

# Standard Change Control | Migrate a Deployment between Classes

	Description
<ul style="list-style-type: none"><li> Prerequisites</li><li> Change Control Steps - Hermes</li><li> Change Control Steps - Atlas UI</li><li> Change Control Steps - Postman</li><li> Additional Steps</li></ul>	<div><div> Migrations between classes may be necessary for a variety of reasons. For example, only certain classes are upgraded during mass upgrades. Also, class migrations may be necessary to add or remove deployments from the RC (Release Candidate) Program.</div><div> It's advisable to check the database size before the migration in order to best estimate the migration time.</div><div>This workflow performs a full teardown and recreate of the Jamf Pro deployment.</div></div>

Prerequisites
<ul style="list-style-type: none"><li>Deployment must already exist in correct deployment account as the target class<ul style="list-style-type: none"><li> <a href="#">Atlas AWS Accounts and Classes   Atlas Classes</a></li><li> If the deployment is in a different deployment account than the target class, it must first be migrated to the target account</li></ul></li><li>CO ticket created requesting migration between classes or migration need identified by Cloud Operations</li><li>2-4 hour outage window scheduled with external customer</li><li>If deployment has premium customizations and is moving to another premium class, check <a href="#">this document</a> to ensure that no extra work is needed to preserve those customizations:<ul style="list-style-type: none"><li>Example: an instance moving from the <code>Premium_Sandbox</code> class to the <code>Premium</code> class</li></ul></li><li>Verify Jamf Pro instance has correct Environment Type within Salesforce<ul style="list-style-type: none"><li>Example: if instance is migrated from standard to premium then Environment Type in Sales Force must be changed BEFORE migration</li></ul></li></ul>

Change Control Steps - Hermes
<div>1. In a Terminal window, use Hermes to initiate the class migration</div> <div><pre>1 hermes jpro migrate class &lt;deployment_name&gt;</pre></div> <div>2. Select the target class</div> <div><pre>&lt; ~ &gt; hermes jpro migrate class acwilliams 16:17:32 Use the arrow keys to navigate: ↑ ↓ ← → Select Class → Demo   Dev   Sandpit   Systemtests</pre></div> <div>3. Confirm the migration: <code>y</code></div> <div><pre>&lt; ~ &gt; hermes jpro migrate class acwilliams 16:17:32 → Demo ? Confirm migrating deployment: acwilliams.jamfcloud.com to new class: Demo? [y/N] y</pre></div> <div>4. Track the status of the migration</div> <div><div>a. Step function in the <b>jamf-atlas-prod</b> (738090749279) AWS account:<ul style="list-style-type: none"><li>i. Log into <b>jamf-atlas-prod</b> (738090749279) AWS account → <code>&lt;old-region&gt;</code> → Step Functions → MigrateClass-XXXXXXXXXXXX</li></ul></div><div>b. With Hermes</div><div><pre>1 hermes jpro actions get &lt;deployment_name&gt; &lt;action_id&gt;</pre></div><div>c. In the Atlas UI<ul style="list-style-type: none"><li>i. Log into the Atlas UI - <a href="https://atlas.wandera.net/">https://atlas.wandera.net/</a></li><li>ii. Navigate to deployments</li><li>iii. Search for the deployment using it's region, current class, and FQDN (<code>&lt;deployment_name&gt;.jamfcloud.com</code>)</li><li>iv. Under <b>Actions</b>, click <b>Detail</b> to the right of the class migration action</li><li>v. The page will update automatically with the current status of the action</li></ul></div></div>

d. In Postman

i. Authenticate to the **Atlas\_Environment Prod** environment

ii. Atlas API Collection → v. 2020.10.01 → Deployments → Actions → **Read a Deployment's Action**

iii. Params

```
1 fqn_hash = <deployment_name>.jamfcloud.com
2 action_id = <action_id>
```

iv. Send

v. Send again to update the status

5. Ensure the deployment is back online at the failover URL

a. [https://<deployment\\_name>.jamfcloud.com/?failover](https://<deployment_name>.jamfcloud.com/?failover)

## Change Control Steps - Atlas UI

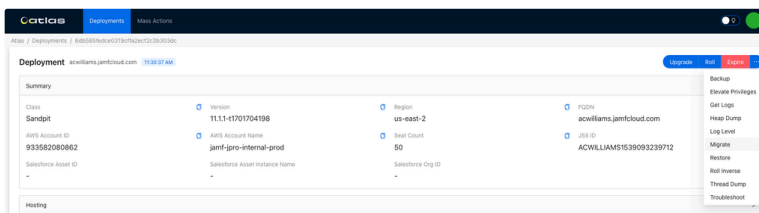
1. Log into the Atlas UI - <https://atlas.wandera.net/>

2. Navigate to deployments

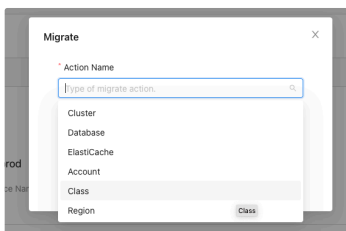
3. Search for the deployment using its region, current class, and FQDN (<deployment\_name>.jamfcloud.com)

