



## **SailPoint IdentityIQ**

Document Version: 1.1

# **IdentityIQ File Access Manager 8.0 to 8.0.1 Upgrade Guide**

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# Table of Revisions

<b>Document Version #</b>	<b>Description</b>	<b>Author</b>	<b>Date</b>
1.0	Initial release	Itay Maichel, Levy-Shay	26 Sep 2019
1.1	Added a step to the prerequisite section to address certain scenarios	SailPoint	7 Oct 2019

## Chapter 1: Planning Your Upgrade

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### Upgrade Path

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IdentityIQ File Access Manager version 8.0.1 can be upgraded from version 8.0 Only.

For earlier versions of SecurityIQ, first upgrade to IdentityIQ File Access Manager 8.0 before starting the IdentityIQ File Access Manager version 8.0.1 upgrade process.

Current released service packs do not need to be applied before upgrading to IdentityIQ File Access Manager version 8.0.1

Please read this Upgrade Guide in its entirety before starting the upgrade process.

### Version Numbers

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The version number is displayed on the bottom right corner of the IdentityIQ File Access Manager Admin Client screen.

If the version number is not displayed in the Administrative Client, refer to the SecurityIQ 5.1 Upgrade guide to upgrade from an older version.

## Chapter 2: Support Matrix

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This table lists IdentityIQ File Access Manager server support details.

**Table 1. IdentityIQ File Access Manager Server Support Details**

<b>System</b>	<b>Supported Versions</b>
IdentityIQ File Access Manager Servers	Windows 2012R2/2016
Workstations	Windows 7 and above 64bit
Browsers	IE 11, Edge, Firefox, Chrome, Safari
Databases	MS SQL Server 2008/2012/2014/2016/2017

## Chapter 3: Upgrading to IdentityIQ File Access Manager Version 8.0.1

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The upgrade process consists of the following steps:

1. Pre-upgrade steps
2. Upgrading SecurityIQ from 8.0 to IdentityIQ File Access Manager 8.0.1
3. Post upgrade steps

### Pre-upgrade Steps


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**Before the upgrade, perform the following steps:**

1. Back up the database.
2. Run the script **pre-upgrade.sql** on the database. This script is available in the upgrade folder of the 8.0.1 installer package.

### Upgrading to Version 8.0.1

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1. Extract the “File Access Manager v8.0.1.zip” installation package.
2. Navigate to the “v8.0.1 Upgrade” folder.
3. Open the IdentityIQ File Access Manager Admin Client.
4.  Navigate to **System** → **Upgrades & Patches** → **Load New Package**
5. Load the “**File Access Manager v8.0.1 .wbxpkg**” from the upgrade folder .
  - a. Press **Browse** and load the file from the upgrade folder.
  - b. Press **Upload Package**.
  - c. Press **Save**.
  - d. Right-click the upgrade package and select **See More >> Start Installation**.
  - e. Press **Confirm** to start the installation.

**Note:** If the package has already been uploaded into IdentityIQ File Access Manager, the system will give a warning message, and block uploading the package again.



Upgrades & Patches			
#	Type	Name	Description
1	Upgrade	File Access Manager v8.0.1.0	Upgrades File Access Manager to v8.0.1.0

**Figure 1. Upgrade list 8.0 to 8.0.1**

## During the upgrade and verification

During the Upgrade process, some services are upgraded and require a server restart.

1. When the upgrade starts, you will see a window with the total number of services that need to be upgraded on the top left side of the upgrade window.

**Description:** Upgrades File Access Manager to v8.0.1.0

**Issued At:** 04/06/2019 13:58:36 [\(View Release Notes\)](#)

**Status:** In progress - upgrading database

**Summary:** 491

2. When you click **Refresh** you can see the number of upgraded services and the remaining services to be upgraded.

**Summary:** 482 | 1 | 8

Refresh Start Installation (0 Services)

The numbers displayed, from left to right, are:

- ◆ 482 Services remaining to be upgraded
- ◆ 1 Services in the process of upgrading
- ◆ 8 Completed services

3. Click **Refresh** until you see that there are no services left to upgrade.
4. Some services such as – WebSite and FamAPI might require a Restart of the server they are running on to complete the upgrade process.

