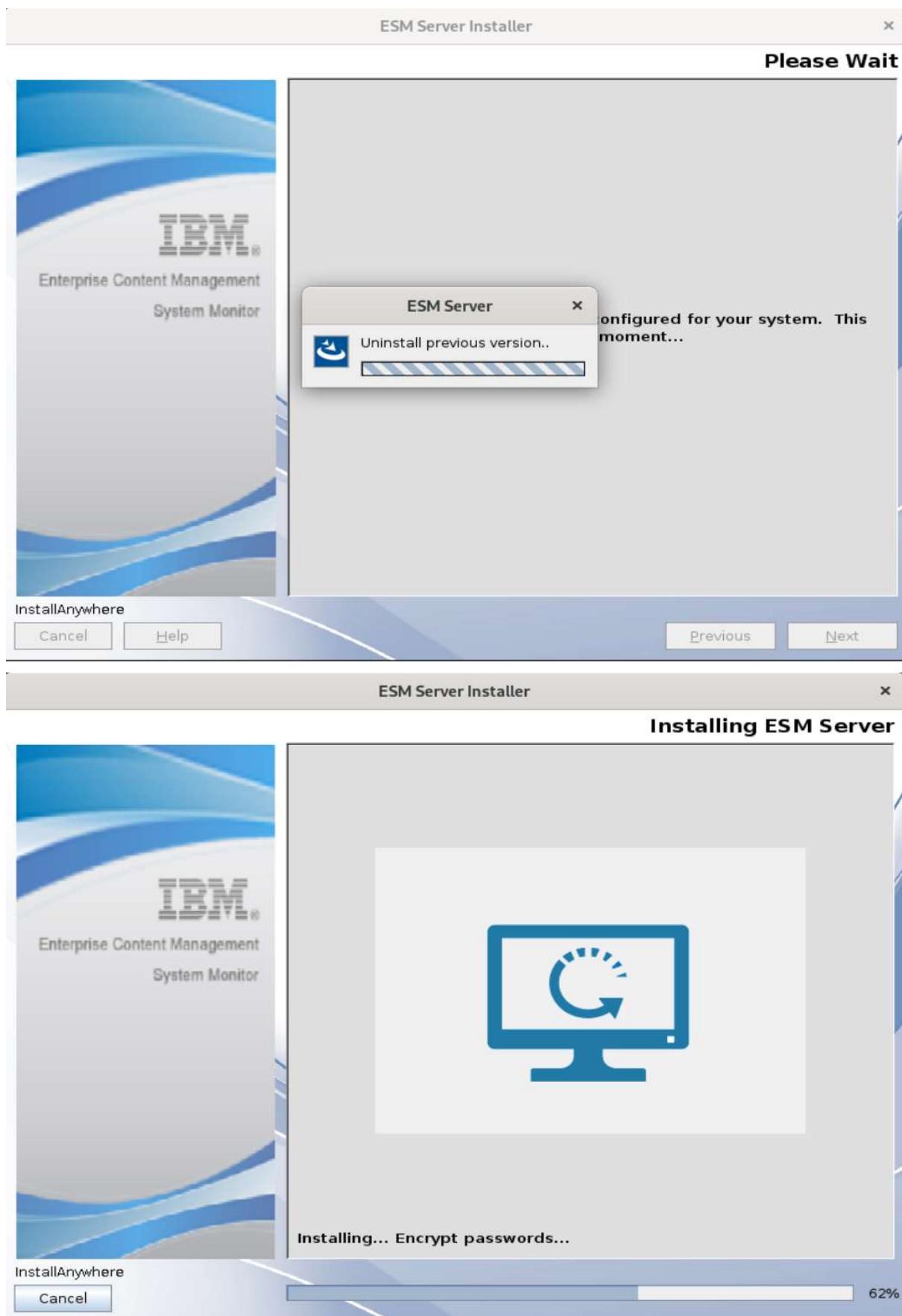
Start Up Settings – take over – continue with **Next**.



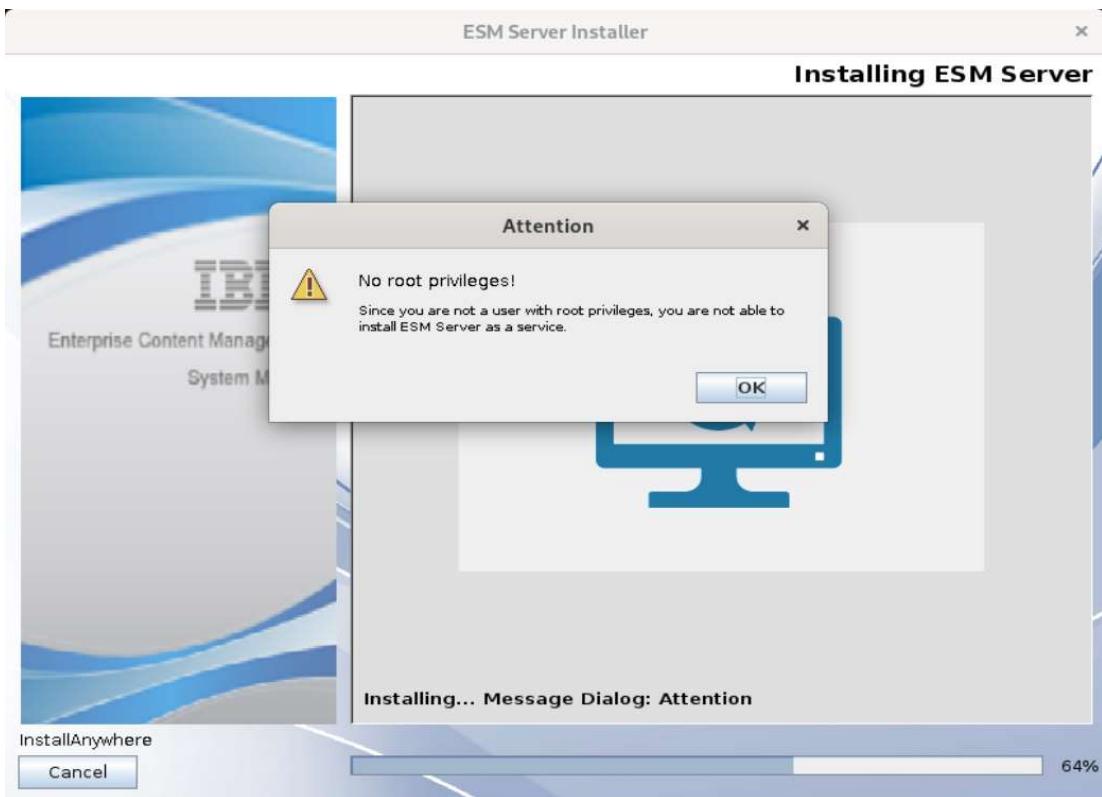
Installation Summary – click on **Install** to start Upgrade.



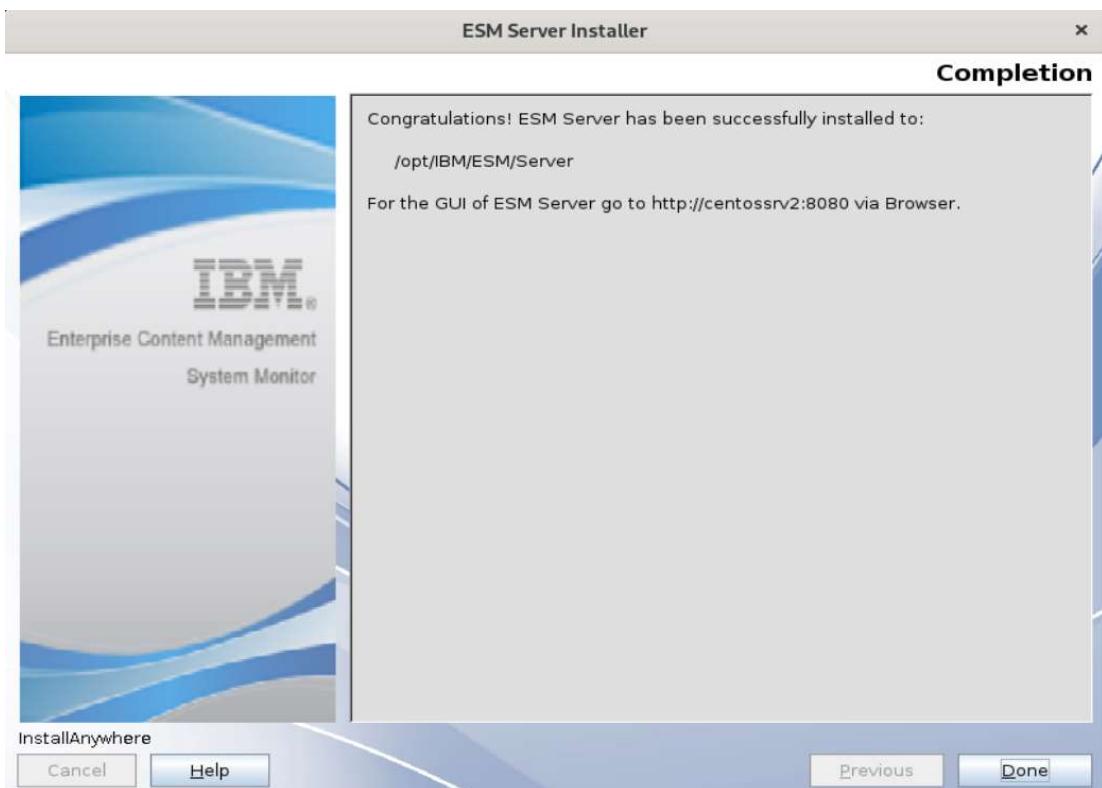
Installing ESM Server.



A warning notice comes up – confirm with OK.



Completion - Installation completed – click on **Done** to finish.



