



EXPERION BACKUP AND RESTORE

RELEASE 501.3

EBR R501.3 Hotfix2 Software Change Notice

TP155013P2A

December 2020

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Table of contents

ABOUT THIS GUIDE	4
Scope	4
About the Hotfix	4
1.2.1 Problems resolved	4
1.2.2 Issues	4
1.2.3 Limitations	4
Before you begin	5
1.3.1 Prerequisites	5
1.3.2 Hotfix installation checklist	5
1.4 Supported Releases	5
1.5 Verify the present version on the node	6
1.6 Copying and extracting the Hotfix	6
2 HOTFIX INSTALLATION	7
2.1 Installing the Hotfix	7
2.1.1 Prerequisites	7
2.1.2 To install the Hotfix	7
2.1.3 To update All In One Appliance	9
2.2 To validate the Hotfix installation	11
2.3 Post installation tasks	11
3 TROUBLESHOOTING	14
NOTICES	15

About this guide

Scope

This Software Change Notice describes the prerequisites, resolved PARs, applicable nodes, and steps to install the hotfix. Additionally, the SCN contains information about the change impact and additional information for this hotfix. The latest version of this SCN is always available on the [Honeywell Process Solutions](#) website.

About the Hotfix

This is latest updates (Build: 12.5.16386) provided by the Acronis for general changes.

1.2.1 Problems resolved

Not applicable.

1.2.2 Issues

Not applicable.

1.2.3 Limitations

Not applicable.

1.2.3.1 Hotfix removal

Not applicable.

1.2.3.2 Hotfix distribution

<input type="checkbox"/> Not Limited	<input type="checkbox"/> Limited for:
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1.2.3.3 Localization

<input type="checkbox"/> Not impacted	<input type="checkbox"/> Hotfix may contain strings in English. A Localization version to be included in the next release.	<input type="checkbox"/> Needs additional localization support.
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1.2.3.4 Cumulative Hotfix

<input type="checkbox"/> Yes. See Prerequisites	<input type="checkbox"/> No
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Before you begin

 ATTENTION	Before you install the hotfix, contact HPS Migration Help Desk. Contact the Help Desk at least four weeks before you install the hotfix.
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1.3.1 Prerequisites

The hotfix must be installed on a node on which the EBR R501.3 software is installed.

1.3.2 Hotfix installation checklist

Task order	Task	Reference
1	Prerequisites	See section Prerequisites
2	Supported Releases	See section Supported Releases
3	Installing the hotfix	See section Hotfix installation

1.4 Supported Releases

Product	Version
Experion PKS	<input type="checkbox"/> R51x <input type="checkbox"/> R50x <input type="checkbox"/> R500 <input type="checkbox"/> R431 <input type="checkbox"/> R430 <input type="checkbox"/> R410
Experion Backup and restore	<input type="checkbox"/> R501.x <input type="checkbox"/> R500 <input type="checkbox"/> R432

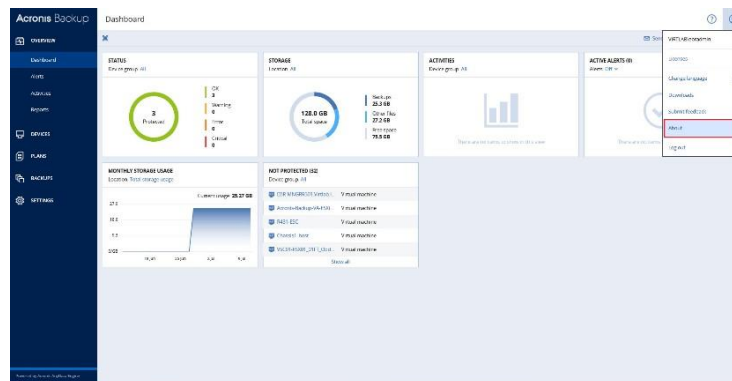
Product	Version
	❑ R410

For other support information refer the latest EBR R501.3 Hotfix 2 SCN available on Honeywell Process Solutions website: <https://www.honeywellprocess.com>.

