



**ProfileUnity™
with FlexApp™ Technology**

Upgrade Guide

Introduction

This guide has been authored by experts at Liquidware in order to provide information and guidance concerning the upgrade of ProfileUnity with FlexApp.

Information in this document is subject to change without notice. No part of this publication may be reproduced in whole or in part, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any external use by any person or entity without the express prior written consent of Liquidware Labs.

Liquidware Labs, Inc.

3600 Mansell Road

Suite 200

Alpharetta, Georgia 30022

U.S.A.

Phone: 678-397-0450

www.liquidware.com

©2020 Liquidware Labs Inc. All rights reserved. Stratusphere, ProfileUnity, FlexApp, FlexDisk and ProfileDisk are trademarks of Liquidware Labs. All other products are trademarks of their respective owners. 20-0616.6.8.3 R2

Contents

- INSTALLING SOFTWARE UPDATES FOR PROFILEUNITY 3**
 - DATABASE CHANGES FOR VERSIONS 6.5.X AND HIGHER 3
 - WHEN USING PROFILEUNITY CLUSTERING WITH FLEXDISK OR LICENSING 3
 - ORDER OF OPERATIONS FOR THE UPGRADE..... 4
- UPDATING THE PROFILEUNITY MANAGEMENT CONSOLE 4**
 - PREPARATION 4
 - DOWNLOAD THE INSTALLER FROM THE CONSOLE 5
 - DOWNLOAD THE INSTALLER FROM THE LIQUIDWARE WEBSITE..... 5
 - RUNNING THE INSTALLER..... 6
- UPDATING THE PROFILEUNITY LICENSE 10**
 - ACTIVATING OR UPDATING YOUR PRODUCT LICENSE 10
- UPDATING THE PROFILEUNITY CLIENT 12**
- UPDATING THE FLEXAPP PACKAGING CONSOLE 14**
- UPDATING CONFIGURATION FILES..... 15**
- UPDATING THE CONNECTION SERVER MONITOR 15**
- GETTING HELP INSTALLING PROFILEUNITY..... 16**
 - USING ONLINE RESOURCES..... 16
 - CONTACTING SUPPORT 16

Installing Software Updates for ProfileUnity

Making sure you are running the latest version of ProfileUnity has never been easier! The ProfileUnity Management Console automatically performs a version check to make sure you are running the latest version of the software. If your version is not up-to-date, you will see an orange starburst with an arrow pointing down next to your user name at the top right of the console. This starburst indicates that there is a new version available for download.



To upgrade your software, you will not need to backup or restore your existing ProfileUnity configuration database. The update process will preserve your database. Also, it is not necessary to uninstall the old software before installing a new software update.

Database Changes for Versions 6.5.x and Higher

Beginning with version 6.5.x, ProfileUnity upgraded the database from SQLite to MongoDB. If you are running ProfileUnity versions 5.5.x and higher with the SQLite database, then you can simply do software updates as described in this section. If you are running ProfileUnity versions prior to 5.5.x, you will need to contact the Liquidware Support Team.

To find out which version of the ProfileUnity Management Console you are running, open the Management Console. The version number will be in the lower left-hand corner for versions prior to 5.5.x. For versions 5.5.x and higher the version number will be in the top left-hand corner. You can also compare this version number with what is available on Liquidware's Software Download Area.

There are no special conversion tools to use when upgrading the ProfileUnity database from SQLite to MongoDB. To upgrade your software, you will not need to backup or restore your existing ProfileUnity configuration database. The update process will preserve your database and automatically complete the conversion for you. Also, it is not necessary to uninstall the old software before installing a new software update.

As a precaution during the database upgrade process, we recommend that you have a snapshot of the ProfileUnity console and the SQLite database to roll back to as a recovery point if the upgrade to the MongoDB needs to be restarted.

When Using ProfileUnity Clustering with FlexDisk or Licensing

ProfileUnity Clustering involves configuring multiple ProfileUnity nodes with the High Availability (HA) mode which is essential to keep the FlexDisk VMDK delivery system and the Licensing Service running continuously and to protect against a single point of failure.

If you are upgrading from 6.8.x, then no special consideration is necessary. Upgrade each node, one at a time, making sure the last node is back online and happy before upgrading the next. Remember, a 3-node cluster always needs 2 nodes online to maintain full operation.

If you are upgrading from a cluster with a version prior to 6.8.0, then please see this KB for additional details:
[How to Upgrade a ProfileUnity Cluster from 6.7 to 6.8](#)

Order of Operations for the Upgrade

Please make sure you follow the steps to upgrade ProfileUnity in the order in which they are given. The order of operations is very important. Make sure you **do not deploy any new INI Configuration changes with your upgraded ProfileUnity Management Console if you have not yet upgraded the Client software**. Client software may not function properly with an INI created from a console that has a different version.