**To check which services require a server restart:**

- a. Click the **Status** pane in the Services grid

#	<input type="checkbox"/> Upgrade?	Service	Server	Type	Status
1	<input type="checkbox"/>	File Access Manager API	v51-v52-i	Infrastructure	PendingRestart
2	<input type="checkbox"/>	Database		SecurityIQ DB	Completed


- b. If a service has the status “Pending Restart”, you will need to perform a server restart in order to complete the upgrade process for this specific service. The installed server is listed in the table.
  - c. Once the server is restarted, the upgrade operation will be able to proceed.
5. Once all the services have been upgraded successfully, with a status of “Finished”, you can proceed to the next step - **Post Upgrade Actions** below.

**Note: The Summary number may vary across installations, depending on the specific configuration, such as the number of Permission Collector services, or other configuration changes.**

**Description:** Upgrades File Access Manager to v8.0.1.0

**Issued At:** 22/09/2019 01:33:50 [\(View Release Notes\)](#)

**Status:** Finished

**Summary:** 550 

## Post Upgrade Actions

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### Upgrading the IdentityIQ File Access Manager Server Installer

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The Server Installer must be upgraded **on each of the File Access Manager central servers**.

**To upgrade the Server Installer on each central server, perform the following steps:**

1. Copy “ServerInstaller.msi” from the “v8.0.1 Full Installers” folder to the server.
2. Run “ServerInstaller.msi”.
3. Follow the instructions on the screen to complete the upgrade process.

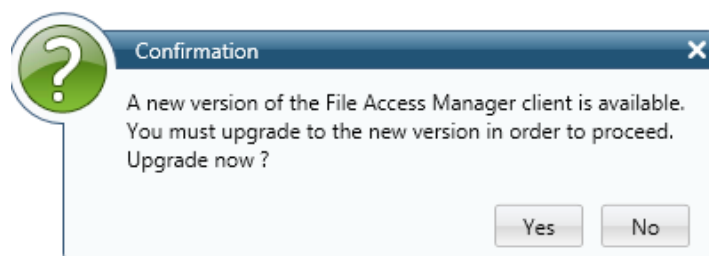
**Note: The server installer can be run in “unattended mode”**

```
start /wait msixec /i "[INSTALLER_PATH]\ServerInstaller.msi" /l*v
"C:\FAMInstaller.log" /quiet /norestart
```

### IdentityIQ File Access Manager Client Upgrade

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On the first run of the IdentityIQ File Access Manager Admin Client after an upgrade, a popup message displays, requesting that you upgrade the client. During the upgrade, you will be required to reenter the server on which the User Interface Service is installed and choose the installation folder.



**Figure 2. Message - upgrade File Access Manager Client**

## Validate the upgrade

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To validate the installation, and verify that the correct versions were installed, check in the Windows Add/Remove programs in the control panel.

The versions of the IdentityIQ File Access Manager components should be listed as 8.0.1.0 .