Rename or delete installer.properties – Example :

```
[esm-user@centosssrv2 ESM-5.5.11-004]$ mv installer.properties server.installer.properties
[esm-user@centosssrv2 ESM-5.5.11-004]$ ls -la
total 443808
drwxr-xr-x. 2 esm-user esm-user      104 Jul 22 18:31 .
drwxr-xr-x. 5 esm-user esm-user      76 Jul 22 17:45 ..
-rwxrwxr-x. 1 esm-user esm-user 199418525 Jul  5 19:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 255031269 Jul  5 19:33 ESM_Server_Installer.bin
-rw-rw-r--. 1 esm-user esm-user     1613 Jul 22 18:30 server.installer.properties
[esm-user@centosssrv2 ESM-5.5.11-004]$ █
```

Upgrade of UNIX 5.5.11.0-002 Agent to 5.5.11.0-004

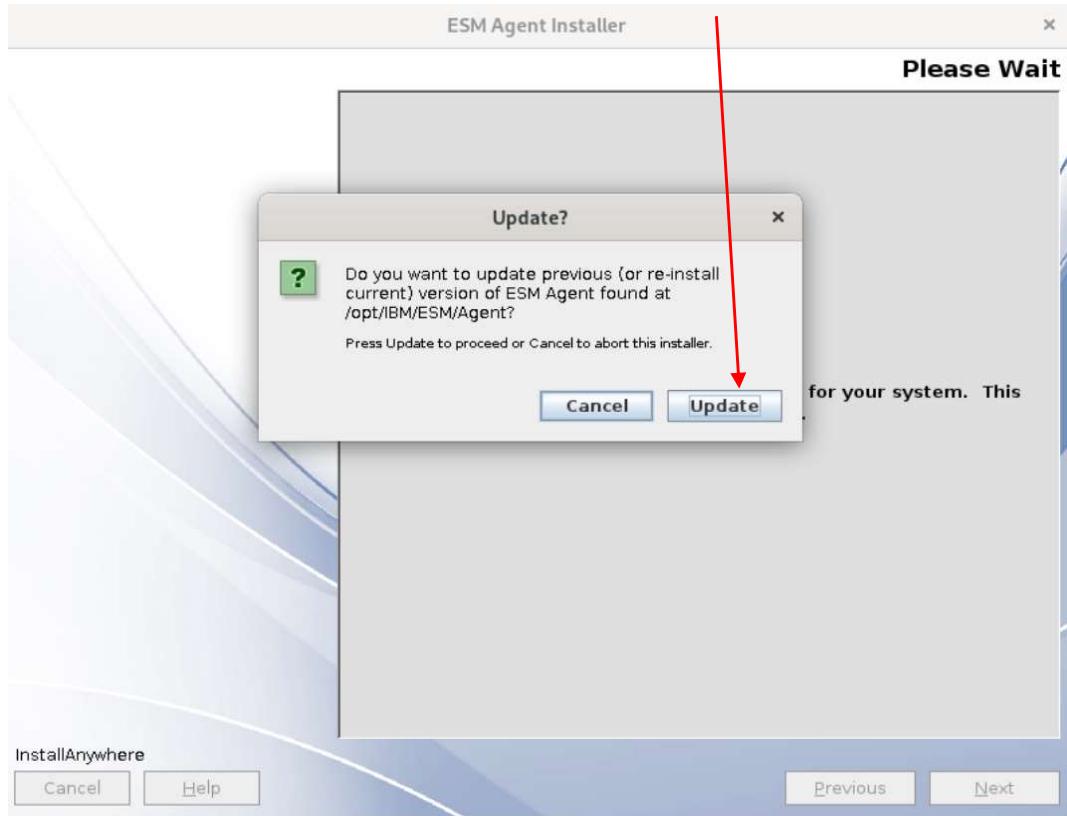
Execute ESM 5.5.11.0-004 Agent installer binary.

```
esm-user@centosrv2:~/Downloads/ESM-5.5.11-004
[esm-user@centosrv2 ESM-5.5.11-004]$ ls -la
total 443808
drwxr-xr-x. 2 esm-user esm-user      104 Jul 22 18:31 .
drwxr-xr-x. 5 esm-user esm-user       76 Jul 22 17:45 ..
-rwxrwxr-x. 1 esm-user esm-user 199418525 Jul  5 19:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 255031269 Jul  5 19:33 ESM_Server_Installer.bin
-rw-rw-r--. 1 esm-user esm-user    1613 Jul 22 18:30 server.installer.properties
[esm-user@centosrv2 ESM-5.5.11-004]$ ./ESM_Agent_Installer.bin
```

InstallAnywhere starts.



A previous version was found – Click on **Update** to continue.



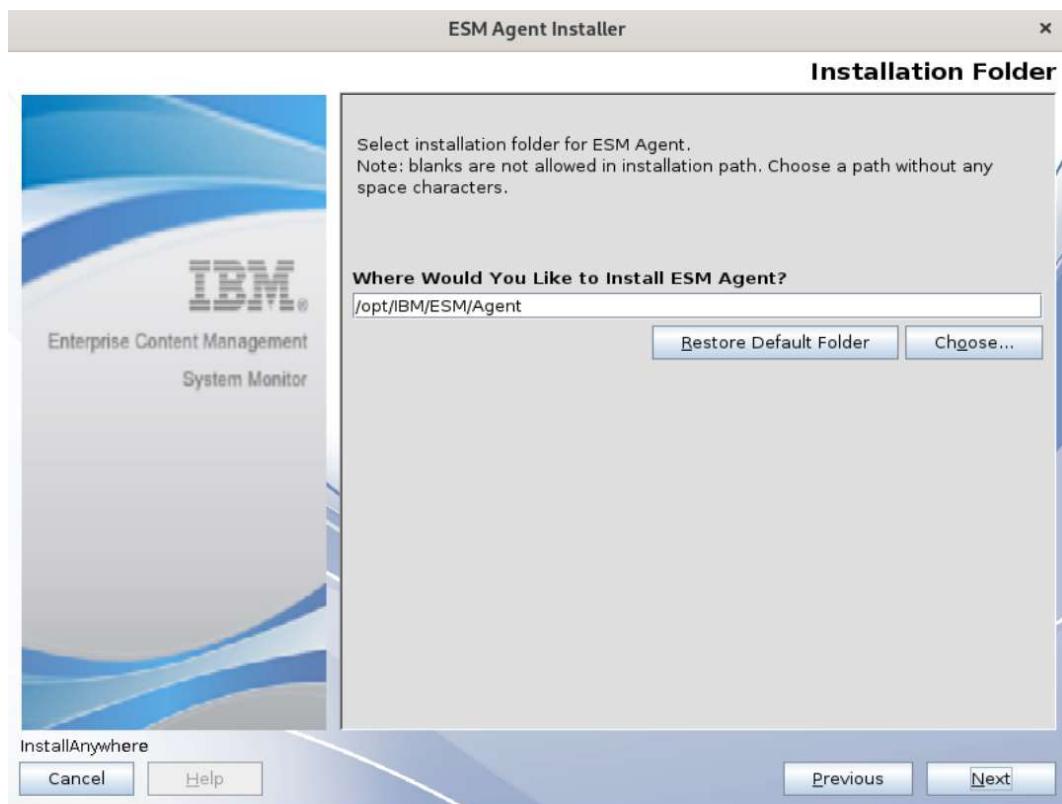
Accept Software License Agreement – continue with **Next**.



Welcome to ESM Agent – continue with **Next**.



Take over **Installation Folder** – continue with **Next**.



ESM Agent Settings – take over settings and continue with **Next**.



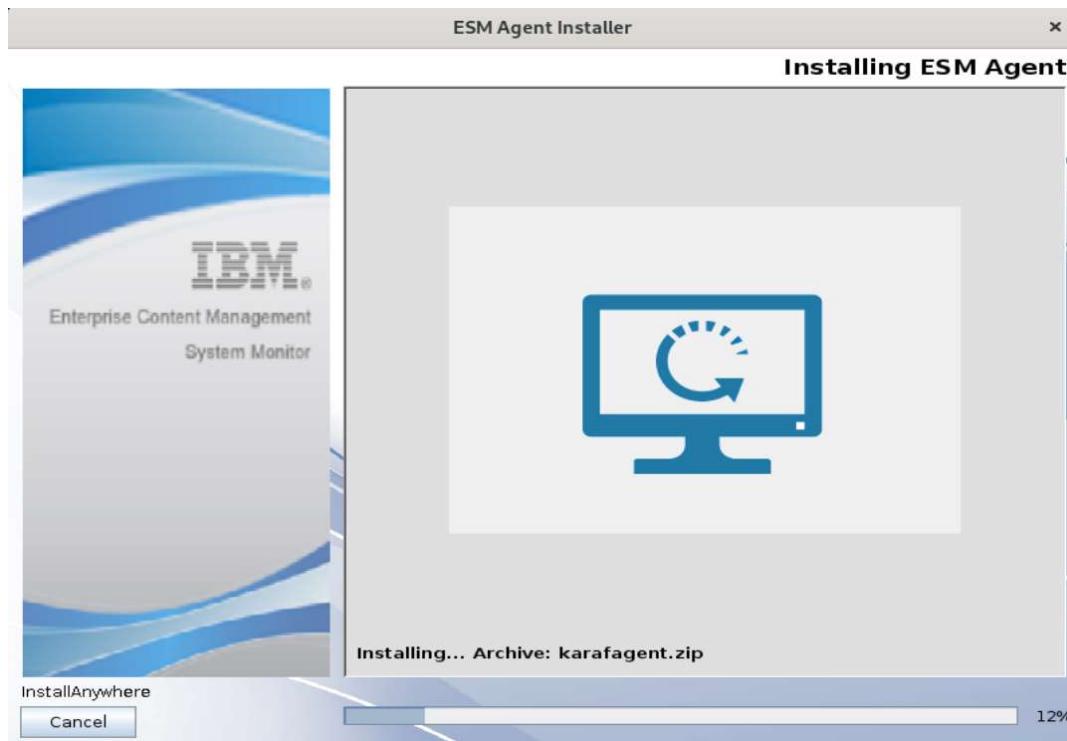
Start Up Settings – take over settings and continue with **Next**.