The following outlines the ordered steps which we discuss in depth in this document:

1. Update the ProfileUnity Management Console.
2. Update or verify your ProfileUnity License is current.
3. Update the ProfileUnity Client.
4. Update the FlexApp Packaging Console if in use.
5. After all the software updates are complete, update the configuration INI files and download or deploy them to be used at the next user login.
6. If the FlexDisk service is being used, upgrade the Connection Server Monitor (csmonitor.exe).

Please note that software upgrades are included with Liquidware Support contracts. If your Support contract has expired, you will need to contact us at renew@liquidware.com to renew it in order to complete the software upgrade.

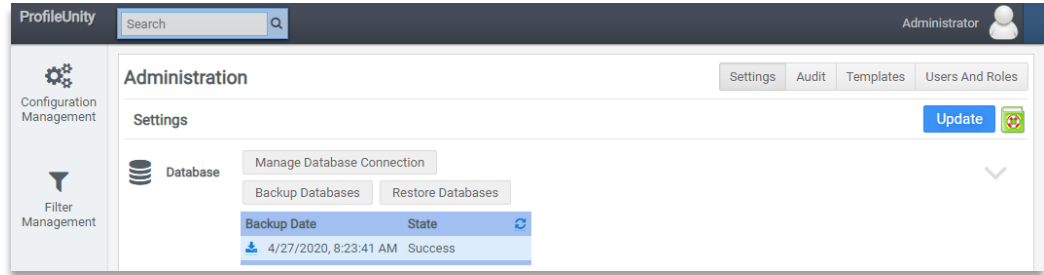
Updating the ProfileUnity Management Console

Start with downloading and installing software updates for the ProfileUnity Management Console from your ProfileUnity Management Console, if it is connected to the internet, or from Liquidware's website. Once the upgrade completes, you will move on to upgrading the other related software components. It is recommended you review your license and update if needed. We also suggest reviewing the release notes for recent changes to existing templates or use the Guided Configuration Wizard to deploy from one of the new templates and compare it to your existing configuration to find areas in which you might want to make changes.

Preparation

The ProfileUnity Management Console update process is designed to preserve your existing database and configuration settings. However, we recommend that you make a backup copy of your database and the ProfileUnity Management Console before starting the update process in case you encounter any unforeseen interruptions and need to revert back to the original copy.

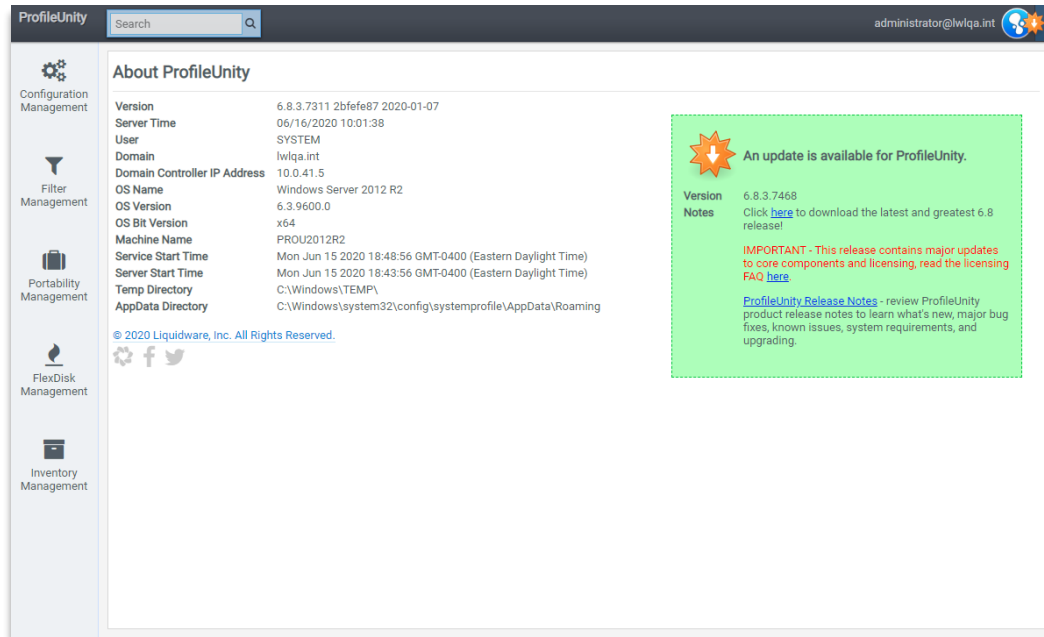
1. From the ProfileUnity Management Console, go to your username in the top right corner of the console. Click on **Administration**.
2. Scroll down to the **Database** section. Click the **Backup Databases** button to create a backup of the ProfileUnity database. When the process is finished, download the backup for safe keeping.



