Skylar One Upgrade Planning and Checklist

Updating Skylar One (formerly 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 Skylar One release.

Planning the Update

Before upgrading Skylar One, 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/knowledge/known-issues.
3. Identify all integrations and third-party applications that access the Skylar One database or manipulate data on Skylar One. 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 Skylar One node or appliance has at least 4 GB of free space in the **/var** partition for pre-upgrade and deployment. Ensure that each Skylar One 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 Skylar One 12.1.x or 12.2.0 installations or upgrades.

Skylar One Upgrade Checklist

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

Step	Actions
□ 1.	**Determine the recommended upgrade path availability:** a. Review the *Skylar One Recommended Upgrade Paths.* b. Identify your target Skylar One 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 ◦ Customer Premise-Hardware ◦ Cloud-AWS ◦ Cloud-Azure b. Ensure that sufficient disk space is available on all appliances. c. Check network connectivity between all Skylar One components. d. Verify DNS resolution for all Skylar One appliances. e. Confirm that the current Skylar One version is supported for a direct upgrade to the target version. f. Check for any required intermediate upgrades. g. Verify that all Skylar One appliances are running the same version. h. Ensure that all system packages are up to date.
□ 3.	**Consider the Skylar One requirements:** a. Review the compatibility of currently installed PowerPacks with the target Skylar One 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 Skylar One. d. Ensure that all required licenses are valid and up to date.
□ 4.	**Review the Skylar One Upgrade Workflow steps:** 1. *Plan the update.* 2. *Schedule maintenance windows.* 3. *Review pre-upgrade best practices for Skylar One.* 4. *Verify PowerPack version compatibility.*

Step	Actions
	5. *Back up SSL certificates.* 6. *Set the timeout for PhoneHome Watchdog.* (Required only if upgrading from Skylar One 11.1.x or earlier.) 7. *Run the Pre-Upgrade Test for PhoneHome Database Servers*. (Required only if upgrading from Skylar One 11.1.x or earlier.) 8. *Adjust the timeout for slow connections.* 9. *Run a pre-import script to prevent 12.5.x patching issues*. (Required only if upgrading from 12.1.x or 12.2.x to 12.5.x.) 10. *Run the system status script* on the Database Server or All-In-One Appliance before upgrading. 11. *Update the Skylar One Distributed Architecture* using the System Update tool. 12. *Upgrade MariaDB*, if there is a version difference. 13. *Reboot Skylar One appliances*, if needed. 14. *Upgrade to Aurora 3 RDS (MySQL 8.0)*. (Required only if deployed on AWS and currently on Aurora 2.) 15. *Restore SSL certificates.* 16. *Reset the timeout for PhoneHome Watchdog.* (Required only if previously adjusted.) 17. *Clear your system cache.* 18. *Update default PowerPacks.* 19. *Configure Subscription Billing* (required one time only).
□ 5.	**Run the pre-upgrade Health Checks:** a. 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 Skylar One node or appliance has at least 4 GB of free space in the `/var` partition for pre-upgrade and deployment. h. Ensure that each Skylar One 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.	**Upgrade preparation steps:** a. *Create a full and a configuration backup* of all Skylar One appliances. b. Document your current configuration settings. c. Notify users of the planned maintenance window.

Step	Actions
□ 7.	**Update the Skylar One Distributed Architecture:** a. *Download the update.* b. *Import the update.* c. *Stage the update.* d. *Run the pre-upgrade check.* e. *Place all Skylar One appliances in Maintenance Mode.* f. *Deploy the update.* g. *Run the post-upgrade recovery script*. (Required only if upgrading from 12.1.x or 12.2.x to 12.5.x and you did not run the *pre-import script to prevent 12.5.x patching issues*.) h. *Remove all Skylar One appliances from Maintenance Mode*

Skylar One Recommended Upgrade Paths

For full details on recommended upgrade paths, see the online documentation on *Updating Skylar One*.

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