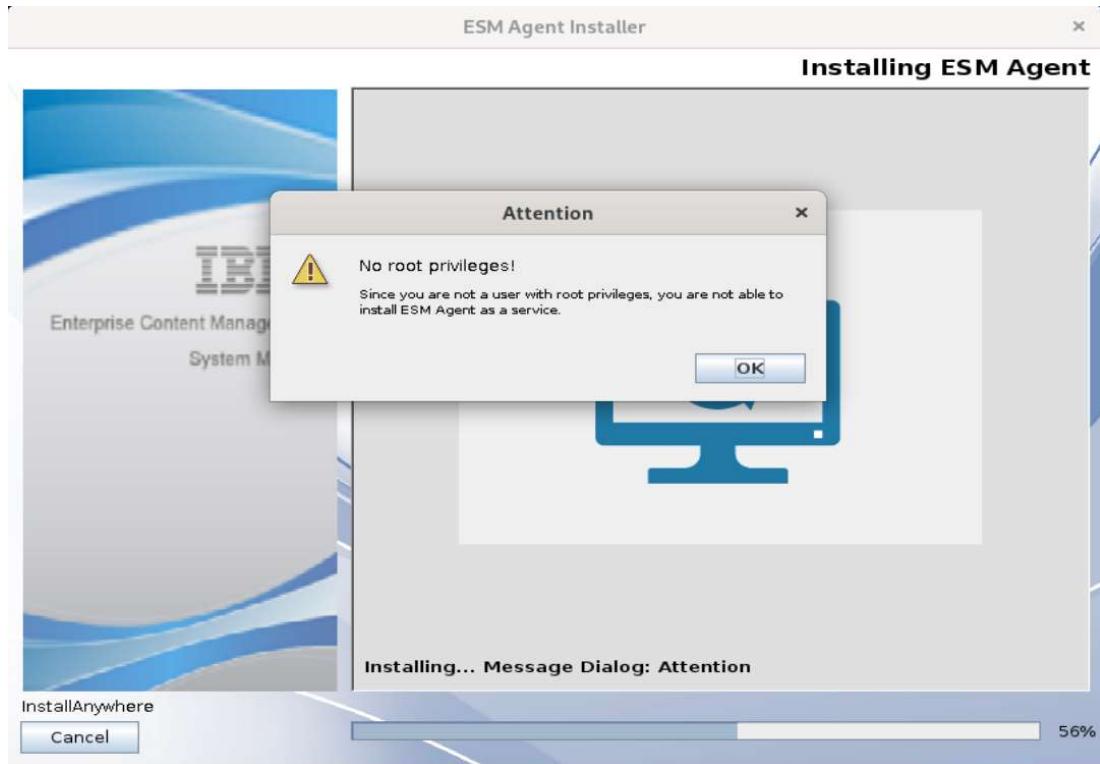
Installation Summary – click on **Install** to start Upgrade.



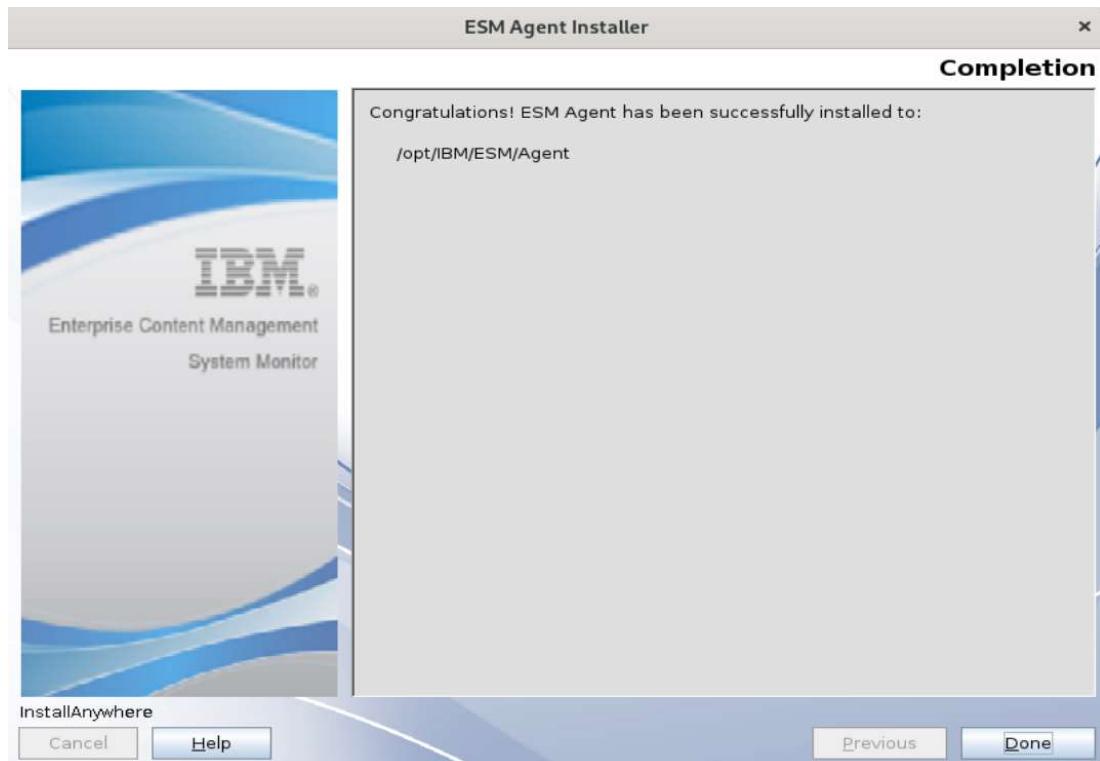
Installing ESM Agent starts.



A warning notice comes up – confirm with OK.



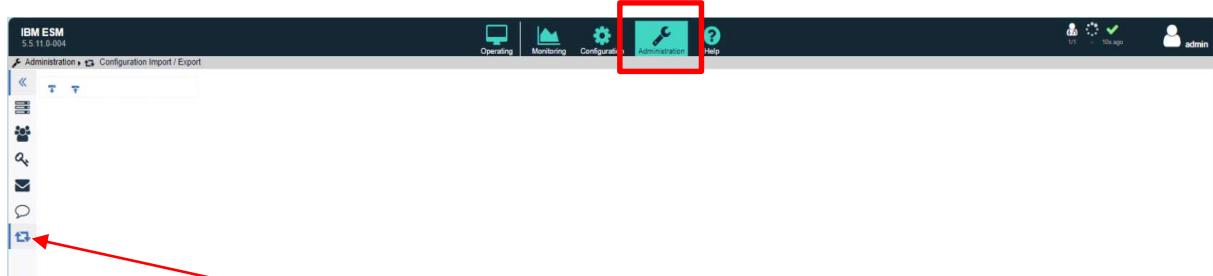
Completion – Installation completed – click on Done To finish.



Ready to upgrade to 5.6.0.0-000 **UNIX section**

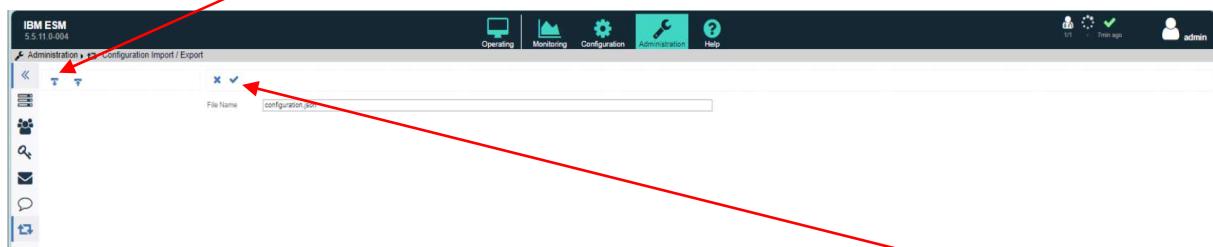
Upgrade of UNIX 5.5.11.0-004 Server to 5.6.0.0-000

Start with an export of your current installation configuration – Switch to Administration board.



Click on Configuration Import / Export.

Click on Export complete configuration.



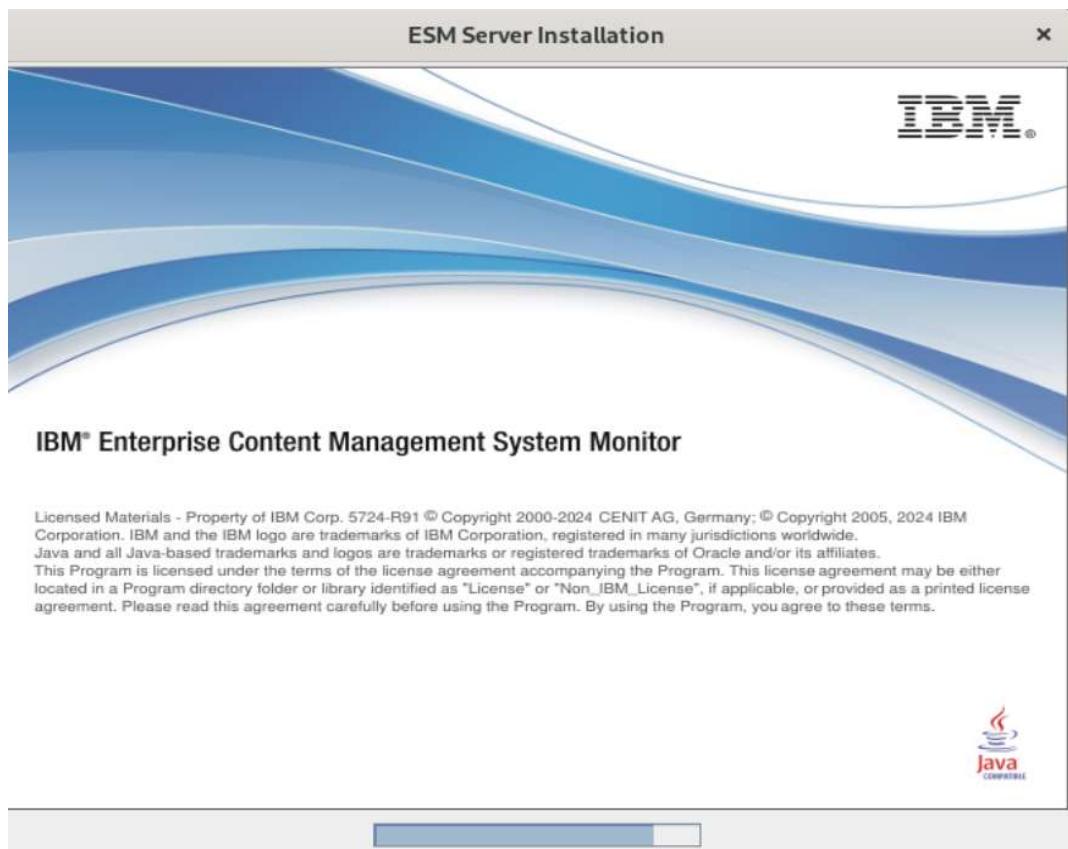
The default file name of your export file is **configuration.json**. Accept by clicking on the Start Export hook. The backup directory for your configuration.json file is “Downloads”.

```
[esm-user@centosssrv2 Downloads]$ ls -la
total 36
drwxr-xr-x.  6 esm-user esm-user  121 Jul 26 06:31 .
drwx-----. 16 esm-user esm-user 4096 Nov 10 2023 ..
-rw-r--r--.  1 esm-user esm-user 31875 Jul 26 06:31 configuration.json
drwxrwxrwx.  2 esm-user esm-user  131 Nov 13 2023 ESM-5.5.11.0-000
drwxr-xr-x.  2 esm-user esm-user  132 Jul 22 13:42 ESM-5.5.11.0-002
drwxr-xr-x.  2 esm-user esm-user  132 Jul 26 05:52 ESM-5.5.11.0-004
drwxr-xr-x.  2 esm-user esm-user    69 Jul 26 06:02 ESM-5.6.0.0
[esm-user@centosssrv2 Downloads]$
```

