SL1 Upgrade Planning and Checklist

Updating SL1 is a multiple-step process that you should review and plan out carefully before starting. The checklists and tables below list the different aspects that you will need to consider before upgrading to any SL1 release.

Planning the Update

Before upgrading SL1, perform the following steps that are specific to your organization:

- 1. Read the *release notes* to determine:
 - What is fixed?
 - What is new?
 - What has changed?
 - What has been deprecated?
 - What are the supported upgrade paths?
 - What are the important notes that you need to know before upgrading?
- 2. Read the **Known Issues** for the release. These can be found in the release notes and at https://support.sciencelogic.com/s/known-issues.
- 3. Identify all integrations and third-party applications that access the SL1 database or manipulate data on SL1. Determine how to disable these integrations during the deployment and re-enable after deployment.
- 4. Identify activities and customers that will be affected by maintenance windows and schedule and inform appropriately.
- 5. Identify any custom work, such as changes to PowerPacks, run book automations, event policies, and dashboard widgets, and ensure that all custom work is backed up so you can restore it if necessary.

NOTE: Ensure that the each SL1 node or appliance has at least 4 GB of free space in the **/var** partition for pre-upgrade and deployment. Ensure that each SL1 node or appliance has at least 1 GB of free space in / (the root partition) to allow you to deploy the upgrade; however, depending on the appliance type and version you are upgrading from, you might need up to 3 GB of free space in / (the root partition).

NOTE: The option to enable a Military Unique Deployment (MUD) configuration is not available for SL1 12.1.x or 12.2.0 installations or upgrades.

SL1 Upgrade Checklist

The checklist below provides the required steps you should considered before updating your SL1 platform to a major release version:

Step	Actions							
□1.	Determine the recommended upgrade path availability:							
	a. Review the SL1 Recommended Upgrade Paths.							
	b. Identify your target SL1 release version.							
	c. Confirm that upgrade limitations or constraints do not apply.							
□2.	Review your infrastructure system requirements:							
	a. Verify that your hardware specifications meet the minimum requirements for the target version at the ScienceLogic Support site:							
	 Customer Premise-Virtual 							
	<u>Customer Premise-Hardware</u>							
	° <u>Cloud-AWS</u>							
	° <u>Cloud-Azure</u>							
	b. Ensure that sufficient disk space is available on all appliances.							
	c. Check network connectivity between all SL1 components.							
	d. Verify DNS resolution for all SL1 appliances.							
	Confirm that the current SL1 version is supported for a direct upgrade to the target version.							
	f. Check for any required intermediate upgrades.							
	g. Verify that all SL1 appliances are running the same version.							
	h. Ensure that all system packages are up to date.							
□3.	Consider the SL1 requirements:							
	a. Review the compatibility of currently installed PowerPacks with the target SL1 version.							
	b. Check for any custom scripts or integrations that might need updating.							
	c. Verify that the database schema is compatible with the target version of SL1.							
	d. Ensure that all required licenses are valid and up to date.							
□4.	Review the SL1 Upgrade Workflow steps:							
	1. Plan the update.							
	2. Schedule maintenance windows.							
	3. Review pre-upgrade best practices for SL1.							
	4. Verify PowerPack version compatibility.							
	5. Back up SSL certificates.							

Step	Actic	ons						
	6.	Set the timeout for PhoneHome Watchdog. (Only required if upgrading from SL1 11.1.x or earlier.)						
	 Run the Pre-Upgrade Test for PhoneHome Database Servers. (Only required if upgra from SL1 11.1.x or earlier.) 							
	8.	Adjust the timeout for slow connections.						
	9. Run the system status script on the Database Server or All-In-One Appliance before upp							
	10.	Update the SL1 Distributed Architecture using the System Update tool.						
	11.	Upgrade MariaDB, if there is a version difference.						
	12.	Reboot SL1 appliances, if needed.						
	13.	Upgrade to Aurora 3 RDS (MySQL 8.0) . (Only required if deployed on AWS and currently on Aurora 2.)						
	14.	Restore SSL Certificates.						
	15.	Reset the timeout for PhoneHome Watchdog. (Only required if previously adjusted.)						
	16.	Update default PowerPacks.						
	17.	Configure Subscription Billing (required one time only).						
□ 5.	Run	the pre-upgrade Health Checks:						
	а.	Run the built-in pre-upgrade check tool .						
	b.	Verify that all services are running and healthy.						
	C.	Check for any active alarms or critical events.						
	d.	Review system logs for any recurring errors or warnings.						
	e.	Perform a database integrity check.						
	f.	Verify that backup systems are functioning and up to date.						
	g.	Ensure that each SL1 node or appliance has at least 4 GB of free space in the /var partition for pre-upgrade and deployment.						
	h.	Ensure that each SL1 node or appliance has at least 1 GB of free space in / (the root partition) to allow you to deploy the upgrade. Depending on the appliance type and version you are upgrading from, you might need up to 3 GB of free space in / (the root partition).						
□ 6.	Upç	grade preparation steps:						
	а.	Create a full and a configuration backup of all SL1 appliances.						
	b.	Document your current configuration settings.						
	с.	Notify users of the planned maintenance window.						
□7.	Upo	late the SL1 Distributed Architecture:						
	а.	Download the update.						
	b.	Import the update.						
	с.	Stage the update.						

