



# Vertiv™ Environet™ Alert

**Installer/Admin Guide**

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### **Technical Support Site**

If you encounter any installation or operational issues with your product, check the pertinent section of this manual to see if the issue can be resolved by following outlined procedures.

Visit <https://www.vertiv.com/en-us/support/> for additional assistance.

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# 1 Overview

This document details the steps necessary to set up the Vertiv™ Environet™ Alert server.

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## 2 Installation Requirements

Before installing the Vertiv™ Environet™ Alert application, the following requirements must be met.

### 2.1 Permissions

Administrator permissions are required to install Environet™ Alert files and Microsoft Windows services.

### 2.2 Server Requirements

REQUIREMENT	MINIMUM	RECOMMENDED
Operating System	Windows 10 (64-bit) Windows Server 2016 Windows Server 2019	Windows Server 2019
CPU (Intel or AMD)	4 CPU 2.0 GHz or Higher	(Intel or AMD) ≥6 CPU ≥2.2 GHz or Higher
RAM	8 GB	≥16 GB
Disk Space	100 GB	≥300 GB
Disk I/O	15 MBps read/write speed	≥200 MBps read/write speed
Network	10/100 MBps	≥1 GBps

### 2.3 Special Files and Directories

The following directories will be created by the installer and must not be altered.

- *C:\Environet*  
The default installation target, unless overridden.

**IMPORTANT! The default Install Location (C:\Environet) will be specified in the instructions for the rest of this document. Substitute the actual Install Location if not using the default.**

- *C:\snapshot*  
Used by the Environet Analytics service.
- *C:\Users\<User Account Running Installer>\Niagara<version>*  
Used by the Niagara application.
- *C:\Users\<User Account Running Installer>\AppData\Local\Temp*  
Setup Log <YYYY-MM-DD> #<Sequence Number>.txt

Installer logs contain details useful in troubleshooting installation problems.

The logs might be under a numeric subdirectory below Temp.

## 2.4 Network Port Requirements

The following dedicated network ports are used by the Vertiv™ Environet™ Alert.

### 2.4.1 Web Server

Windows Service Name: *EnvironetWeb*

Process Name: *httpd.exe*

PORT	PROTOCOL	PURPOSE
80	TCP	HTTP communication between web browser and application server.
443	TCP	HTTPS communication between web browser and application server (disabled by default).

### 2.4.2 Application Server

Windows Service Name: *Environet Service*

Process Name: *environet-service.exe*

PORT	PROTOCOL	PURPOSE
8005	TCP	Used to start and shutdown the application.
8009	TCP	Allows communication with a web connector using the AJP protocol.

### 2.4.3 Niagara

Windows Service Name: *Niagara*

Process Name: *plat.exe*

#### Niagara Platform Server

Process Name: *niagarad.exe*

Port	protocol	purpose
3011	TCP	Niagara platform server local daemon port
5011	TCP	Niagara platform server local daemon SSL port.

#### Niagara Station

Process Name: *station.exe*

PORT	PROTOCOL	PURPOSE
162	UDP	SNMP trap recipient port that SNMP devices can connect to.
1911	TCP, UDP	Fox Service port that allows remote connections to a station.
4911	TCP	Fox Service port that allows secure remote connections to a station (disabled by default).



PORT	PROTOCOL	PURPOSE
5701	TCP, UDP	Hazelcast in memory shared cache between Environet™ Alert and Niagara.
8443	TCP	HTTPS communications between Environet™ Alert and Niagara (disabled by default).
9000	TCP	HTTP communications between Environet™ Alert and Niagara.

## 2.4.4 Database

Windows Service Name: EnvironetDB

Process Name: mariadb.exe

PORT	PROTOCOL	PURPOSE
3306	TCP	Listening Port

## 2.4.5 Analytics Server

Windows Service Name: *Environet Analytics*

Process Name: *nssm.exe*

No port requirements.

## Highcharts Export Server

Process Name: *highcharts-export-server-win.exe*

PORT	PROTOCOL	PURPOSE
7801	TCP	HTTP communications between Environet™ Alert and Analytics Server.

## PhantomJS

Process Name: *phantomjs.exe*

No port requirements.