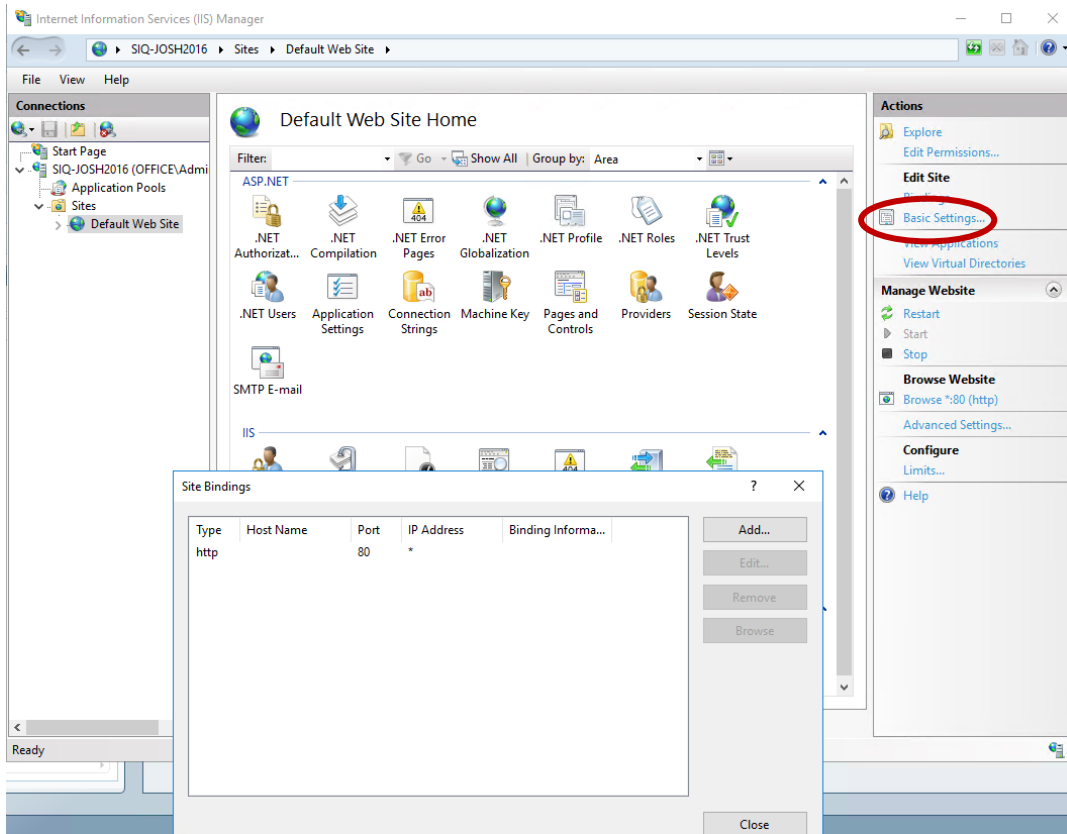
## Updating the IIS binding port

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**Note: If you are using the default port for IIS (80), skip this stage.**

If you set up IIS on a port other than the default port (80), you will have to manually remove the port 80 binding from the Default Web Site and create a binding to the desired custom port.

On the Windows Administrative tools, open the IIS manager. Select the Default Web Site. Open the Bindings menu to delete and add site binding protocols and ports.



**Figure 3. Update IIS binding port**

## Chapter 4: Troubleshooting

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### Business Website (web client)

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#### “Access Denied” message while logging into the Business Website

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**Problem:** You encounter an “Access Denied” error message while logging in to the Business Website after the upgrade.

**Suggested solution:**

1. Navigate to the wwwroot folder on the server hosting the Website at C:\inetpub\wwwroot).
2. Verify that the cdn, IdentityIQFAM, IdentityIQFAMAPI, SecurityIQBiz, and SiqApi folders are in the wwwroot folder.
3. If these folders are in the wwwroot folder, but there are still problems with the Business Website, contact SailPoint Customer Support.
4. If these folders are **not** in the wwwroot folder, perform the following steps:
5. Open the Internet Information Service (IIS) manager (Server Manager → Tools → Internet Information Service (IIS) manager).
6. Select the Application Pools node.
7. Verify that the IdentityIqFamV1\_ApplicationPool, IdentityIqFamV2\_ApplicationPool, ScimApi\_ApplicationPool, SecurityIQ\_ApplicationPool, SiqApi\_ApplicationPool and SiqCdn\_ApplicationPool are missing from the Application Pools node.
8. Create all missing application pools, with the following parameters: .Net CLR Version: .Net CLR Version v4.0.30319 Managed pipeline mode: Integrated
9. Check the “**Start application pool immediately**” checkbox.
10. For each application pool, navigate to Advanced Settings (Right-click → **Advanced Settings**)
11. Under Process Model, set the “**Identity**” parameter to **LocalSystem**.
12. Under Recycling set the “**Regular Time Interval (minutes)**” to **720**.
13. From the Site panel (on the left), navigate to **identityiqfam->v1**, and click on it.
14. Click “**Basic Settings**” on the right. If this option is not available, right click **identityiqfam->v1**, (on the left) and select “Convert to Application”.
15. On the newly opened screen, click **Select**, select the IdentityIqFamV1\_ApplicationPool you created earlier, and click **OK** twice.
16. Double click “**Authentication**”.
17. Enable “Windows Authentication” and disable all other authentication methods.

18. Repeat Steps 11-15 for the IdentityIQFAM->v2, SiqApi, SecurityIQBiz and IdentityIQFAMAPI sites and application pools.
19. Reset the IIS using the iisreset command.