1.5 Verify the present version on the node

Perform the following steps to verify the present version on the node.

1. Launch Acronis Backup & Recovery 12.5.
2. From the top right corner, click on the profile icon and then select About. The About page appears.



1.6 Copying and extracting the Hotfix

Perform the following steps to copy and extract the Hotfix.

1. Copy the **EBR_R501.3_Hotfix_2.zip** file to a temporary folder on your hard disk.
2. Extract the **EBR_R501.3_Hotfix_2.zip** file.
3. Burn the extracted file **AcronisBackup_12.5_16386_en-US.exe** into a DVD.

2 Hotfix installation

Below is the checklist providing the sequence for upgrade.

Step	Action	EBR Hotfix SCN Section #
1	Install the Hotfix.	Section 2.1 Installing the Hotfix.
2	Validate the Hotfix.	Section 2.2 To validate the Hotfix installation
3	Post installation tasks	Section 2.3 Post installation tasks

2.1 Installing the Hotfix

2.1.1 Prerequisites

Ensure that none of the backup plans are scheduled to run during the upgrade.

2.1.2 To install the Hotfix

Perform the following steps to install EBR Manager Software package.

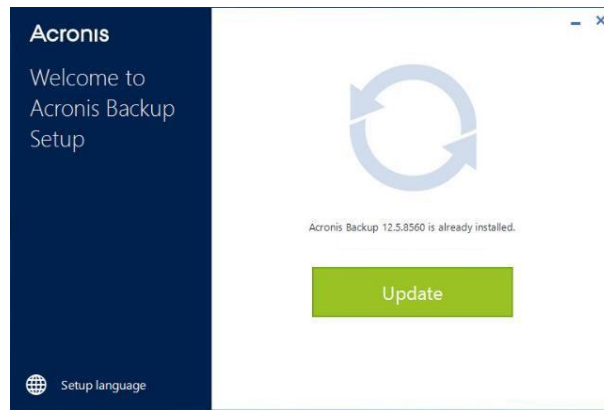
1. Insert the **EBR Hotfix Installation DVD** into the DVD drive.
2. Double-click **Open Folder** to view the file.

or

Right-click on the DVD drive and then select **Open**.
3. Select **AcronisBackup_12.5_16386_en-US.exe**, right-click and select **Run as administrator**.

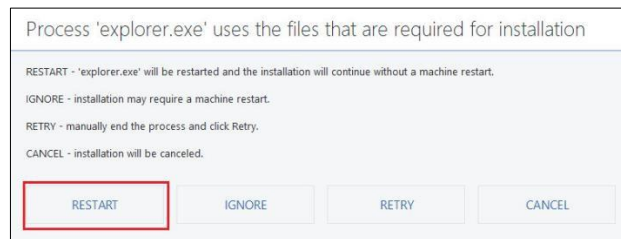
User Account Control dialog box appears. Click **Yes**.

4. If Acronis is earlier installed, click Update.



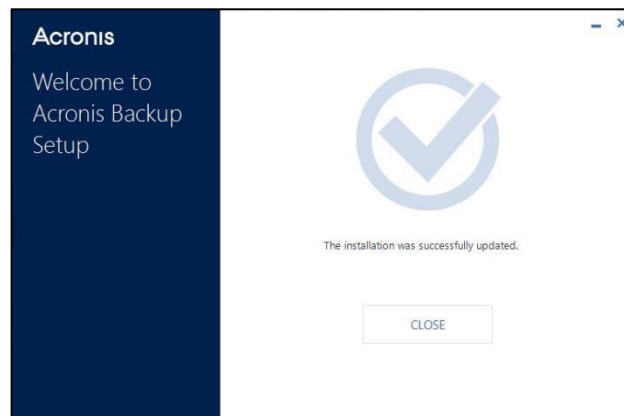
Acronis Backup screen appears.

5. Click **Restart**.



After the installation is complete, message appears.

6. Click **Close**.



2.1.3 To update All In One Appliance

Perform the following steps to update All In One Appliance.

