
Upgrading to Parallels Virtuozzo Containers 4.0 for Windows

About This Document

This document familiarizes you with the way to upgrade the following versions of the Virtuozzo for Windows software to Parallels Virtuozzo Containers 4.0:

- SWsoft Virtuozzo 3.5.1 Service Pack 1;
- SWsoft Virtuozzo 4.0 Release Candidate.

Note: Hardware Nodes running the beta version of SWsoft Virtuozzo 4.0 cannot be upgraded to Parallels Virtuozzo Containers 4.0.

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Virtuozzo Upgrade Scenarios

Before beginning this process, it is important to choose the proper upgrade scenario. Doing so will allow you to avoid many difficulties you may otherwise encounter, and will also ensure you are able to successfully solve any problems that may still occur. You can use one of the following scenarios to upgrade your Virtuozzo-based systems:

First Scenario

Typically, you shall perform a straightforward upgrade of an existing Virtuozzo system. Detailed information on how to upgrade your Virtuozzo system using this scenario is provided in the following sections of this document. However, if you have a spare server at your disposal that you could use during the upgrade procedure, you might as well consider a second scenario, outlined below:

Second Scenario

You have a spare server to perform a new Virtuozzo installation. In this case follow the below steps:

- 1 Install Virtuozzo Containers 4.0 on the spare server. If the SWsoft Virtuozzo license that you own is in the old license format, please refer to the **Upgrading License Manually** section below for a way to upgrade your license to the Parallels Virtuozzo Containers 4.0 format, then use it during a fresh installation.
- 2 Migrate all Containers from the Hardware Node you wish to upgrade to the spare server.
- 3 In case you store the VE backups on the same Hardware Node, copy the backup folder to the spare server.
- 4 Check that all the Containers (now Containers) on the spare server can be started and stopped (using Parallels Infrastructure Manager, Parallels Management Console, and Virtuozzo command-line utilities).
- 5 Reinstall the operating system on the Hardware Node.
- 6 Install Virtuozzo Containers 4.0 on the Hardware Node.
- 7 Migrate the Containers back from the spare server to the Hardware Node, if necessary.
- 8 Repeat Steps 1 - 7 for each of your Hardware Nodes.

Please consult the **Parallels Virtuozzo Containers User's Guide** and **Parallels Virtuozzo Containers Installation Guide** for detailed information on how to migrate Containers (renamed to Containers in Parallels Virtuozzo Containers 4.0) between Hardware Nodes and to perform a clean installation of Virtuozzo Containers 4.0, respectively.

Virtuozzo Upgrade Specifics

When upgrading the Hardware Nodes included in a Virtuozzo Group (called the Virtuozzo cluster in the previous version of SWsoft Virtuozzo):

- first upgrade the Virtuozzo software on all Slave Nodes in the Group;
- then proceed with the Master Node upgrade.

Upgrading From SWsoft Virtuozzo 3.5.1 Service Pack 1

This section explains how to upgrade your Hardware Node to Parallels Virtuozzo Containers 4.0 if it is already running one of the following versions of the Virtuozzo software:

- SWsoft Virtuozzo 3.5.1 Service Pack 1 with update 53 installed;
- SWsoft Virtuozzo 3.5.1 Service Pack 1 with update 54 installed;
- SWsoft Virtuozzo 3.5.1 Service Pack 1 with update 55 installed.

Although you can upgrade a Node with any of the aforementioned updates installed, we recommend that you update your Hardware Node to the latest update (i.e. to update 55) prior to starting the upgrade procedure. You can check the number of the latest Virtuozzo update installed on the Node by doing the following:

- 1 Open Control Panel.
- 2 Double-click Add or Remove Programs.
- 3 In the Add or Remove Programs window, navigate to the latest Virtuozzo update in the Currently installed programs table and view its version. For example, if you have Virtuozzo update 55 installed, it will be shown as Virtuozzo for Windows 3.5.1 update 35155.

If you do not have the necessary updates installed, use the Virtuozzo for Windows Update Wizard to install them. To invoke the wizard, select Programs --> SWsoft --> Virtuozzo --> Virtuozzo Update Wizard on the Windows Start menu. More information on the wizard is provided in the Keeping your Virtuozzo Containers System Up-to-Date chapter of the Parallels Virtuozzo Containers 4.0 for Windows user's guide.

Preparing for Upgrade

Use the following guidelines to prepare for the Virtuozzo upgrade procedure:

- 1 Carefully read the information given in the Known Issues and Restrictions section at the end of this chapter. This will help you avoid possible problems related to the Virtuozzo Containers upgrade and successfully solve any problems that may appear.
- 2 Check if the Virtuozzo license currently installed on the Hardware Node can be upgraded to support Virtuozzo Containers 4.0. The Virtuozzo Containers software does not support the old licensing format; so, your license needs to be upgraded to be compatible with Virtuozzo Containers 4.0. To check if your license is upgradable, follow the https://register.parallels.com/vz_key_maintenance/ link, enter your license key number and the email that was used when you purchased the license in the fields provided and click the Check Maintenance button. You will then be informed if your license can be automatically upgraded.

If your license cannot be upgraded automatically, please turn to the Upgrading License Manually section below to learn how you can upgrade your license manually.