Step	Actions						
	d.	Run the pre-upgrade check.					
	e. Place all SL1 appliances in Maintenance Mode.						
	f.	Deploy the update.					
	g.	Remove all SL1 appliances from Maintenance Mode					

SL1 Recommended Upgrade Paths

If you are on an older SL1 version, you will need to upgrade multiple times to get to the 11.x release line before you can upgrade to 12.1.x or later. This is the result of significant platform changes with each major release that an older platform must consume before you can continue upgrading to newer SL1 release versions.

7.x/8.x Upgrade Path: $7.x/8.x \rightarrow 10.1.x \rightarrow 11.3.x \rightarrow 12.1.x$

10.x Upgrade Path: $10.1 \rightarrow 11.3.x \rightarrow 12.1.x$

After making these initial upgrades, you can then use the SL1 Upgrade Path Matrix in the next section to determine the best path to upgrade to your target SL1 version.

SL1 Upgrade Path Matrix

The following matrix is for typical SL1 configurations deployed on customer premises (on-prem), customer cloud (laaS), or ScienceLogic cloud (SaaS).

IMPORTANT: See the following topics for more information on additional configurations:

- AWS SaaS or PaaS
- Security Technical Implementation Guide (STIG) or Military Unique Deployment (MUD) configurations

How to read the tables:

- 1. The first column lists the user's current SL1 version.
- 2. The top row represents the target upgrade version.
- 3. Select the latest available version for the target SL1 release line.
- 4. Review the Notes for any limitations or considerations.

Upgrading to 12.1.x

SL1 Version	12.1.0.2	12.1.1	12.1.2	12.1.3 (future)
11.3.2	NO	YES	YES	NO
12.1.0.2		YES	YES	YES (OL8 only)
12.1.1			YES	YES (OL8 only)
12.1.2				YES (OL8 only)
12.1.3				

SL1 Version	12.2.0	12.2.1.1	12.2.1.2	12.2.3	12.2.4.1	12.2.5	12.2.6	12.3.0
11.3.2	NO	NO	NO	NO	NO	NO	NO	NO
12.1.0.2	YES (OL8 only)	NO	YES	YES (OL8 only, first upgrade to 12.2.1.2)	NO			
12.1.1	YES (OL8 only)	NO	YES	YES (OL8 only, first upgrade to 12.2.1.2)	NO			
12.1.2	YES (OL8 only)	NO	YES	NO	NO	NO	NO	YES
12.1.3 (future)	YES (OL8 only)	NO	NO	NO	NO	NO	NO	NO
12.2.0		NO	YES	YES	YES	YES	YES	YES
12.2.1.1			YES	YES	YES	YES	YES	YES
12.2.1.2				YES	YES	YES	YES	YES
12.2.3					YES	YES	YES	YES
12.2.4.1						YES	YES	NO
12.2.5							YES	NO
12.2.6								NO
12.3.0								

Upgrading to 12.2.x and 12.3.x

Notes:

- 1. If you are upgrading from 11.3.x, you cannot directly upgrade to version 12.2.x or later. You must first upgrade to 12.1.1 or 12.1.2 and complete an Oracle Linux 8 (OL8) conversion before you can upgrade to later releases.
- 2. 12.1.2 is the last release to support mixed-mode (both OL7 and OL8 operating systems).
- 3. 12.1.3 supports OL8 only. OL8 supports only AWS RDS Aurora 3.
- 4. 12.2.x supports OL8 only. You must have already completed converting to OL8 before upgrading to 12.2.x or later.
- 5. 12.2.1.1 is available only for new installations; you cannot upgrade to this version from earlier releases. Supports STIG installations.
- 6. 12.2.1.2 is available only as an upgrade. STIG upgrades are available for users who consumed the 12.2.1.1 STIG ISO.