1. Copy the **EBR_R501.3_Hotfix_2_AIO_16386.zip** file to a temporary folder and extract the files.
2. Copy the extracted files to a folder accessible by the All In One Acronis Virtual Machine (VM).
3. From the extracted folder, boot the All In One Acronis VM with **AcronisBackupAppliance.iso**.

After reboot, the **Setup** page appears.

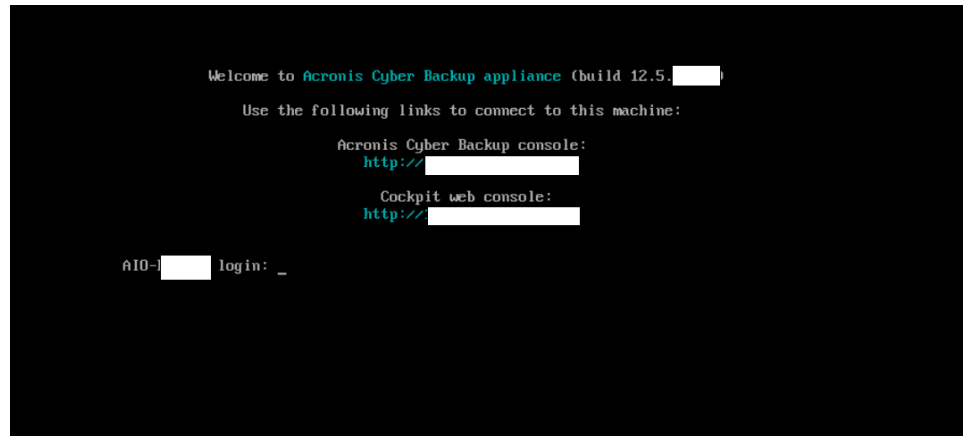


NOTE

Make sure to verify if the ISO file version appearing under “Current settings” of the Setup page is the version you want to update.

4. Select **Update**.

The **Welcome to Cyber Backup appliance** page appears.



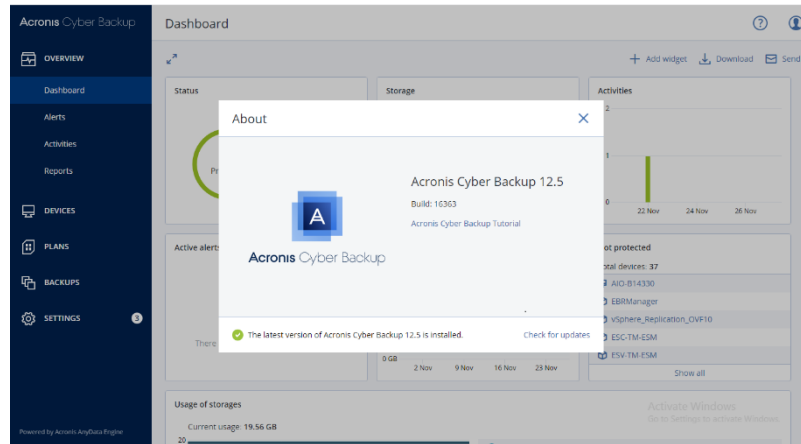
5. To access the Dashboard, click on the link under Acronis Cyber Backup console.

2.2 To validate the Hotfix installation

Perform the following steps to validate the Hotfix installation on the node.

1. Launch **Acronis Backup & Recovery 12.5**.
2. Click **Help** icon at the top right corner. The **About** page appears.

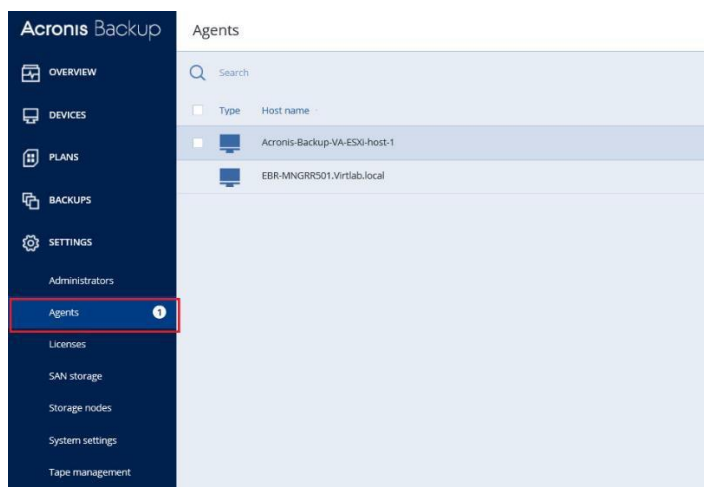
Result: The version on the node should be of the latest Build .