3. Shutdown and snapshot the ProfileUnity Management Console virtual machine.

Download the Installer from the Console

1. From the ProfileUnity Management Console, go to your username in the top right corner of the console. Click on **About**.
2. On the About screen, the version number you are currently running is displayed on the left. If an update is available, there will be a special message box with the version number of the update. Click the link to download the latest version of the software.



3. Run the installer and follow the directions to update your ProfileUnity software.

Download the Installer from the Liquidware Website

1. Go to the [Download area on the Liquidware website](#).
2. Either login to the Customer Download Portal or fill out and **Submit** the Evaluation Download form.
3. You will be redirected to the Download Page where you can select and download the ProfileUnity Installer that you need for your environment.
4. Run the installer and follow the directions to update your ProfileUnity software.

Running the Installer

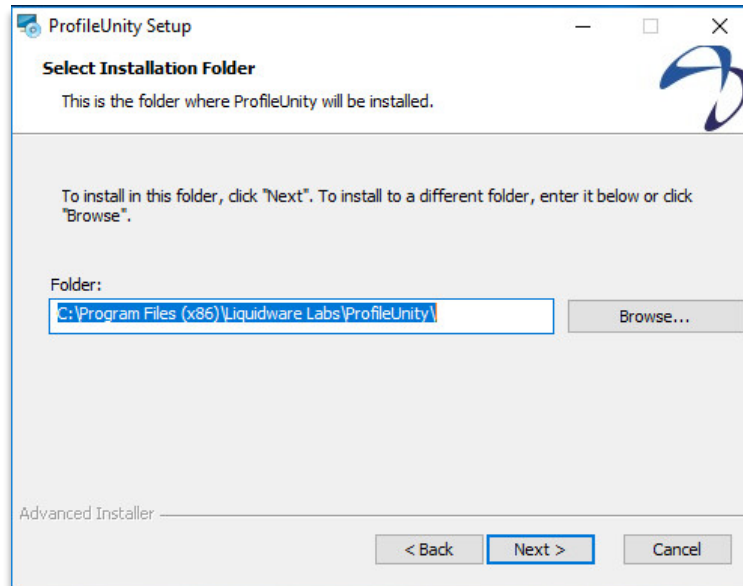
The ProfileUnity standalone installer upgrades the ProfileUnity Management Console and downloads the updated software for the ProfileUnity FlexApp Packaging Console and the ProfileUnity Client.

The ProfileUnity Management Console requires your user account to have administrative privileges on the local machine for installation.

1. Browse to **ProfileUnity-Net_X.X.X.exe** and execute the ProfileUnity standalone installer to begin the upgrade.
2. After the installer loads you will see the setup wizard for ProfileUnity. Click **Next** to proceed.



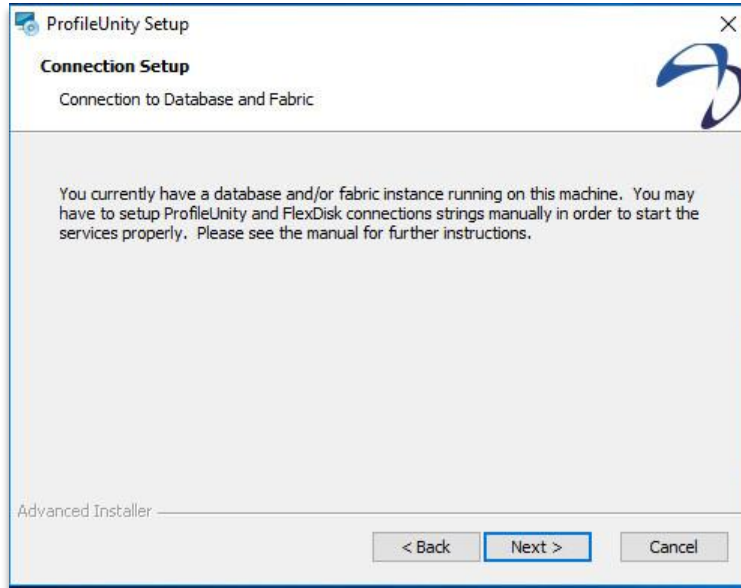
3. Please enter the folder on your local machine where you have the Management Console installed, and then click **Next**.