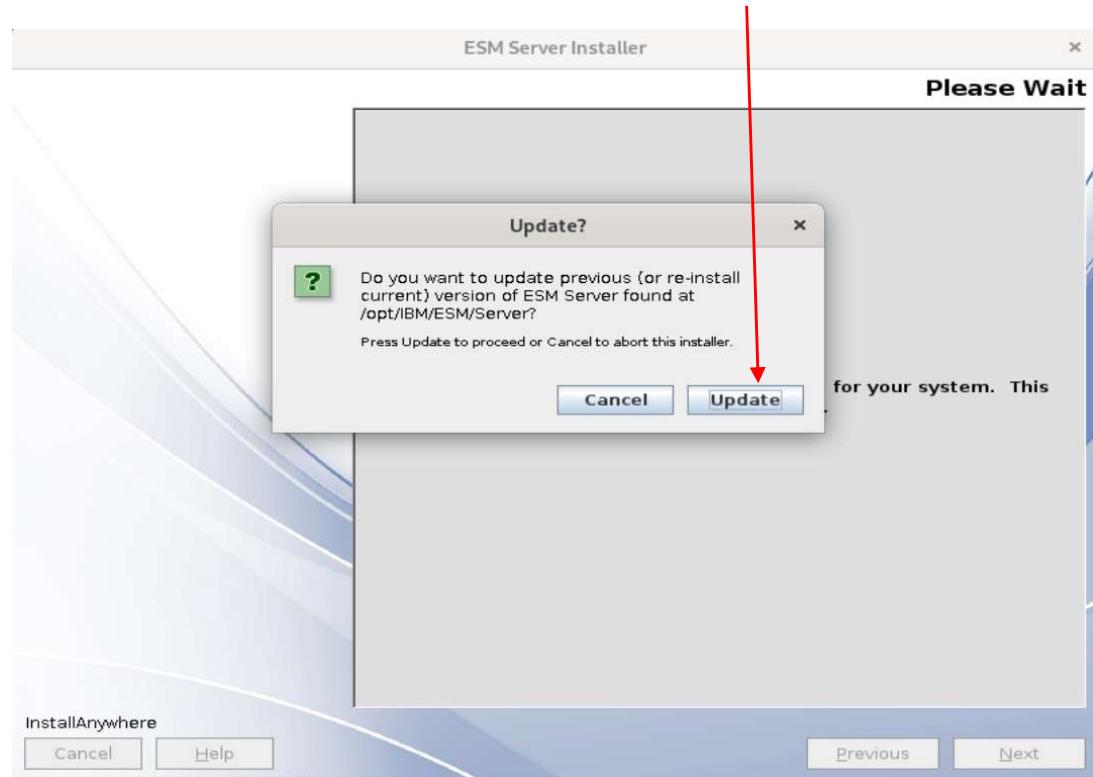
Execute ESM 5.6.0.0-000 Server installer binary.

```
[esm-user@centosssrv2 ESM-5.6.0.0]$ ls -la
total 472860
drwxr-xr-x. 2 esm-user esm-user          69 Jul 26 06:02 .
drwxr-xr-x. 6 esm-user esm-user         95 Jul 26 06:00 ..
-rwxrwxr-x. 1 esm-user esm-user 199547878 Jul 16 15:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 284658124 Jul 16 15:33 ESM_Server_Installer.bin
[esm-user@centosssrv2 ESM-5.6.0.0]$ ./ESM_Server_Installer.bin
```

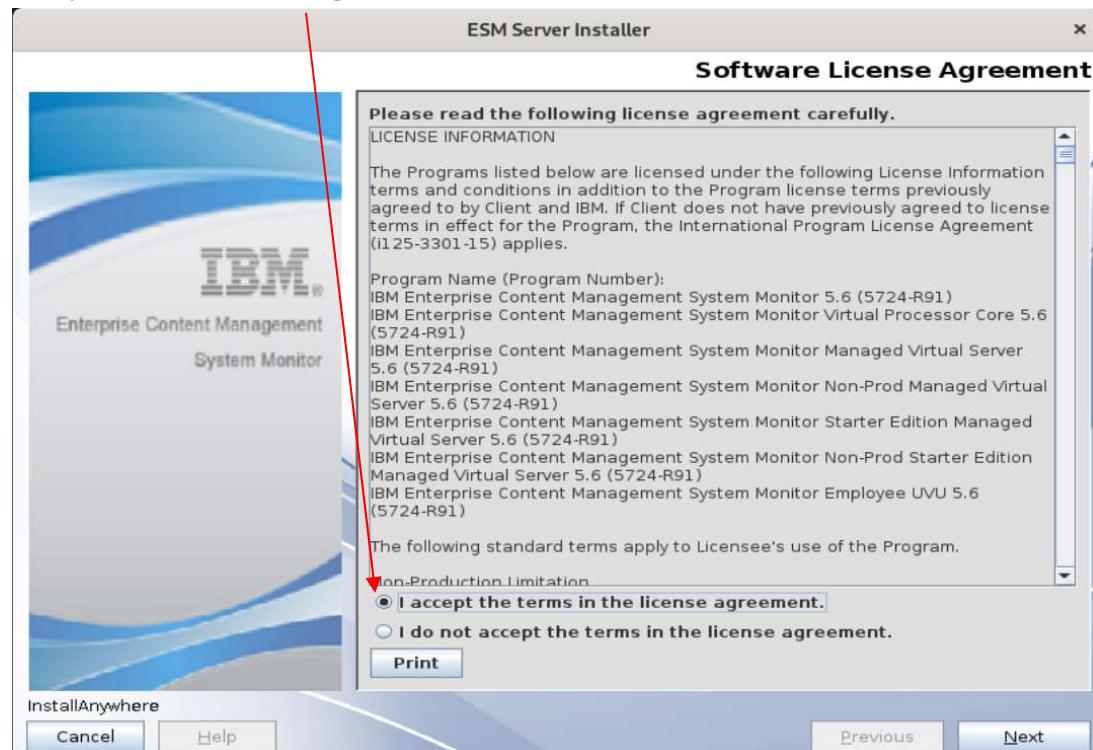
InstallAnywhere starts.



A previous version of ESM Server was found – Click on **Update** to continue.



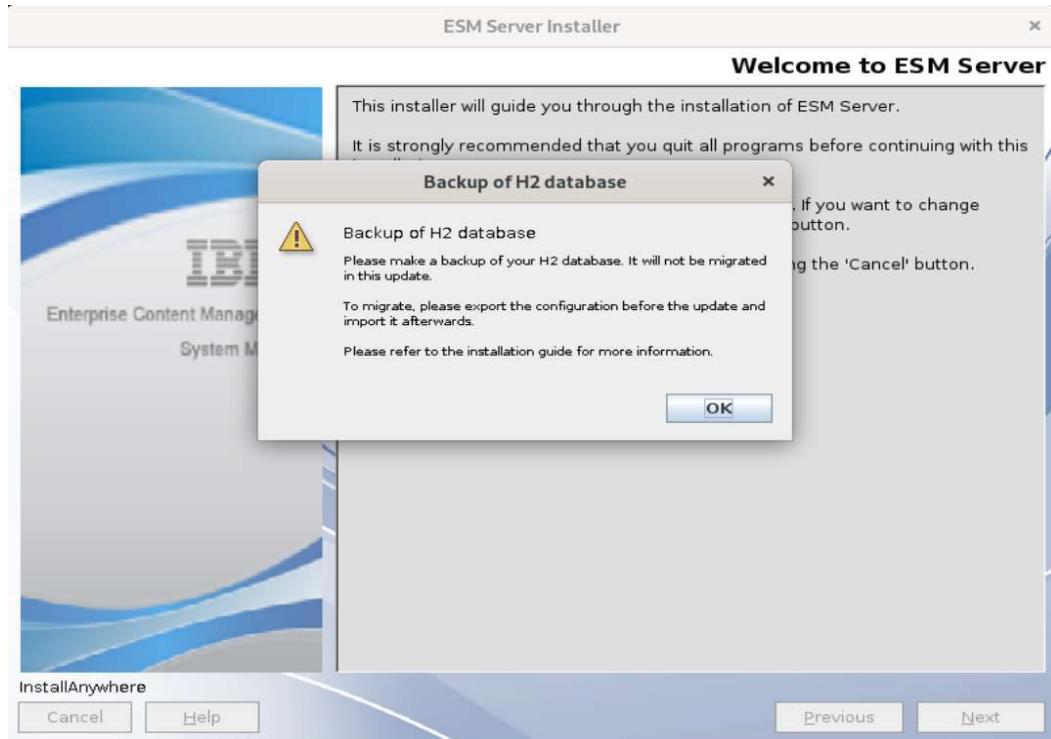
Accept Software License Agreement – continue with **Next**.