- 7. For 12.2.3, 12.2.4.1, 12.2.5, and 12.2.6, you can only upgrade directly from 12.2.1.1 and later. You can upgrade from 12.1.0.2 and 12.1.1 if you are on OL8 only and your first upgrade to 12.2.1.2.
- 8. For 12.3.0, you cannot upgrade directly from 12.2.0.
- 9. Upgrades to 12.2.5 and 12.2.6 are limited to on-premises deployments only. These releases do not support AWS SaaS/PaaS customers using RDS Aurora database.
- 10. 12.1.2 and 12.3.0 AWS SaaS/PaaS cloud deployments support RDS Aurora 3. 12.1.2 Aurora 3 upgrades can only upgrade to 12.3.x or later, because 12.2.x only supports Aurora 2.
- 11. 12.1.3 cannot upgrade directly to any release prior to 12.3.1 due to release timing.
- 12. 12.2.4, 12.2.5, and 12.2.6 cannot upgrade directly to 12.3.0 due to release timing.
- 13. All 11.x, 12.1.0.2, or 12.1.1 upgrades to the 12.3 release line or later must upgrade to either 12.1.2 or 12.2.1.2 first to consume the data pull enhancement.
- 14. The 12.4.0 release line is reserved for FedRAMP. All Enterprise customers should upgrade to 12.5.0 when it is available.

AWS SaaS/PaaS Upgrade Differences Matrix

The following table outlines the unique SL1 upgrade differences from the 12.1 Golden Gate release line to later and future releases. Most restrictions are based on Oracle Linux 8 conversion or Aurora 3 dependencies.

SL1 Version	12.1.2	12.1.3	12.2.1.2	12.2.x	12.3.0	12.3.x	12.5.0
12.1.1	YES	YES	NO	NO	YES	YES	YES
12.1.2		YES	NO	NO	YES	YES	YES
12.2.x			YES	YES	YES	YES	YES
12.3.0						YES	YES

Notes:

- 1. For 12.1.1, upgrading to 12.2.x is not recommended due to OL8 and the Aurora 2 End of Life (EOL) milestone.
- 2. For 12.1.2, upgrading to 12.2.x is not recommended due to OL8 and the Aurora 2 End of Life (EOL) milestone. Aurora 3 customers can directly upgrade to 12.3.x; they cannot upgrade to 12.2.x.
- 3. 12.2.x Aurora 2 customers can upgrade to other 12.2.x releases. However, SaaS customers cannot upgrade to 12.2.5 or 12.2.6, as those two releases are on-premises only.
- 4. To upgrade to 12.3.0 or later, you must first convert to Aurora 3. 12.3.0 is fully supported with Aurora 3.

MUD/STIG Upgrade Differences Matrix

With the adoption of Oracle Linux 8, the migration from MUD to STIG deployments of SL1 does not allow a standard upgrade process from 11.3 MUD to 12.2.1.1 STIG. To upgrade from 11.3 MUD to 12.2.1.1 STIG, follow the approved migration procedure covered in the *ScienceLogic OL8 MUD Conversion Guide* (ask your ScienceLogic contact for this manual). All STIG upgrades after 12.2.1.1 utilize the standard SL1 upgrade procedure.

SL1 Version	12.1.x	12.2.0	12.2.1. STIG	12.2.x STIG	12.3.0 STIG	12.3.x STIG	12.5.0 STIG
11.3.x MUD	NO	NO	YES	YES	YES	YES	YES
12.2.1.1 STIG				YES	YES	YES	YES
12.3.0 STIG						YES	YES

Notes:

- 1. 11.3.x, 12.1.x, and 12.2.0 do not support STIG. 11.3 MUD customers should follow the 11.3 MUD conversion to 12.2.1.1 STIG re-ISO migration path.
- 2. 12.2.1.1 STIG customers can upgrade to all later STIG releases.
- 3. 12.3.0 STIG deployments can upgrade to future STIG releases.

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