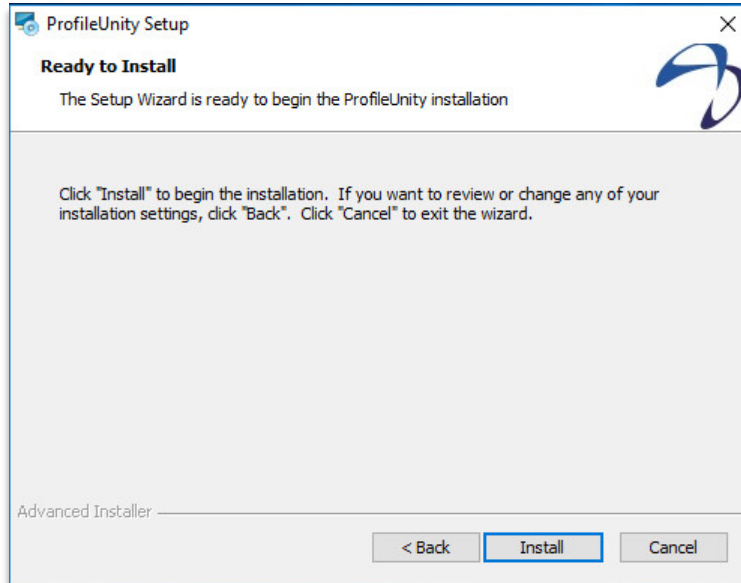
4. Next, the License Agreement displays as shown. Please read the agreement and choose the “**I accept...**” option if you accept the terms of the agreement. Click **Next** to proceed.



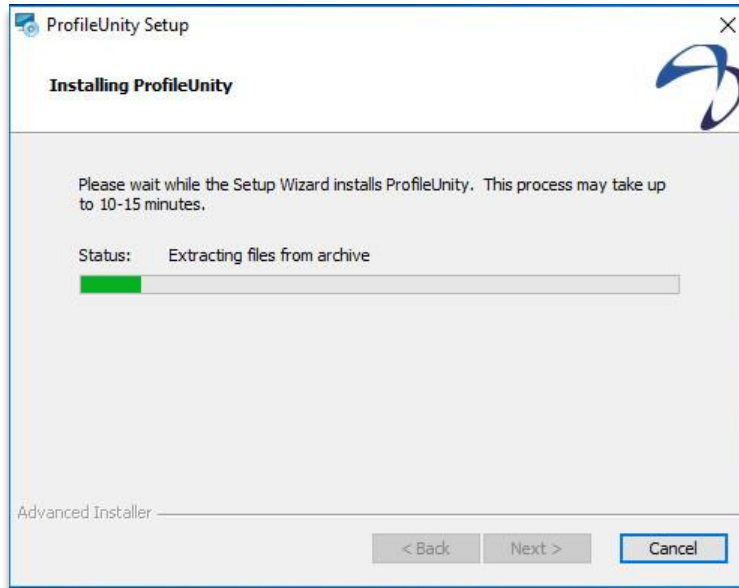
5. The installer detects this is an upgrade with an existing database and fabric. Click **Next**.



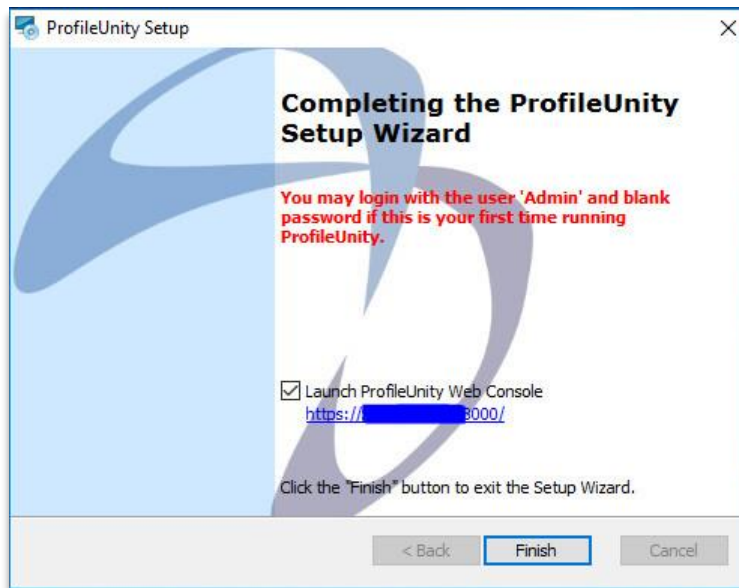
6. ProfileUnity is ready to install. Click **Install** to upgrade the software or **Back** to change any of your installation settings.