Welcome to ESM Server – continue with **Next**.



A warning notice comes up – Click on OK to confirm.



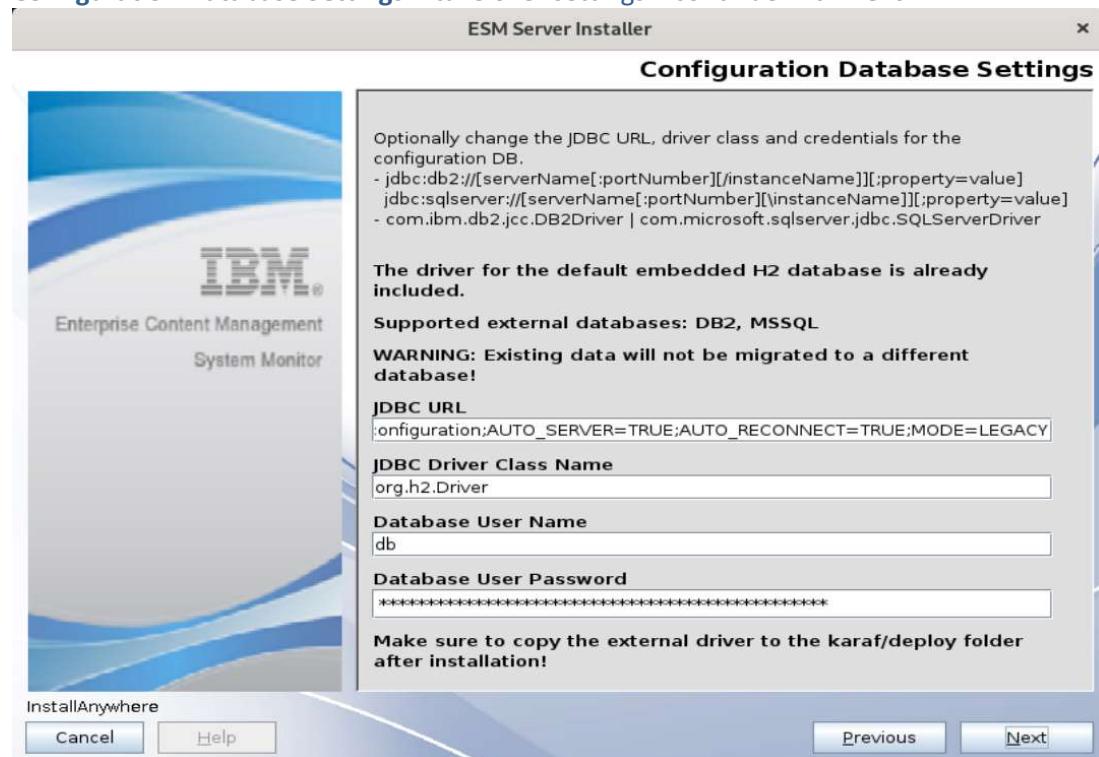
Take over Installation Folder – continue with **Next**.



ESM Server Settings – take over settings – continue with **Next**.



Configuration Database Settings – take over settings – continue with Next.



Monitoring Database Settings - take over settings – continue with Next.



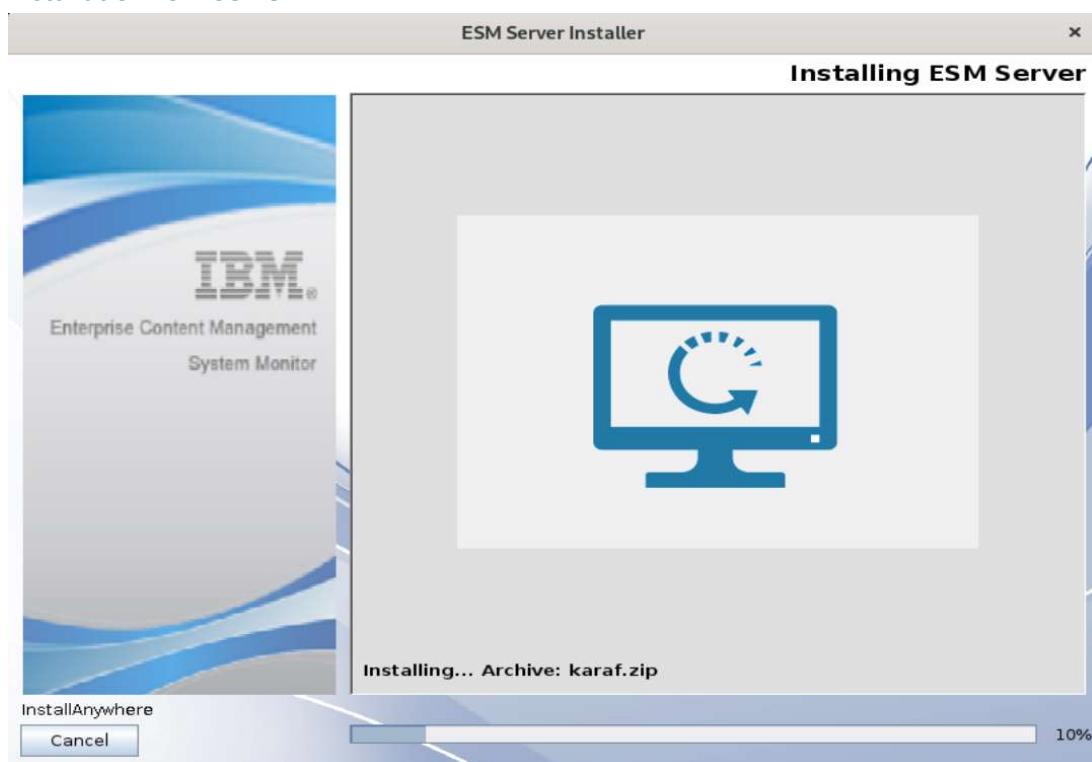
Start Up Settings – take over settings – continue with **Next**.



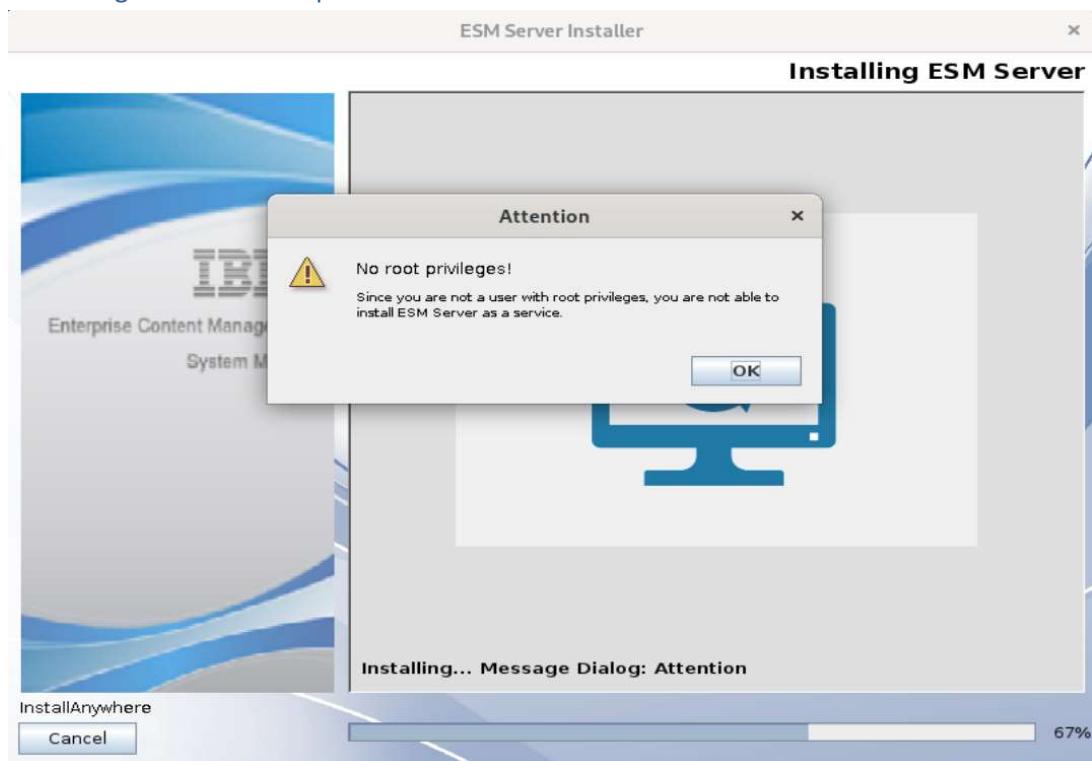
Installation Summary – click on **Install** to start Upgrade.



Installation ESM Server.



A warning notice comes up – confirm with click on OK.



Completion.