4. Click **Detail** to the right of the deployment information

5. At the top right, click the menu button (...) → **Migrate**

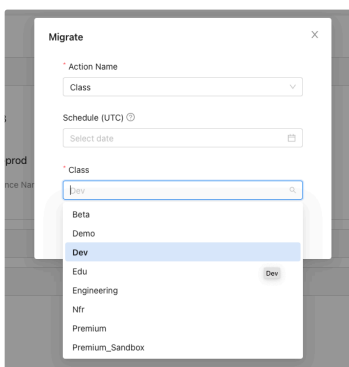


6. Choose **Class** from the Action Name dropdown menu



7. (Optional) Choose Schedule Time from calendar picker

8. Choose target class from the Class dropdown menu



9. Click Submit

10. Track the status of the migration

a. Step function in the **jamf-atlas-prod** (738090749279) AWS account:

i. Log into **jamf-atlas-prod** (738090749279) AWS account → <old-region> → Step Functions → MigrateClass-XXXXXXXXXXXX

b. With Hermes

```
1 hermes jpro actions get <deployment_name> <action_id>
```

c. In the Atlas UI

i. Log into the Atlas UI - <https://atlas.wandera.net/>

ii. Navigate to deployments

iii. Search for the deployment using its region, current class, and FQDN (<deployment\_name>.jamfcloud.com)

iv. Under **Actions**, click **Detail** to the right of the class migration action

v. The page will update automatically with the current status of the action

d. In Postman

i. Authenticate to the **Atlas\_Environment Prod** environment

ii. Atlas API Collection → v. 2020.10.01 → Deployments → Actions → **Read a Deployment's Action**

iii. Params

```
1 fqdn_hash = <deployment_name>.jamfcloud.com
2 action_id = <action_id>
```

iv. Send

v. Send again to update the status

11. Ensure the deployment is back online at the failover URL

a. [https://<deployment\\_name>.jamfcloud.com/?failover](https://<deployment_name>.jamfcloud.com/?failover)

#### Change Control Steps - Postman

1. Authenticate to the **Atlas\_Environment Prod** environment

2. Use the Migrate a Deployment's Class endpoint to migrate the deployment to the target class

a. Atlas API Collection → v. 2020.10.01 → Deployments → Actions → **Migrate a Deployment's Class**

b. Params

```
1 fqdn_hash = <deployment_name>.jamfcloud.com>
```

c. Body

i. Without scheduling (run immediately)

```
1 {
2   "class": "<target_class>",
3   "force": false
4 }
```

ii. With scheduling in UTC

```
1 {
2   "class": "<target_class>",
3   "force": false,
4   "schedule": "YYYY-MM-DDTHH:MM:SSZ"
5 }
```

Schedule format example: 2024-01-20T05:00:00Z

3. Track the status of the migration

a. Step function in the **jamf-atlas-prod** (738090749279) AWS account:

i. Log into **jamf-atlas-prod** (738090749279) AWS account → <old-region> → Step Functions → MigrateClass-XXXXXXXXXXXX

b. With Hermes

```
1 hermes jpro actions get <deployment_name> <action_id>
```

c. In the Atlas UI

i. Log into the Atlas UI - <https://atlas.wandera.net/>

ii. Navigate to deployments

iii. Search for the deployment using it's region, current class, and FQDN (<deployment\_name>.jamfcloud.com)

iv. Under **Actions**, click **Detail** to the right of the class migration action

v. The page will update automatically with the current status of the action

d. In Postman

i. Authenticate to the **Atlas\_Environment Prod** environment

ii. Atlas API Collection → v. 2020.10.01 → Deployments → Actions → **Read a Deployment's Action**

iii. Params

```
1 fqdn_hash = <deployment_name>.jamfcloud.com
```

```
2 action_id = <action_id>
```

iv. Send

v. Send again to update the status

4. Ensure the deployment is back online at the failover URL

a. [https://<deployment\\_name>.jamfcloud.com/?failover](https://<deployment_name>.jamfcloud.com/?failover)

#### Additional Steps [🔗](#)

1. If the migration fails:

a. Investigate the cause by checking the MigrateClass-XXXXXXXXXXXX Step Function in the **jamf-atlas-prod** (738090749279) AWS account → <region> → Step Functions → MigrateClass-XXXXXXXXXXXX

b. Check pod statuses

```
1 hermes jpro set-ctx <deployment_name>
2 kubectl get pods
3 kubectl describe pod <pod_name>
```

c. Tail JAMFSoftwareServer log to check for errors

```
1 k logs <pod_name> | grep JAMFSoftwareServer
2 k logs <pod_name> | grep JAMFSoftwareServer | grep FATAL
```

d. If necessary, copy or export the server logs to deliver to Sustaining Engineering via JPRO ticket

```
1 hermes jpro exportlogs <deployment_name>
```

i. Locate logs in the deployment AWS account → S3 → <region>-jamfpro-troubleshooting-<aws\_account\_id> → <deployment\_name>.jamfcloud.com

e. Create a UPCC for any remediation steps