- The setup wizard upgrades your files.



- Once the upgrade completes, click **Finish**.



Updating the ProfileUnity License

ProfileUnity with FlexApp v6.8.0 introduced a new licensing service that is built into the ProfileUnity Management Console. The new licensing service provides improved license management and greater flexibility with real-time usage in your environment. Because the ProfileUnity Management Console is processing license requests in real-time, the console should remain up and running at all times.

By default, ProfileUnity is designed to operate in evaluation mode for up to 5 users and up to 15 days. Once the evaluation period expires, administrators will no longer be able to download any changes to their Configurations. To request an extended evaluation period or to purchase a software license, please contact our [Liquidware Sales Team](#).

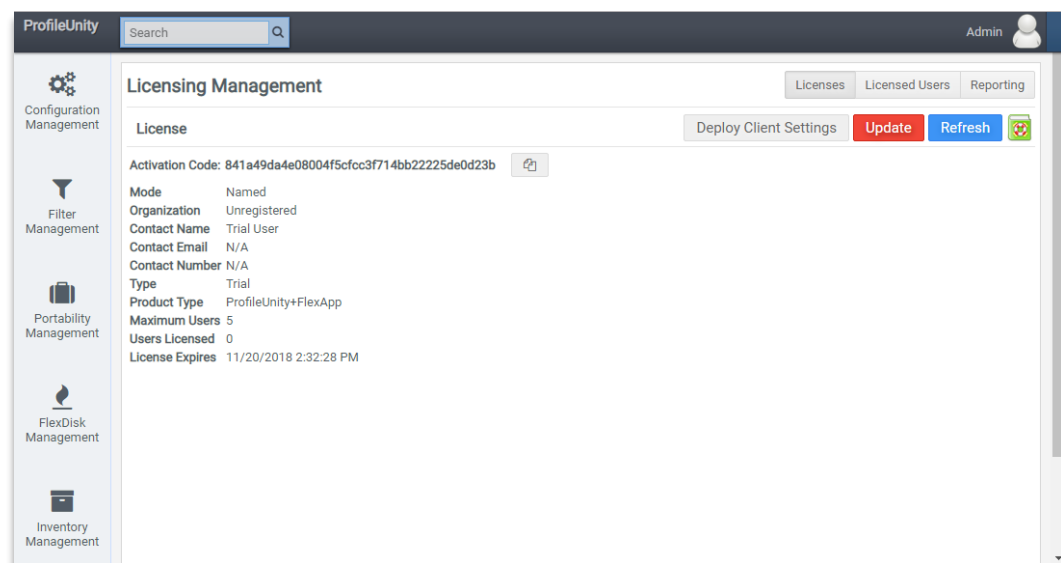
If you are upgrading ProfileUnity from v6.8.0 or later, your existing license details should remain and re-deploying the license shouldn't be necessary. However, if you are upgrading from an earlier version, you should complete the following steps.

Please note that software upgrades are included with Liquidware Support contracts. If your Support contract has expired, you will need to contact us at renew@liquidware.com to renew it in order to complete the software upgrade.

Activating or Updating Your Product License

ProfileUnity requires an activation process that generates a software license based on the combination of an Activation Code and a License Code. The two codes are combined in a secure Activation Portal and a unique license is generated for your ProfileUnity Management Console. License Codes are provided via email and sent to your organization's ProfileUnity Administrator. Your Activation Code can be found in the ProfileUnity Management Console after installation. To activate your license:

1. In the ProfileUnity Management Console, navigate to Licensing Management by hovering over your user name at the top right of the Management Console and select **Licensing** from the drop-down list.



- In a separate browser window, go to the [ProfileUnity Activation Portal](#).



liquidware™

ProfileUnity License Activation

Step 1: Register Activation Code

License Code: *

(Sent via email to the ProfileUnity License Administrator)

Activation Code: *

(Generated by the ProfileUnity Management Console)