Rename installer.properties.

```
[esm-user@centossrv2 ESM-5.6.0.0]$ ls -la
total 472864
drwxr-xr-x. 2 esm-user esm-user      97 Jul 26 10:33 .
drwxr-xr-x. 6 esm-user esm-user     121 Jul 26 06:31 ..
-rwxrwxr-x. 1 esm-user esm-user 199547878 Jul 16 15:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 284658124 Jul 16 15:33 ESM_Server_Installer.bin
-rw-rw-r--. 1 esm-user esm-user    1612 Jul 26 10:33 installer.properties
[esm-user@centossrv2 ESM-5.6.0.0]$ mv installer.properties server.installer.properties
[esm-user@centossrv2 ESM-5.6.0.0]$ ls -la
total 472864
drwxr-xr-x. 2 esm-user esm-user     104 Jul 26 12:31 .
drwxr-xr-x. 6 esm-user esm-user     121 Jul 26 06:31 ..
-rwxrwxr-x. 1 esm-user esm-user 199547878 Jul 16 15:33 ESM_Agent_Installer.bin
-rwxrwxr-x. 1 esm-user esm-user 284658124 Jul 16 15:33 ESM_Server_Installer.bin
-rw-rw-r--. 1 esm-user esm-user    1612 Jul 26 10:33 server.installer.properties
[esm-user@centossrv2 ESM-5.6.0.0]$ █
```

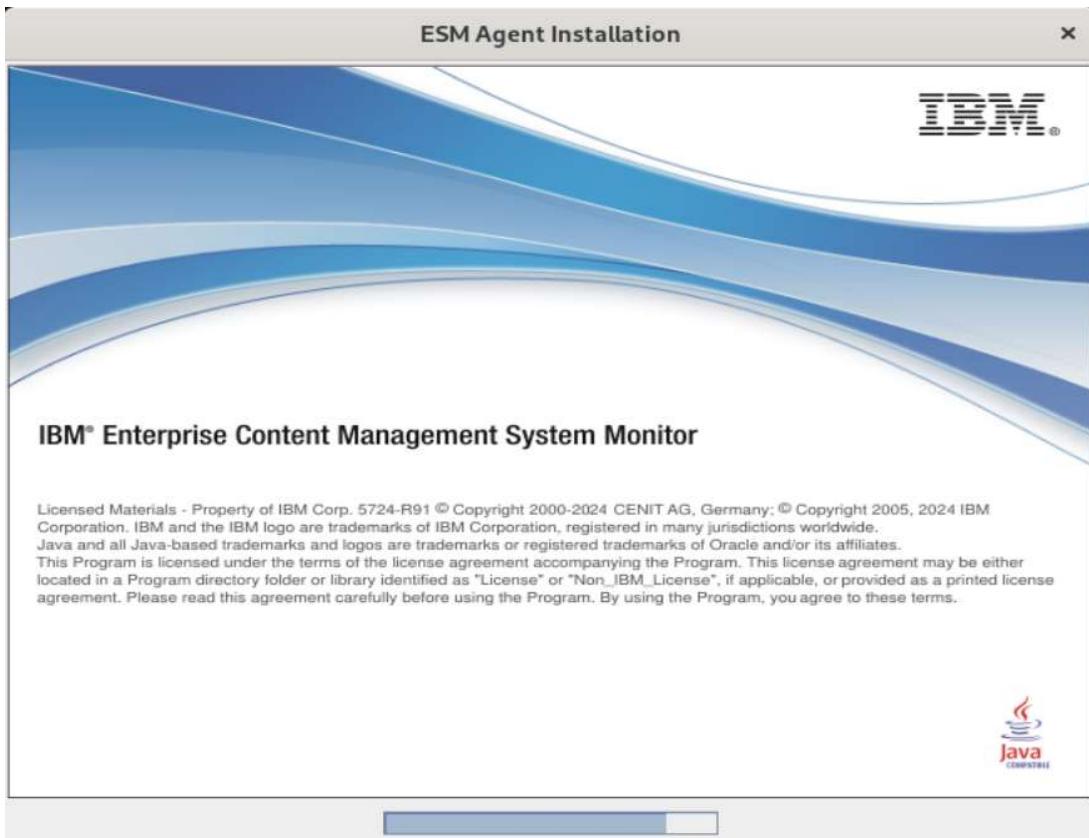
Start your browser and login to ESM web interface to import your former saved configuration back into your current version – see Chapter [Configuration Import after successful Upgrade to version 5.5.6.0-000](#)

Upgrade of UNIX 5.5.11.0-004 Agent to 5.6.0.0-000

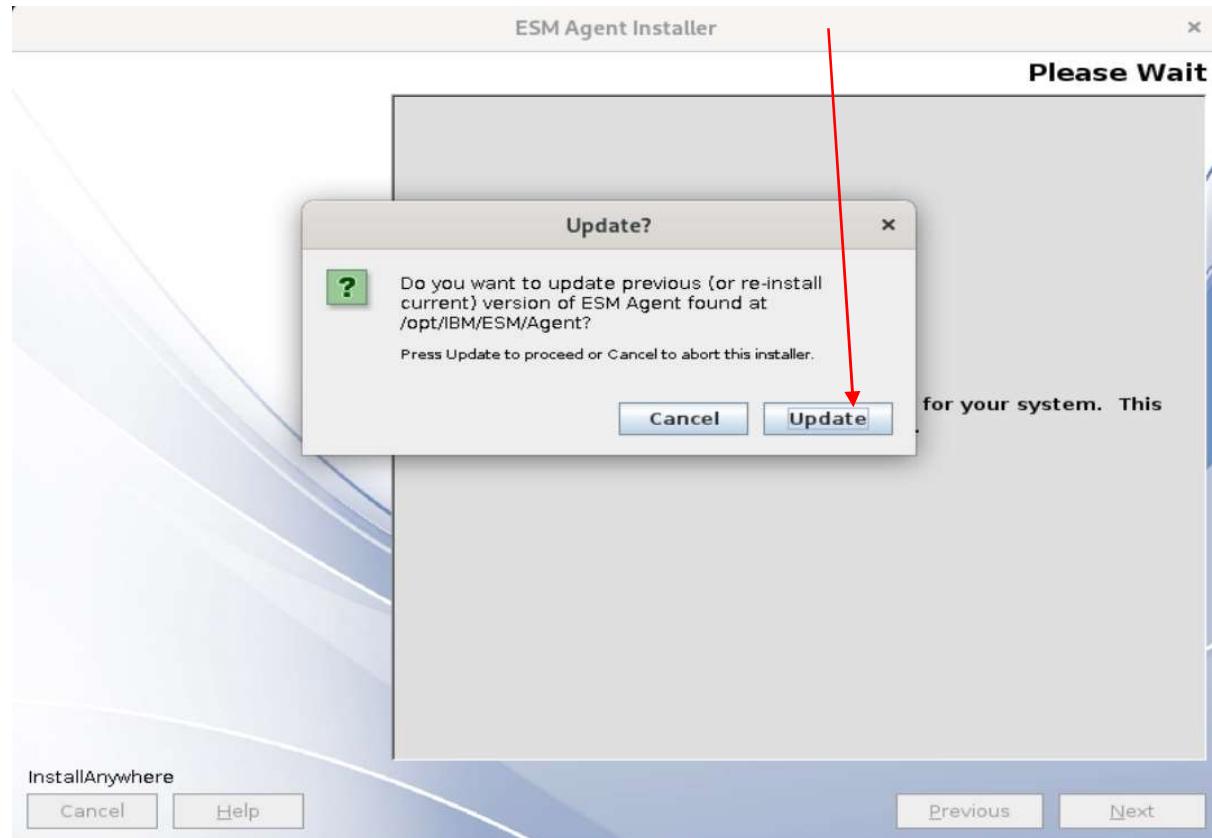
Execute ESM Agent 5.6.0.0-000 .Installer binary.

```
drwxr-xr-x. 2 esm-user esm-user      104 Jul 26 12:31 .
drwxr-xr-x. 6 esm-user esm-user      121 Jul 26 06:31 ..
-rw-rwxr-x. 1 esm-user esm-user 199547878 Jul 16 15:33 ESM_Agent_Installer.bin
-rw-rwxr-x. 1 esm-user esm-user 284658124 Jul 16 15:33 ESM_Server_Installer.bin
-rw-rw-r--. 1 esm-user esm-user     1612 Jul 26 10:33 server.installer.properties
[esm-user@centossrv2 ESM-5.6.0.0]$ ./ESM_Agent_Installer.bin
```

InstallAnywhere starts.



A previous version of ESM Agent was found – Click on **Update** to continue.



Software License Agreement – Accept the license agreement – continue with **Next**.



Welcome to ESM Agent – click on **Next** to continue.



Installation Folder – take over settings and continue with **Next**.



ESM Agent Settings – take over settings and continue with **Next**.



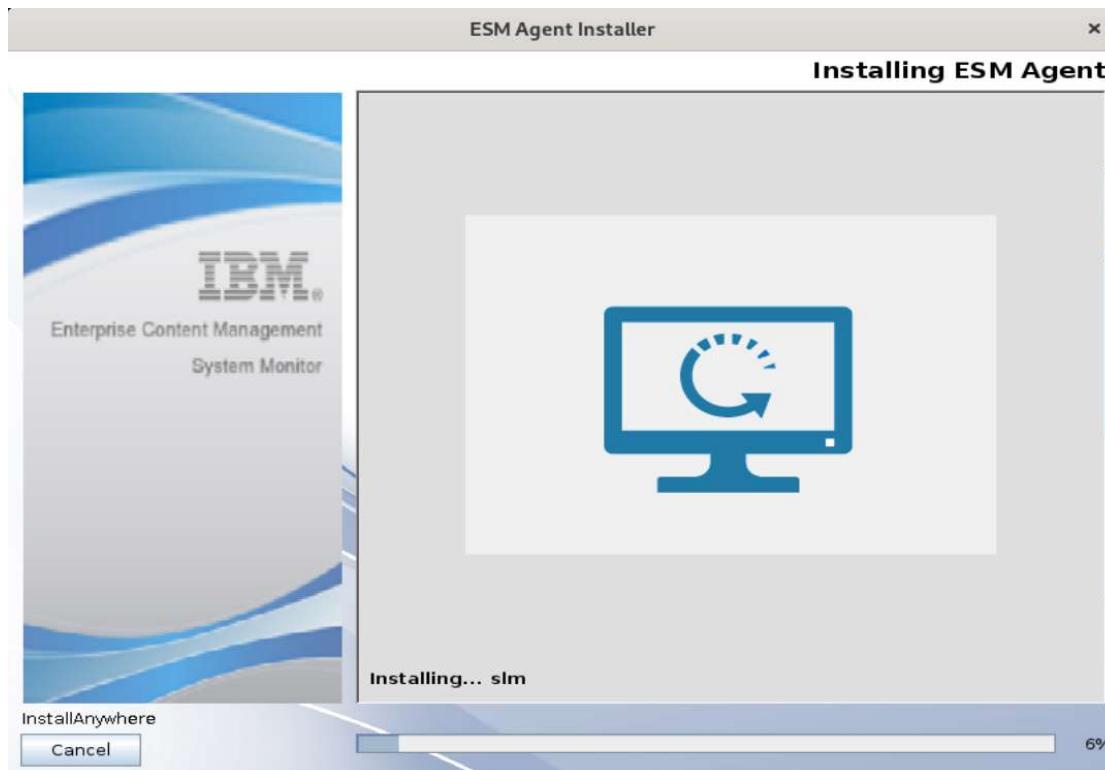
Start Up Settings – take over settings – continue with **Next**.