## 2.5 Firewall Requirements

The following network ports must be open on the server firewall to allow network communication in to the server. Outbound firewall settings should not be restricted to allow communication on device protocol ports (for example, 161/162 UDP for SNMP, 502 TCP for Modbus, and 47808 UDP for BACnet).

port	protocol	purpose
80	TCP	Inbound HTTP requests from client computers to login and use Environet™ Alert.
161	UDP	Outbound SNMP calls from the server to monitored devices for getting point data.
162	UDP	Inbound SNMP trap requests from monitored devices. Outbound SNMP calls from the server to monitored devices for setting traps.
443	TCP	Inbound HTTPS requests from client computers to login and use Environet™ Alert.

## 2.6 Browser Requirements

The following web browsers are tested and supported with the current version of Vertiv™ Environet™ Alert. Other web browsers or versions of the browsers listed below may work, but are not necessarily tested and supported.

- Microsoft Edge (91.0.864.41)
- Firefox (89.0)
- Chrome (87.0.4280.88)

## 3 Vertiv™ Environet™ Alert Setup



**WARNING!** Do not install Environet™ Alert on a server that is already running a newer version of Environet™ Alert on it. Doing so will damage the existing installation.

### 3.1 Environet™ Alert Installation Steps

**IMPORTANT!** If upgrading from Environet™ Alert 1.0.0, a different set of steps must be followed here: [Vertiv™ Environet™ Alert 1.0.0 Upgrade Steps](#) on page 19

1. Ensure that all [Installation Requirements](#) on page 3 steps above have been completed before continuing.
2. Obtain the latest Environet™ Alert installer zip file from authorized personnel
3. Unzip the Environet™ Alert installer zip file.
4. Navigate to the extracted Environet-<version> folder.

**NOTE:** Be careful not to navigate into the zip file itself.

5. Launch the *Environet\_setup\_x64.exe* executable.
6. The Select Setup Language screen displays a list of the supported installer languages.

**NOTE:** Setup will determine the default language to use by checking the user's "UI language". The "UI language" is the language used in Windows' own dialogs. If Windows is configured with a multilingual user interface (MUI), then the default will be the currently selected UI language.

7. On the Welcome screen, click *Next*.
8. Accept the License Agreement and click *Next*.
9. Select an Install Location (default is C:\Environet) and click *Next*.



**WARNING!** If upgrading an existing Environet™ Alert installation, the Install Location must be kept the same so that all data from the previous install can be correctly migrated to the new install.

**IMPORTANT!** The default Install Location (C:\Environet) will be specified in the instructions for the rest of this document. Substitute the actual Install Location if not using the default.

10. Follow the instructions on the *Niagara License Files* page and click *Next*.

These are the licensing instructions displayed:

**Obtaining Niagara License:**

- a. Capture the Host Id (shown below) and License Key.  
<Host Id>

**IMPORTANT!** If you do not have a Host Id this means there is a space in the file path to the installer. Please exact the installation file to a location with no spaces in the path and rerun the installer.

- b. On a machine with Internet, navigate to:  
*https://axlicensing.tridium.com/license/request*
- c. Complete the form including your email address.
- d. If this computer has internet access, click *Next* and the license files will be automatically installed. Otherwise, complete the offline licensing instructions below before continuing with the install.

#### Offline Licensing Instructions:

- a. The necessary licenses will be emailed to you after completing the Obtaining Niagara License steps.
  - b. Unzip the file with the Host Id that ends with (N4). Example: *Win-A3FE-1A02-4DEE-89B8(N4).zip*
  - c. Copy the license files (*DAC.license and Geist.license*) to the following directory on this computer: *<Installer Unzip Folder's "licenses" directory>*
11. On the Ready to Install page, click *Install* to start the installation.
  12. On the Finished Installing page, click *Finish* to close the installer.

**NOTE: At the end of the installation process, the installer will verify whether the Niagara license files were installed and valid. If they were not:**

The Vertiv™ Environet™ Alert Windows Services will not be installed, and the application will not be started.

The final screen of the installation will tell the user to rerun the installer and to verify that the instructions on the Niagara License Files screen are followed correctly.

## 3.2 Post Installation Steps

### 3.2.1 Verify that Vertiv™ Environet™ Alert Installer/Admin Guide is Running

1. On a client computer, open a supported browser and navigate to the server's host name or IP address. Initially, the server only listens for HTTP requests (not HTTPS).

**NOTE: If the browser connection times out, it may be that the server processes have not fully started yet. Wait a few minutes and try again. If after several minutes a connection cannot be made from the browser, see the troubleshooting section for help.**

2. If this is a new installation the quick start page will appear that provides a workflow for setting the initial admin account password and other settings. For upgraded systems, the default board should be present upon login.
3. If this is not a new install and the admin account password has already been set, the login page should appear. Sign in with your user credentials to start using the application.