* Indicates Required Field

Proceed

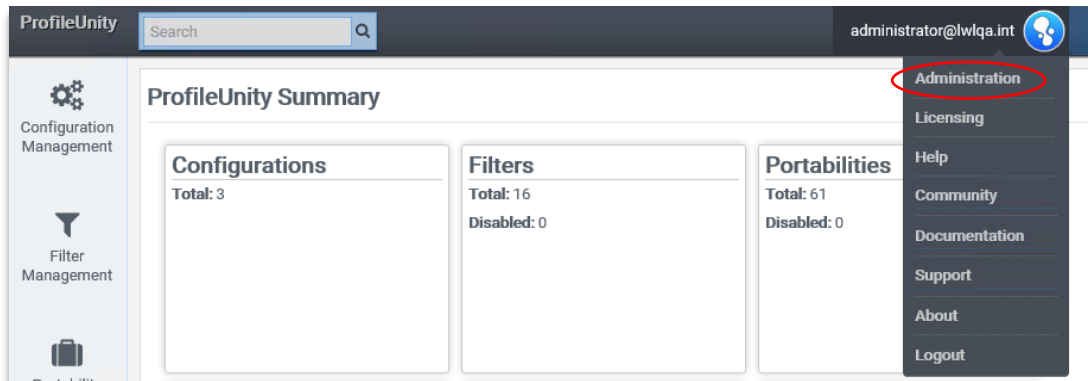
Copyright © 2018 [Liquidware Labs, Inc.](#) All Rights Reserved.

- Enter your **License Code** which can be found in the ProfileUnity License email that was sent to you from Liquidware.
 - Enter your **Activation Code** which can be found in the ProfileUnity Management Console on the Licenses tab of the License Management area.
 - Click the **Proceed** button in the activation portal and copy the generated license text.
- In the Licensing Management area of the console, click the red **Update** button.
 - Paste the license text into the space provided.
 - Click on the blue **Import** button.
 - Click on the gray **Download or Deploy Client Settings** button to copy an updated clientsettings.xml to the ProfileUnity Deployment Path. This file is used by the ProfileUnity Client as end points are requesting a license when connecting back to the ProfileUnity Management Console.

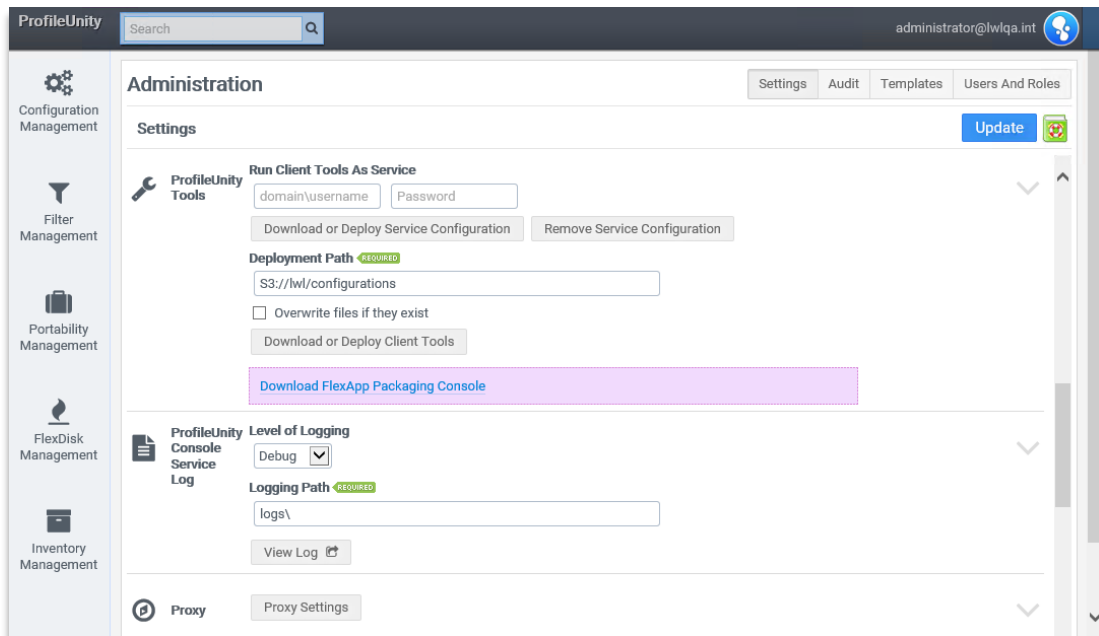
Updating the ProfileUnity Client

If updates have been made to the ProfileUnity Client since you last installed it, you will need to update it from the ProfileUnity Management Console. To find information on ProfileUnity Client updates, please refer to the **ProfileUnity Release Notes** on the Liquidware Support website. To install updates:

1. From the ProfileUnity Management Console, go to your username in the top right corner of the console. Click on **Administration**.



2. On the **Settings** Tab, scroll down to the **ProfileUnity Tools** Section.



3. Verify that the **Deployment Path** is correct. Note that your existing client files should already be in this path. Otherwise, set your **Deployment Path** in the Management Console as the destination of the client files and check the **Overwrite files if they exist** checkbox.
4. To save these deployment settings, click on the blue **Update** button in the top right corner of the Settings page.
5. After the deployment settings have been saved, click on **Download or Deploy Client Tools** in the ProfileUnity Tools section.
6. Select your **Platform** option. If you are logged into the ProfileUnity Management Console with a domain account that has write permissions to the **Deployment Path**, select "Domain". If not, select "Download".

