# File Analysis Suite

Software Version 3.7.0

## Technical Note: Processing Agent Upgrade

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# FAS Processing Agent Upgrade

This document provides information to guide you through upgrading your File Analysis Suite (FAS) processing agent to version 3.7.0.

The processing agent is installed on one or more host servers within your FAS environment and communicates with your repositories to process your data. These installed agents work cooperatively in an agent cluster to optimize performance, load balance, and maintain high availability.

The upgrade process requires installing the 3.7.0 agent on all host servers in all tenants. It is assumed that you are upgrading agents on existing hosts.

> **IMPORTANT:** An older version of the processing agent will not run in a File Analysis Suite 3.7.0 environment. The agent automatically checks that its version meets the minimum level required and stops if it is out of date.

## Pre-upgrade tasks

Prior to the defined SaaS system upgrade window, complete the following tasks to prepare for the upgrade.

> **IMPORTANT:** Complete the pre-upgrade tasks up to 24 hours prior the announced system upgrade window.

**To prepare for the processing agent upgrade**

1. Up to 24 hours prior to the defined upgrade window for the File Analysis Suite application, disable the processing agent.
   a. On the agent host, open the Agent Admin.

      **Start > Micro Focus FAS Agent > Agent Admin**

   b. In the navigation panel of the Agent Admin, click **Advanced Settings**.

   c. From the **Category** list on the Advanced Settings page, click **Agent API**.

   d. In the list of settings for the AgentAPI service, locate the **Disable Agent** setting and change the value to **True**.

      When you disable the agent, it completes work units currently in progress, but no longer acquires new work units.

      > **IMPORTANT:** Do not stop any FAS services.

      You can view the processing status in Connect.

2. Review your existing processing agent installation.

   Gather database names and access credentials. The credentials used for the original installation must be used when reinstalling the agent.

3. Repeat for all remaining agent hosts in all tenants.

## Agent upgrade tasks

After the SaaS system upgrade has been completed, you can begin the agent upgrade process.

> **IMPORTANT:** Wait for the email confirmation that the SaaS environment upgrade has been completed before you begin the agent upgrade process.

**To upgrade the processing agent**

1. Download, install, and configure the new agent. Follow the full requirements and process detailed in "Agent management > Agent installation and configuration" in the Connect Help Center.
   - The installation type, Typical or Custom, will be pre-selected based on your 3.6.x installation.
   - If you are performing the *Custom* installation of the processing agent, do NOT change the SQL"Port or Instance" from the default entry of `1433` when configuring the agent.

     > **CAUTION:** Do not define the instance name or a different port number.

     For more information about configuring a named SQL instance to bind to a specific port, see Configure a Server to Listen on a Specific TCP Port on Microsoft Docs.
   - The installation path can be updated if desired.
   - When defining database credentials, you must define the same users and passwords defined when the previous agent was installed.
   - If informed that all services could not be stopped and that a restart may be required, agree and allow the installation to continue. In certain scenarios this is as expected.
   - Ensure .NET applications (particularly 4.x) use the system's Schannel configuration. See the General section of the agent host system requirements in "Agent installation and configuration".
   - Reauthorize the processing agent. If the agent is not authorized after installation, the AgentAPI service stops — after installation, you can see this in the AgentAPI log file.
   - If processing SharePoint data or integrating with SmartCipher, update the logon account for FAS services.
     - SharePoint: For full details, see "Integrations > SharePoint connection" in the Connect Help Center.

- SmartCipher: For full details, see " Integrations > SmartCipher connection" in the Connect Help Center.

> **IMPORTANT:** If the upgrade fails and a rollback occurs, the File Analysis Suite services are not restarted. In this scenario, manually restart these services.

2. In Connect, verify the upgraded agent is assigned to the desired agent cluster.

   > **TIP:** Unless you have changed the name of the agent host machine, the upgraded agent is still assigned to the previously assigned agent cluster.

   For full details, see "Agent management > Agent clusters" in the Connect Help Center.

3. Repeat for all remaining agent hosts in all tenants.

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**Feedback on Micro Focus File Analysis Suite 3.7.0 Technical Note: Processing Agent Upgrade**

Add your feedback to the email and click **Send**.

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We appreciate your feedback!