## 3.3 Configure HTTPS - Optional

Initially, Environet™ Alert is set up to use HTTP only. To configure HTTPS communication between browsers and the server, follow the steps below.

### 3.3.1 Enabling HTTPS

To configure HTTPS communication between browsers and the server, login to Environet™ Alert and go to *the System Admin (gear symbol) > System Settings > Security page*.

When enabling HTTPS, you can choose between using the provided self-signed SSL certificate (created by the Environet™ Alert installer) or upload your own SSL certificate.

The below image from the Environet™ Alert UI (System Settings > Security Tab) details the options for certificates.

- Use the Certificate provided by Vertiv™ Environet™ Alert
- Upload Certificate
  - Private Key
  - Public Certificate
  - Intermediate Chain Certificate

**Figure 3.1 Enabling HTTPS**

The screenshot displays the 'System Settings' interface with the 'Security' tab selected. Under the 'HTTPS' section, the 'Enabled' checkbox is checked. The 'MANAGE CERTIFICATES' section offers two radio button options: 'Use Environet Certificate (This is a self-signed certificate created by the Environet installer.)' and 'Upload Certificate (Certificate files must be in PEM format. Contact your Certificate Authority for technical support.)'. The 'Upload Certificate' option is selected. Below this, there are three sections for file uploads: 'Private Key (.key)', 'Public Certificate (.crt)', and 'Intermediate Chain Certificate (.crt)'. Each section includes a 'BROWSE...' button and the text 'No file selected.'

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## 4 Backup and Restore Vertiv™ Environet™ Alert

Environet™ Alert should be backed up regularly as part of a larger disaster recovery process. Backup and restore functions are available through the Environet™ Alert UI.

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## 5 Uninstalling Vertiv™ Environet™ Alert

### 5.1 Uninstalling Vertiv™ Environet™ Alert

To completely uninstall the Environet™ Alert application and all associated data,

1. In Windows *File Explorer*, navigate to *C:\Environet*.
2. Launch the uninstaller: *unins000.exe*.
3. Follow the prompts.

**NOTE:** If after the uninstall completes, a dialog box says that some files could not be removed, this indicates that the Niagara station took longer than expected to shut down. In this case, restart the server and then manually remove the *C:\Environet*.

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## 6 Troubleshooting

### 6.1 Finding the Vertiv™ Environet™ Alert Version Number

The Environet™ Alert version number is stored `C:\Environet\version.txt`.

### 6.2 Resolving Installation Errors

The most common reason for general errors is overlooking or incorrectly following a step in this document. The easiest way to resolve such issues is to start from the beginning and perform each step carefully.

If the error still exists, contact technical support. The installer log files will be needed by technical support to troubleshoot the error. See [Special Files and Directories](#) on page 3 for the location of the installer logs.

### 6.3 Port Conflicts

If a port in the [Network Port Requirements](#) on page 4 is in use by another application, determine which application is listening on that port using the *Windows Resource Monitor*.

To start *Windows Resource Monitor* do one of the following:

- In the *Windows Search field*, type `resmon` and hit *Enter*.
- Or, launch *Windows Task Manager* and on the *Performance* tab, click *Open Resource Monitor*.

In *Resource Monitor*:

1. Click on the *Network* tab.
2. Expand the *Listening Ports* section.
3. Sort by the *Port* column.
4. Locate the application by finding the row containing the conflict port number.

### 6.4 Connection Issues

If after Environet™ Alert installation or server reboot, the browser can't connect to the server, try the following steps:

1. Ensure the server is running.
2. Ensure the host name or IP address is correct.
3. Ensure your computer is on the same network as the server.
4. Ensure the server firewall is configured correctly per the [Firewall Requirements](#) section.

**NOTE: If you can't connect from a remote browser, try connecting from a browser running on the server to determine if the problem is a firewall issue.**

5. Ensure the *Windows Services* are all in a *Running* state. See the [Network Port Requirements](#) section for the service names.

**IMPORTANT! On a slower server, the Niagara service may not be able to start up within the time allotted by Windows. If that happens, you can start it manually from the *Services* application. You can then change the *Startup Type* to *Automatic (Delayed Start)* which will tell Windows to wait to start the service until Windows is fully initialized (on server reboot).**

6. If you turned HTTPS off in Vertiv™ Environet™ Alert, you'll need to re-type the URL to the server with the http:// prefix.