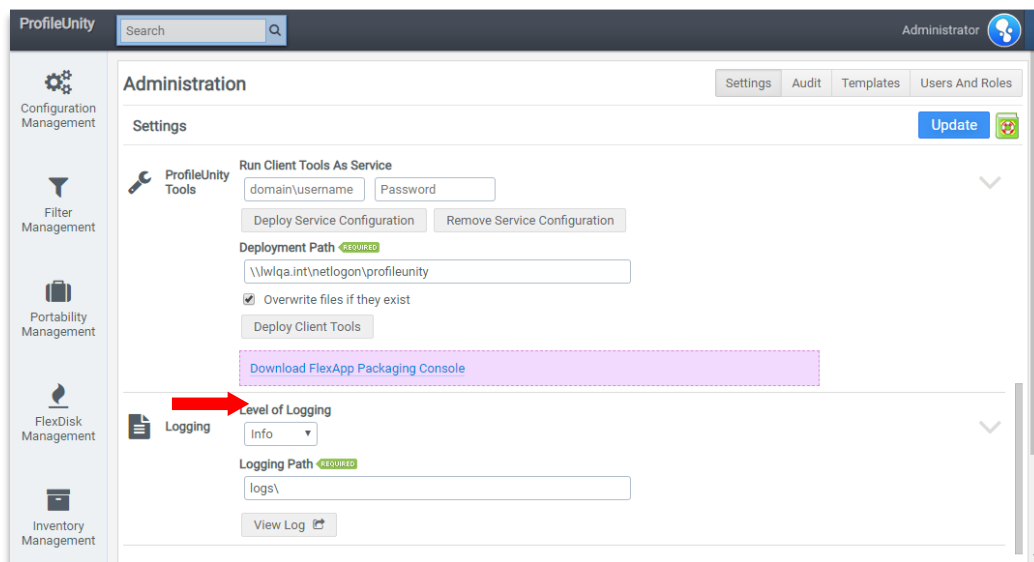
7. Click the **Deploy** button.
8. If you selected “Download” instead of “Domain”, you will need to extract the downloaded ZIP file contents to your **Deployment Path** manually.
9. The last step is distributing the ProfileUnity Client to all of the desktops.
 - a. If the Client Tools are installed on your master image:
 - i. Login to the master image as an admin.
 - ii. Uninstall the current version of the ProfileUnity Client by using Apps & Features or by executing `Lwl.ProfileUnity.Client.Startup.exe /UNINSTALL`.
 - iii. Reboot the master image and log back in.
 - iv. Confirm that the folder `C:\Program Files\ProfileUnity` no longer exists. Delete it if it does.
 - v. Navigate to the Deployment Path where the latest Client Tools were deployed in the previous steps.
 - vi. Right-click **lwl.profileunity.client.startup.exe** and select “Run as administrator” to install the new software.
 - vii. Complete your normal master image sealing process, shutdown, take a final snapshot, and deploy it to your pool.
 - b. If the Client Tools will be distributed through the computer startup script in the GPO settings:
 - i. Verify the computer startup script (see the *Installation & Configuration Guide* for more information) is pointing to `LWL.ProfileUnity.Client.Startup.exe`. New Client software will be deployed/updated as each desktop is restarted. Note that this process may take several days if desktops are not rebooted on a regular basis.

Updating the FlexApp Packaging Console

Department installed applications include those that are still managed by IT staff or desktop administrators and delivered to users but are not included in a master image. ProfileUnity with FlexApp DIA is enabled by the administrator for select users or groups within the ProfileUnity Management Console from a list of application packages. Admins package these applications using the FlexApp Packaging Console.

If updates have been made to the FlexApp Packaging Console since you last installed it, you will need to update it from the ProfileUnity Management Console. To find information on FlexApp Packaging Console updates, please refer to the **ProfileUnity Release Notes** on the [ProfileUnity Documentation page](#) of the Liquidware Support website. To install updates:

1. From the ProfileUnity Management Console, go to your username in the top right corner of the console. Click on **Administration**.
2. On the Settings page, scroll down to the ProfileUnity Tools section and click on **Download FlexApp Packaging Console**.



3. After reverting your FlexApp Package Console virtual machine to a clean state, copy the downloaded installer to the machine and run it to upgrade the currently-installed version.
4. Once the install is complete, shutdown the FlexApp Packaging Console and take a new snapshot so you have a clean state to go back to after future packaging operations.