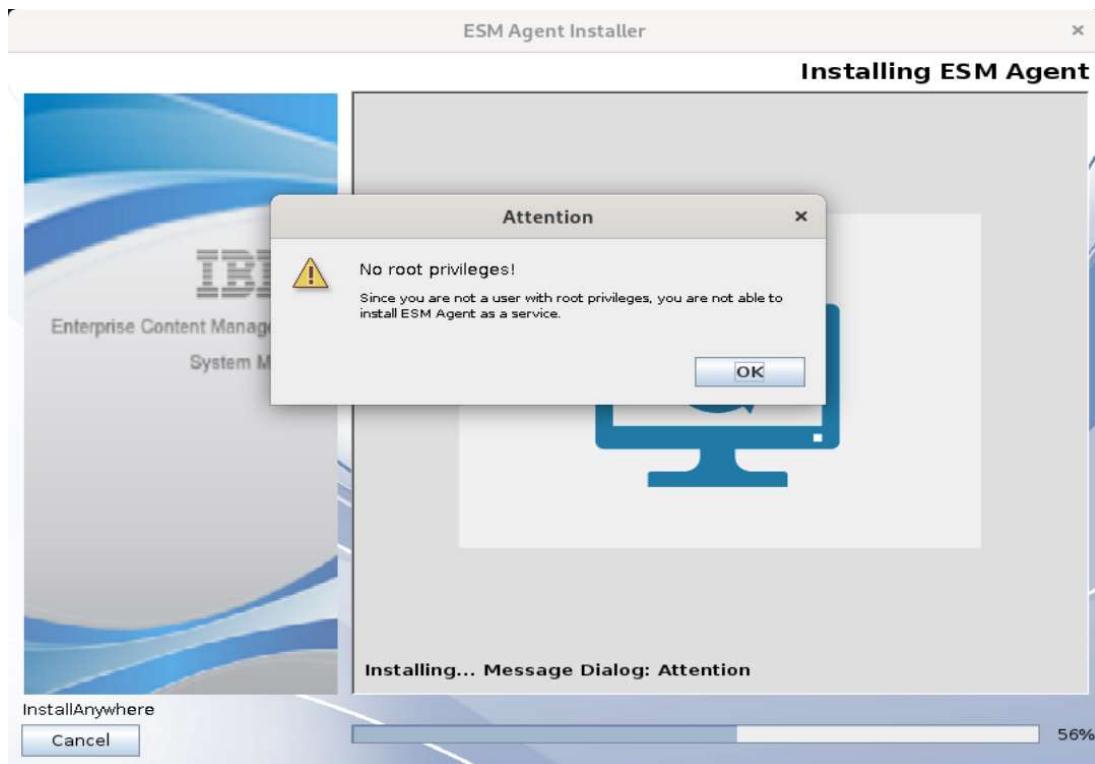
Installation Summary – click on **Install** to start Upgrade.



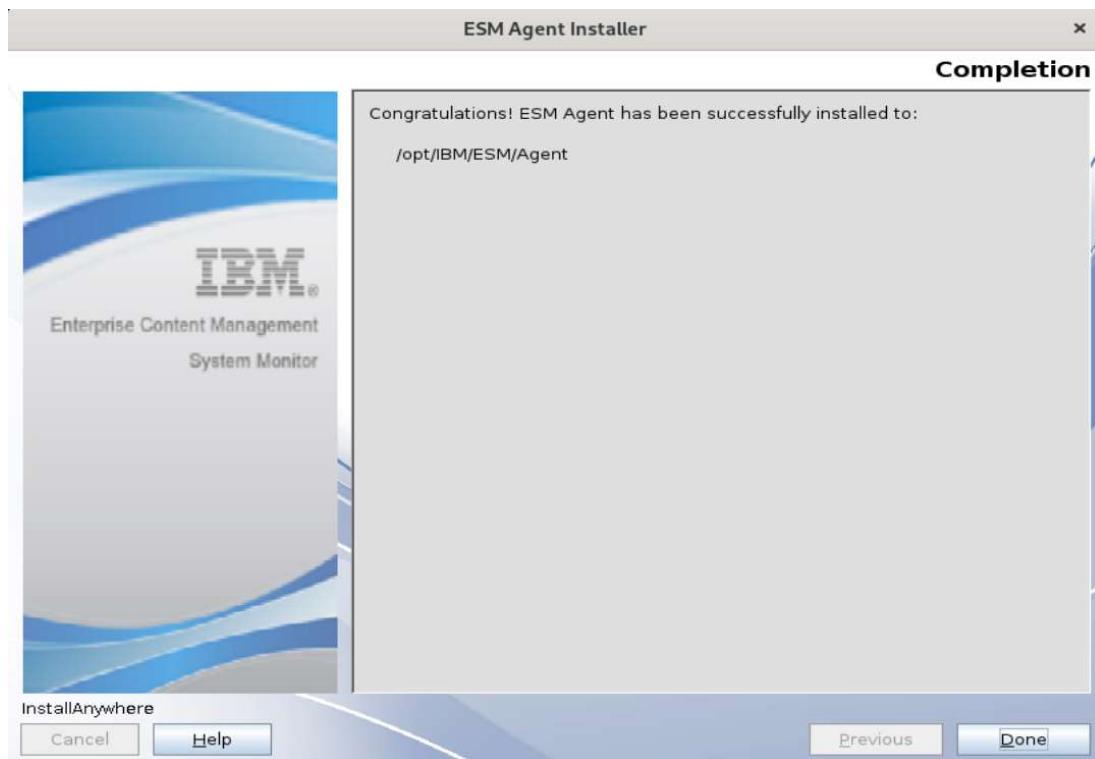
Installing ESM Agent.



A warning notice comes up – click on OK to confirm.

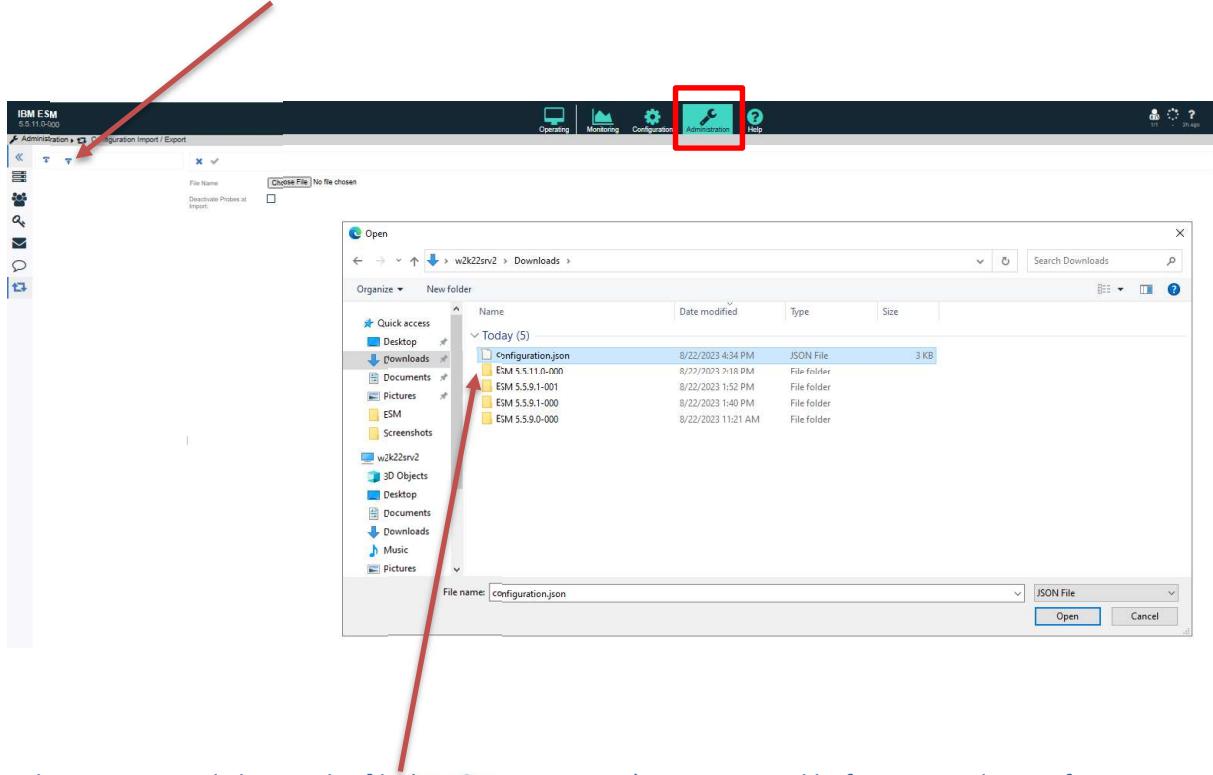


Completion – Installation completed - click on Done to finish.