**IMPORTANT! If you turn HTTPS off, the browser will likely have issues since it doesn't like the session cookie changing from being flagged as secure to non-secure. This can cause odd behavior such as being redirected to the login page over and over. To solve this problem, clear the browser cache and restart the browser.**

## 7 Vertiv™ Environet™ Alert 1.1.0 SSL Certificate Migration

Beginning with Environet™ Alert 1.2.0, SSL Certificate Management is done through the application UI. Before that, SSL was configured manually in the application directory.

If upgrading from a 1.1.0 install that had a trusted SSL certificate configured, you can migrate the SSL certificate files to the new format and then upload them into the application UI on the new version of Environet™ Alert.

1. Upgrade to the latest version of Environet™ Alert. The keystore file from Environet™ Alert 1.1.0 will be preserved so that the SSL certificate files can be exported from it. After a successful upgrade, proceed to the next step.
2. Open a Windows command prompt.
3. Change directory to somewhere outside of the Vertiv™ Environet™ Alert install directory to export the SSL certificate files to.
4. Copy/paste or type the following command and hit Enter. Then type in the keystore password (change it) and hit Enter.

```
"C:\Environet\web\bin\openssl.exe" pkcs12 -in "C:\Environet\app\conf\environet.keystore" -nodes -nocerts -out server.key
```

5. Copy/paste or type the following command and hit Enter. Then type in the keystore password (change it) and hit Enter.

```
"C:\Environet\web\bin\openssl.exe" pkcs12 -in "C:\Environet\app\conf\environet.keystore" -nokeys -out server.crt
```

6. The following files will now exist in your current directory.
  - server.crt  
Public certificate file that should contain the entire certificate chain.
  - server.key  
Private key file.

**IMPORTANT! Make an external backup of the files above for safe keeping.**

7. Now you can login to the application and upload the cert files. See the Upload the Trusted SSL Certificate subsection under the section for details.

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## 8 Vertiv™ Environet™ Alert 1.0.0 Upgrade Steps

Since the release of Environet™ Alert 1.0.0, significant changes were made to the architecture which make it impossible to automatically upgrade to newer versions.

**IMPORTANT!** Follow the steps in the sections below in the order shown to perform the upgrade from 1.0.0 to 1.1.0. Do not attempt to upgrade from 1.0.0 to any other version.

### 8.1 Backup and Uninstall Environet Alert 1.0.0

Backing up the Environet™ Alert 1.0.0 data involves backing up the database, Niagara station, and file store.



**WARNING!** Changes to Environet™ Alert should not be made during the backup process. This prevents inconsistencies between the database, Niagara station, and file store backups. Follow the steps in the sections below in the order shown to ensure consistency between the backups.

#### 8.1.1 Backup Environet™ Alert 1.0.0

##### Backup Location

Determine a central location to store backups for the database, Niagara station, and file store. This location will be referred to as *backup\_location* in the steps below.



**WARNING!** The backup location must be outside the Environet™ Alert install path.

##### Database Backup

To perform a full backup of the Environet™ Alert database, follow these steps:

1. Open a Windows Command Prompt.
2. Change directory to *backup\_location*.
3. Type the following command (replacing *DATE-TIME* with the current date and time. e.g. 20200319-1438) and hit *Enter*. **Only use numbers and dash for the DATE-TIME. Do not use any spaces in the file name.**

```
"C:\MySQL\MySQL Server 8.0\bin\mysqldump" -u root -p environet > environet-DATE-TIME.sql
```

**NOTE:** If MySQL was installed to a different drive, the drive letter may need to be changed from C:\ to the actual drive letter in the command above.

4. You will be prompted for the password. Enter the password you created for the root database user (when MySQL was installed) and hit *Enter*.

**NOTE:** Depending on the size of the database, the backup could take several minutes. When the Command Prompt is displayed again, the backup has completed.

5. Verify that the database was backed up correctly.
  - a. Verify that the files appears with the name you gave it above and ends with *.sql*
  - b. Verify that the file size is not zero bytes.

**IMPORTANT! If any errors were displayed during backup or if the verification above failed, rerun the database backup setups, ensuring the steps are followed correctly. If it still fails, contact technical support.**

## Niagara Station Backup

1. In Windows *File Explorer*, navigate to:  
C:\Environet\niagara\bin
2. Launch the Vertiv Supervisor (*wb.exe*) application.
3. In the left nav bar, expand the *My Host* tree node to see its immediate child nodes. If you do not see a *Station (Environet Base Station)*, then right-click on *My Host* and click *Open Station*.
  - a. On the *Open Station* dialog window, select *Station Connection* from the *Type* drop-down menu and click *OK*.
  - b. Enter the following credentials and click *OK*.