For more information on installing and using the FlexApp Packaging Console, please see the **FlexApp Packaging Console Manual**.

Please review the system requirements in the FlexApp Packaging Console Manual for more information on FlexApp Packaging Console requirements. Note that the FlexApp Packaging Console should NOT be installed on the same machine as the ProfileUnity Management Console, and that there is another bit-level operating system requirement for the packaging console that changes depending on each user's operating system.

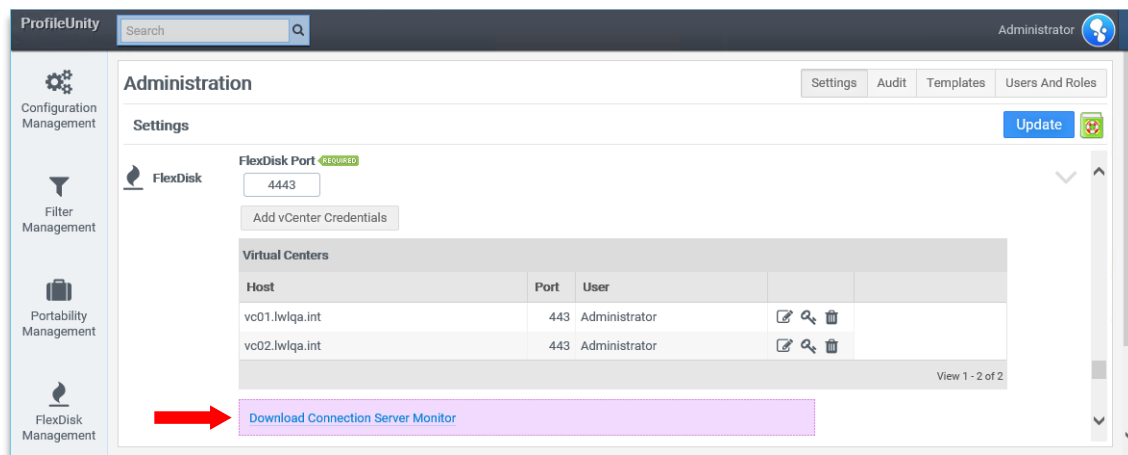
Updating Configuration Files

After completion of the software updates, you will need to re-download all of your configuration INI files to ensure the configuration file format synchronizes with the new client software. In the ProfileUnity Management Console, go to the **Configuration Management** area and for each configuration in the list:

1. If you are logged in with a domain account that has write permissions to the **Deployment Path**, click on the **Deploy Configuration** icon next to the configuration name. Otherwise, click on the **Download Configuration** icon next to the configuration name.
2. If you clicked on the **Download Configuration** icon, manually copy this INI file to the same location where the ProfileUnity Client is installed (i.e. your **Deployment Path**).

Updating the Connection Server Monitor

ProfileUnity's FlexDisk Technology delivers VMDK-based FlexApps and VMDK-based user data disks called ProfileDisks. Environments using FlexDisk need to upgrade the Connection Server Monitor (csmonitor.exe) that resides on the Horizon View Connection Server sometime after the ProfileUnity Console has been upgraded. The corresponding Connection Server Monitor can be downloaded from the ProfileUnity Management Console. Go to **Administration > Settings** and scroll down to the FlexDisk section. Click on **Download Connection Server Monitor**.



Once "csmonitor.exe" has been downloaded and copied to the Horizon View Connection Server, it can be installed during a maintenance window over the top of the existing version using the default installation options.

Getting Help Installing ProfileUnity

If you have questions or run into issues while installing and configuring ProfileUnity with FlexApp, Liquidware is here to help. Our goal is to provide you with the knowledge, tools, and support you need to be productive.

Using Online Resources

Liquidware maintains various kinds of helpful resources on our [Customer Support Portal](#). If you have questions about your product, please use these online resources to your full advantage. The Support Portal includes product forums, a searchable Knowledge Base, documentation, and best practices among other items. You can visit our website at <https://www.liquidware.com>.

Contacting Support

If you wish to contact our Support staff for technical assistance, please either log a request on the [Liquidware Customer Support Portal](#) or give us a call. Prior to Logging a Case you may want to review these helpful tips:

- Check the Product Documentation included with your Liquidware Product.
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your Liquidware product and environment details such as operating system, virtualization platform version, etc.

To speak directly with Support, please use the following numbers:

Main Line:	1-678-397-0460
Toll Free in US & Canada:	1-866-914-9665
Europe/Middle East/Africa:	+44 800 014 8097
Toll Free in Europe	
UK:	0800 014 8097
Netherlands:	0800 022 5973
Switzerland:	0800 561 271