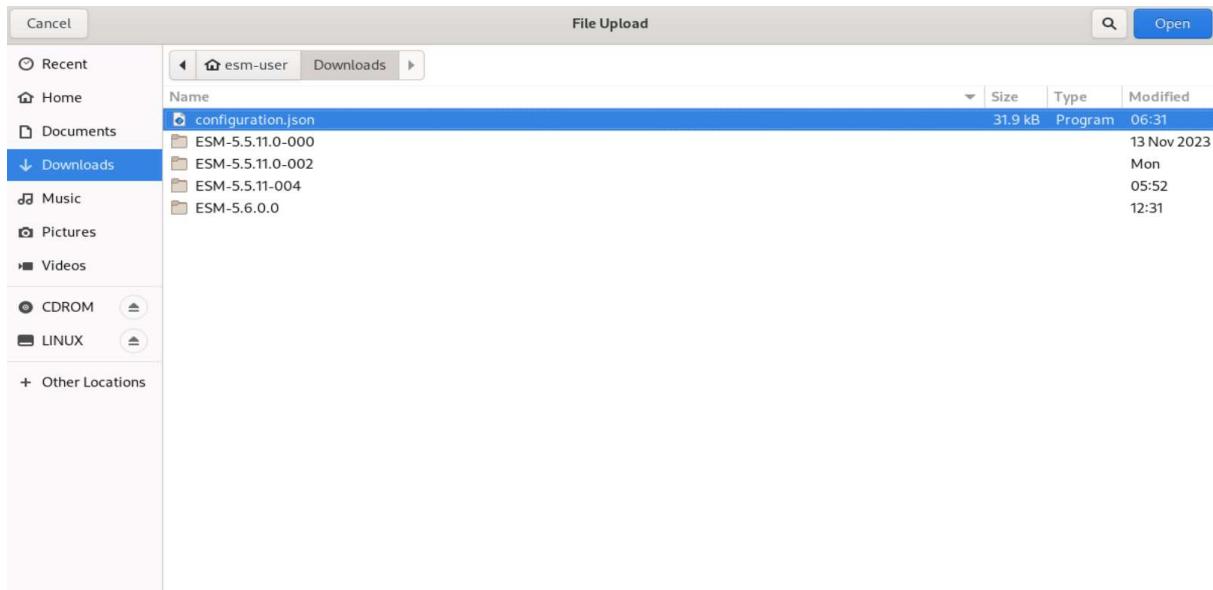
Configuration Import after successful Upgrade to version 5.5.6.0-000

After you finished the upgrade successfully, you have to import your configuration.

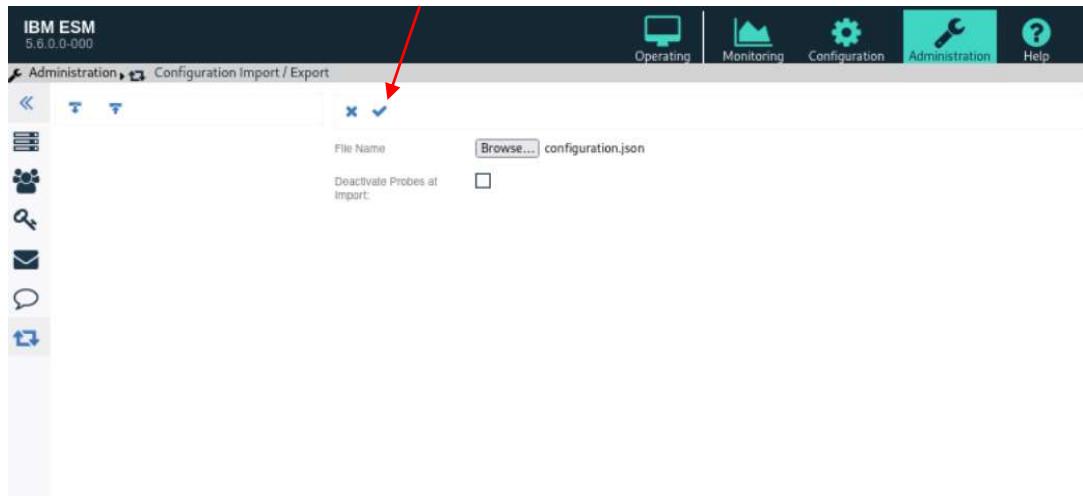


Select Import and choose the file (configuration.json) you exported before Upgrade. Confirm import by clicking on the hook.

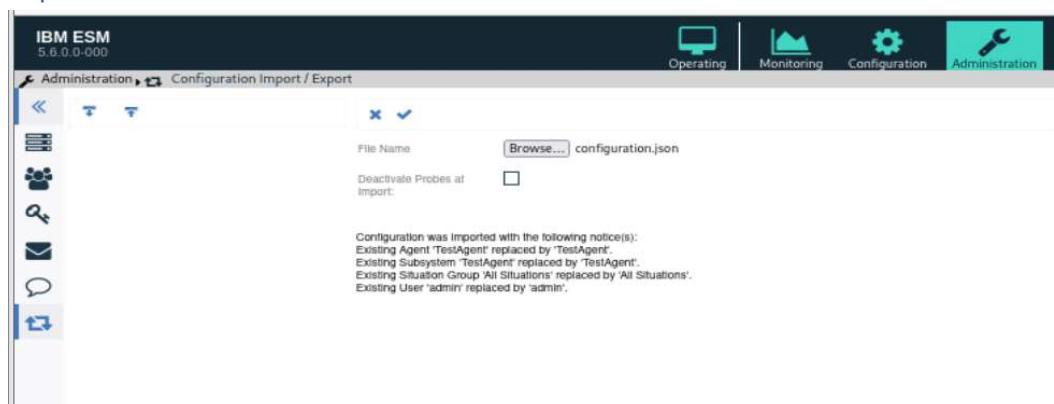
Same procedure with Unix, only the file explorer looks different – select configuration.json and click on Open.



Confirm import by clicking on Start import hook.



Import result.

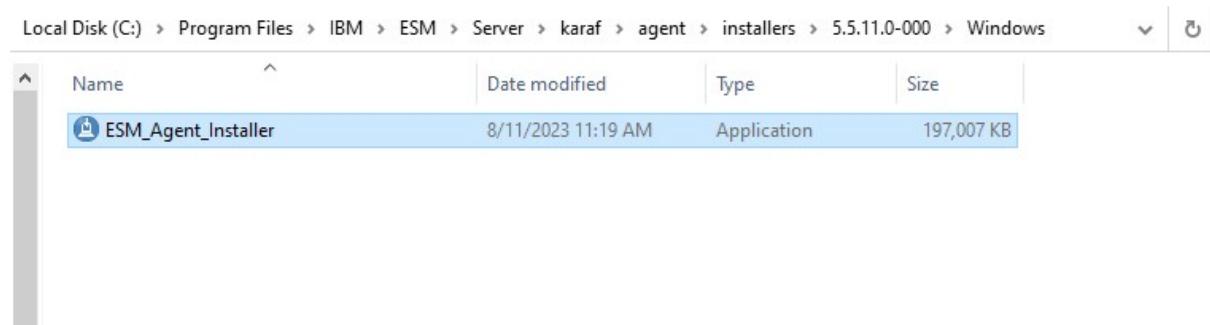


GUI Update for Windows and UNIX Agent

The version 5.5.11.0-004 has an option to update Agents via web console.

Copy the ESM_Agent_Installer.exe to

E:\IBM\ESM\Server\karaf\agent\installers\5.5.11.0-004\Windows

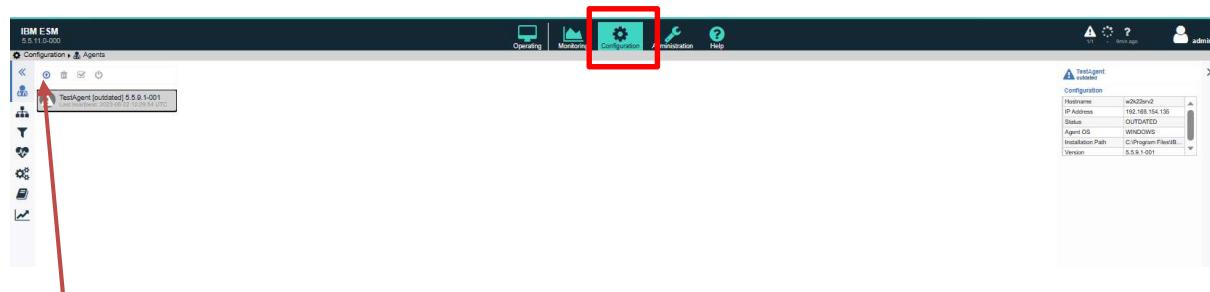


For UNIX Agent copy the ESM_Agent_Installer.bin to

/opt/IBM/ESM/Server/karaf/agent/installers/5.5.11.0-000/Linux-x86_64

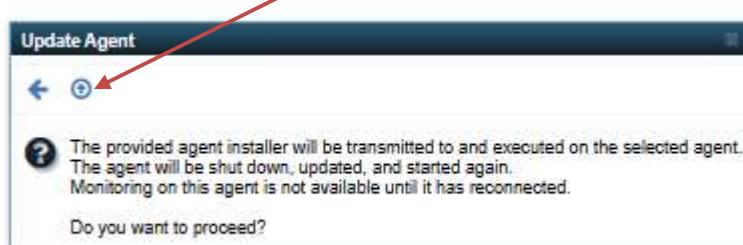
Login to IBM ESM Server web console with admin/admin.

Click on Configuration item and in left sidebar on the Agent icon, Agent has status [outdated] :



Click on the small Update Agent symbol to update Agent.

Click on the update icon to proceed.



Agent status changes to [updating] , this may last several minutes.

The screenshot shows the IBM ESM web interface. The top bar displays the URL <https://w2k22srv2/#/configuration/agents> and a warning icon indicating "Not secure". The main header reads "IBM ESM" and "5.5.11.0-000". Below the header, a navigation bar includes links for Configuration and Agents. The main content area is titled "Agents" and shows a list of agents. One agent is listed: "TestAgent [updating] 5.5.9.1-001" with the note "Last heartbeat: 2023-08-22 12:34:54 UTC". To the left of the list is a sidebar with icons for back, forward, search, and other system functions.

After a successful update the Agent switches back to [online] status.

This screenshot shows the same IBM ESM interface after the update. The agent "TestAgent" is now listed as "TestAgent [online] 5.5.11.0-000" with the last heartbeat noted as "2023-08-22 14:02:48 UTC". The rest of the interface remains identical to the first screenshot, with the "Not secure" warning still present at the top.

Contact Information

If you have any questions, please contact us at ECM.SystemMonitor@cenit.com.

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