**Username:** *admin*

**Password:** *(this was configured as part of the post-install steps for Vertiv™ Environet™ Alert 1.0.0)*

4. In the left navigation bar, expand the *Station (Environet Base Station)* tree node, navigate to *Config>Services*.
5. Right-click on *BackupService* and choose *Views>Property Sheet*.
6. Ensure the properties are set as follows then click *Save*:
  - a. **Enabled:** *true*
  - b. **Exclude Files:** *\*.lock*
  - c. **Exclude Directories:** *<none>*
  - d. **Offline Exclude Files:** *\*.lock*
  - e. **Offline Exclude Directories:** *<none>*
7. Double-click on *BackupService*.
8. Click on the *Backup* button at the bottom of the right frame.
9. On the *File Chooser* window, navigate to the ***backup\_location*** using *My File System* in the left nav.
10. Click the *Save* button.
11. The *File Chooser* window will close, and you should see a new entry in the *Backups* table in the right frame.
12. Close Vertiv Supervisor by clicking the *X* in the upper-right corner.

## File Store Backup

1. In Windows *File Explorer*, navigate to C:\Environet
2. Copy the *filestore* directory.
3. Navigate to your ***backup\_location*** and paste the folder there.
4. Rename the pasted *filestore* folder to include a date and time (e.g. *filestore-20200319-1438*)



## 8.1.2 Uninstalling Vertiv™ Environet™ Alert 1.0.0

To completely uninstall the Environet™ Alert 1.0.0 application and all associated data, follow these steps:

### Environet™ Alert1.0.0 Uninstall Steps

1. In Windows *File Explorer*, navigate to C:\Environet
2. Launch the uninstaller: *unins000.exe*.
3. Follow the prompts.

**NOTE: It may appear that the uninstall is stuck, but it is waiting for various Windows Services to stop. This can take several minutes.**

4. Verify that C:\Environet has been removed.

**IMPORTANT! If after the uninstall completes, C:\Environet still exists, this indicates that a process still holds a lock on one or more files. In this case, restart the server and then manually remove C:\Environet.**

### MySQL Uninstall Steps

To completely uninstall MySQL from the server, follow these steps:

1. To remove MySQL and all data stored in the database:
  - a. Go to *Start > MySQL > MySQL Installer - Community*.
2. If presented with *Optional MySQL Installer Upgrade Available*, click *No*.
3. On the *MySQL Installer* window, click *Remove...* on the right side of the page.
4. On the *Select Products to Remove* page:
  - a. Select *all* products.
  - b. Click *Next*.
5. On the *Remove Server* page:
  - a. Ensure the box next to *Remove the data directory* is checked.
  - b. Click *Next*.
6. On the *Remove Selected Products* page:
  - a. You should see server and workbench products listed.
  - b. Click *Execute*.
  - c. After product removal has completed. You should see *Status of Complete* for both products.
  - d. Ensure the boxes next to the following are checked:

Yes, *uninstall MySQL Installer*

Yes, *reboot when done*

- e. Click *Finish*.
7. A dialog will popup asking to restart your system. Click *OK*.
8. Manually delete any leftover files (this is important to prevent issues during installation if MySQL is reinstalled). To do so, delete the MySQL directories if they exist in any of these places:
  - C:\MySQL
  - C:\Program Files\MySQL
  - C:\Program Files (x86)\MySQL

- C:\ProgramData\MSQL (*ProgramData is hidden folder*)

## 8.2 Install Vertiv™ Environet™ Alert 1.1.0

Perform the steps in [Vertiv™ Environet™ Alert Setup](#) on page 7 to install the Environet™ Alert 1.1.0.

## 8.3 Restore Backed Up Data to Environet™ Alert 1.1.0

The next sections will guide you through restoring the database, Niagara station, and file store.



### WARNING!

The restoration process will replace all existing data in Environet™ Alert.

Ensure that the backup files to be used for restore are from Environet™ Alert 1.0.0.

Follow the steps in the sections below in the order shown to ensure a consistent restoration.

### 8.3.1 Shutdown Environet™ Alert Application

Before restoring the data, the Environet™ Alert application must be stopped to ensure no data is modified, file locks are removed, and the in-memory cache is replaced.