2.3 Post installation tasks

Perform the following steps after the hotfix installation.

1. Launch Acronis Backup & Recovery 12.5.
2. On the left pane, under **Settings**, click **Agents**.



3. Select the Hostname and double-click on **Agent version**.
4. On the right pane, select the **Hostname** and click Upgrade agent.



The Specify credentials dialog box appears.

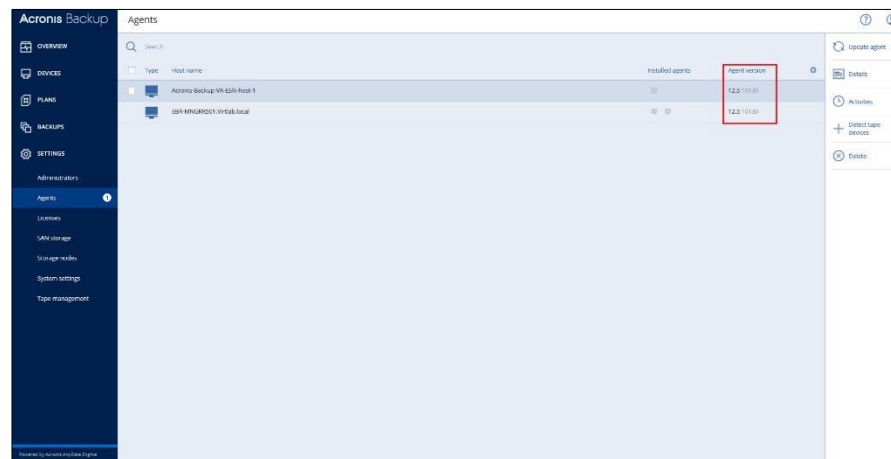
Specify credentials

Specify the credentials that Agent for VMware (Virtual Appliance) uses to connect to vCenter/ESXi.

Password

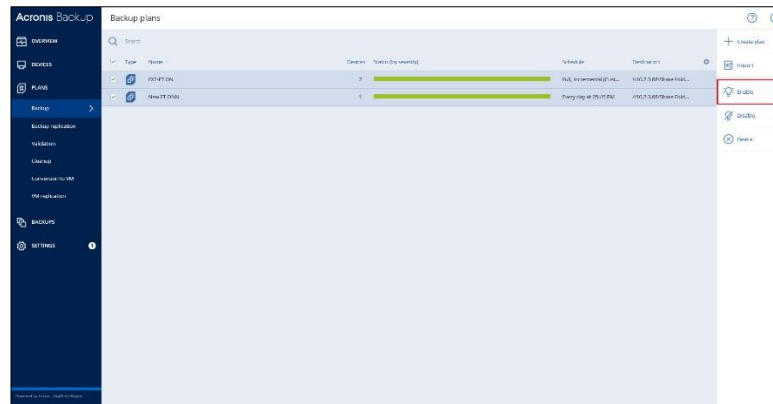
Select the management server name or IP address that the agent will use to access the server:

5. Type the credentials and click **OK**.
6. After the installation is complete, **Agent version** displays the latest version.




7. On the left pane, under Plans, click **Backup**.

- On the right pane, click **Enable**.



3 Troubleshooting

For virtual machines, if you click **Update agent**, in rare cases, the screen may freeze for a while. In this case, it is recommended to deploy a new virtual machine.

 ATTENTION	<p>Be aware that even if the virtual machine is updated it is like a clean installation, as the disks are replaced.</p>
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<http://www.honeywellprocess.com/support>

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How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

<https://honeywell.com/pages/vulnerabilityreporting.aspx>

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- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC).

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