1. Launch the Windows *Services* application.
2. Right-click on the following services (in the following order) and click *Stop*:
  - a. *Environet Service*
  - b. *Niagara*
3. The Status column for the above services should be empty (i.e., no longer be *Running*).
4. Launch Windows *Task Manager* and click on the *Details* tab to view the process list.
5. Sort the process list by *Name* and look for the following processes:
  - a. *environet-service.exe*
  - b. *niagarad.exe*
  - c. *station.exe*
6. After the processes above have disappeared from the process list, you can continue with the restore process. This could take several minutes depending on the size of the station.

## 8.3.2 Database Restore

To restore the Vertiv™ Environet™ Alert database from a backup file, follow these steps:

1. The database backup file must first be modified to be compatible with the new database server.
  - a. In Windows *File Explorer*, navigate to your **backup\_location**.
  - b. Find the database backup file (i.e. environet-**DATE-TIME**.sql where **DATE-TIME** represents the date/time you specified) that you created in the backup steps above.
  - c. Before modifying the backup file, make a copy of it in case something goes wrong.

Copy the database backup file and paste into the same directory. The copy will automatically have " - Copy" added to the name.

The copy will contain the original database backup data in case something goes wrong.

- d. Launch *Notepad*.
  - e. Go to *File>Open...*, then navigate to the **backup\_location** and change the drop-down menu on the bottom right from *Text Documents* to *All Files*. Then select the backup file (i.e. environet-**DATE-TIME**.sql).
  - f. Click on *Edit>Replace...*, enter the following parameters, and click *Replace All*:
 

**Find what:** `utf8mb4_0900_ai_ci`

**Replace with:** `utf8mb4_unicode_ci`
  - g. Save the file and exit *Notepad*.
2. Open a Windows Command Prompt.
3. Change directory to your **backup\_location**.
4. Type the following command (replacing **DATE-TIME** with the date/time you specified in the file name) and hit *Enter*.
 

```
C:\Environet\db\bin\mysql -u root -p environet < environet-DATE-TIME.sql
```
5. You will be prompted for the password.  
Enter the password `environet1` and hit *Enter*.

**NOTE: If any errors occur, contact technical support.**

**NOTE: Depending on the size of the file, the restore could take several minutes. When the Command Prompt is displayed again, and if no errors were encountered, the database is now restored, and you can proceed to the next step. If any errors were displayed, contact technical support.**

## 8.3.3 Niagara Station Restore

1. In Windows File Explorer, navigate to:
 

```
C:\Environet\niagara\bin
```
2. Launch the Niagara console (*console.exe*) application.
3. In the console application, change directory your **backup\_location**.
4. Run the following command (replacing **DATE-TIME** with the date/time in the file name) to migrate the station to the new Niagara version and output to the stations folder:
 

```
n4mig -o backup_Environet_Base_Station_DATE-TIME.dist -t:c
C:\Environet\niagara\daemonhome\stations\Environet_Base_Station
```

**NOTE:** Depending on the size of the file, the station migration could take several minutes. When the Command Prompt is displayed again, you should see the words "Completed Migration" near the bottom of the output.

**IMPORTANT!** If any errors were displayed, capture the console output and contact technical support with that information before proceeding with the next steps.

5. Exit out of the console application by typing *exit* and hitting *Enter*.

### 8.3.4 File Store Restore

1. In Windows File Explorer, navigate to your *backup\_location*.
2. Copy the *filestore-DATE-TIME* directory to be restored (*DATE-TIME* is a placeholder for the date/time in the actual folder name).
3. Navigate to *C:\Environet*.
4. Remove the old *filestore* directory.
5. Paste the *filestore-DATE-TIME* directory in *C:\Environet*.
6. Rename the pasted *filestore-DATE-TIME* directory to *filestore*.

### 8.3.5 Start Vertiv™ Environet™ Alert Application

After restoring the data, the Environet™ Alert application must be started back up.

1. Launch the Windows Services application.
2. Right-click on the following services (in the given order) and click *Start*:
  - a. *Niagara*
  - b. *Environet™ Service*
3. The *Status* column for the above services should be *Running*.

**NOTE:** It may take several minutes for the application to come back up.

## 8.4 Verify Upgrade

1. Verify that Environet™ Alert is running by following the steps in [Verify that Vertiv™ Environet™ Alert Installer/Admin Guide is Running](#) on page 8
2. Verify that your Boards, Groups, Equipment, Reports, Alarms, Histories look correct.
3. If any data appears to be missing or corrupt, contact technical support with the relevant details.

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SL-09007\_REV5\_08-22