- 3 Obtain the Virtuozzo Containers 4.0 distribution set. You can do this in one of the following ways:
 - Follow the <http://www.parallels.com/en/download/virtuozzo4/win/> link and download the `vzinstall.exe` utility. Run this utility to download the Virtuozzo Containers 4.0 distribution to your server and install it there, if necessary.
 - Follow the <http://www.parallels.com/en/download/virtuozzo4/win/> link and download the appropriate zip archive containing the Virtuozzo Containers 4.0 installation files to your server.
- 4 As with any major changes to the hard disk, it is recommended that you:
 - back up all Containers that exist on your Hardware Node;
 - perform a full backup of the entire Virtuozzo server using a third-party software. For example, you can make use of the Acronis® True Image Echo™ Enterprise Server (a free trial version is available at <http://www.acronis.com/enterprise/download/ATIESWin/>) software allowing you to quickly create an exact copy of your server and to easily restore the entire system if something goes wrong during the upgrade. To ensure the full backup consistency, all the Containers should be stopped during the backing up.

Upgrading License Manually

Generally, your license is automatically upgraded to support Virtuozzo Containers 4.0 during the installation if you have a valid SUS (Software Update Service) or Maintenance contract with Parallels (formerly SWsoft). If you do not have such a contract, please contact your sales representative for further information.

If you have a valid SUS or Maintenance contract, but the checking procedure has detected that your license is not upgradable, use one of the following methods to obtain an upgraded license:

- Follow the https://register.parallels.com/vz_key_upgrade/ link, enter your license key number and the email that was used when you purchased the license in the fields provided and click the **Upgrade** button. You will then receive an email containing the new Virtuozzo Containers 4.0 product key.
- Contact your sales representative and request a license upgrade.
- If you have access to the KA (Parallels Key Administrator) server, log in to this server and upgrade your license manually.

You will have to manually enter the upgraded license key during the Virtuozzo Containers upgrade.

Notes: 1. Even if your license is not upgradable, you can still upgrade to Virtuozzo Containers 4.0. However, you will need to install a valid license on the Hardware Node before you can start using the Virtuozzo Containers software.

2. Detailed information on Virtuozzo licenses is provided in the **Managing Hardware Nodes** chapter of the **Parallels Virtuozzo Containers User's Guide**.

Upgrading Virtuozzo Software

You can initiate the upgrade procedure in one of the following ways:

- Using the `vzinstall.exe` utility:
 - If you are running the `vzinstall.exe` utility in the 'Download and install' mode, the Virtuozzo Containers upgrade procedure is automatically started after the Virtuozzo Containers distribution set has been downloaded to your Hardware Node.
 - If you are running the `vzinstall.exe` utility in the 'Download only' mode, copy the downloaded distribution files to the server where you wish to upgrade to Virtuozzo Containers 4.0 and execute the `virtuozzo4.0_<arch>.exe` file.

Detailed information on the `vzinstall.exe` utility is provided in the [Parallels Virtuozzo Containers Installation Guide](#).

- If you have downloaded a zip archive containing the Virtuozzo Containers 4.0 installation files from the Parallels web site, unzip the archive to a folder on your server and run the `virtuozzo4.0_<arch>.exe` file.

Whatever method you choose, you will have to complete the following steps to upgrade to Parallels Virtuozzo Containers 4.0:

- 1** At the beginning of the process, you will be asked to upgrade the Virtuozzo license currently installed on the Hardware Node. Virtuozzo Containers 4.0 does not support the old licensing format. So, it checks if a valid Virtuozzo license is installed on the Node and if the license can be upgraded to support Virtuozzo Containers 4.0. When deciding on the license upgrade, keep in mind the following:
 - You should have an active Internet connection for the license upgrade to complete.
 - You can decline the license upgrade and enter the upgraded license later. Please consult the previous section for information on how you can manually upgrade your Virtuozzo license.
 - If you decline to upgrade the license or your license is non-upgradable, you will be prompted to enter a valid Virtuozzo 4.0 license at the end of the upgrade procedure.
 - Once your license is upgraded, you will not be able to auto-return to the old licensing format. If, however, you decide to downgrade to one of the previous versions of the Virtuozzo Containers software, please contact the Parallels support team.
- 2** On the **Welcome** screen, click **Next** to proceed with the installation.
- 3** On the **Terms of License Agreement** screen, accept the Parallels end user license agreement by selecting the **I accept the terms in the license agreement** radio button and clicking **Next**.
- 4** On the **User Information** screen, enter the necessary information in the fields provided and click **Next**.
- 5** On the **Locations of Parallels Virtuozzo Containers Data and Program Files** screen, review the location of Virtuozzo Containers program files and the folders for keeping all Container data and Virtuozzo Containers backups. Click **Next** to proceed with the wizard.

- 6 On the Ready to Install the Program screen, click the Install button to start upgrading your Virtuozzo Containers software. During the upgrade:
- All Containers (including the Service Container) on the Hardware Node are stopped for the time needed to upgrade your Virtuozzo Containers installation. Upon the upgrade completion, the corresponding Containers will automatically be started again.
 - The old Virtuozzo program files and Virtuozzo tools are removed from the Hardware Node.
 - You are asked to restart your system. To this effect, click OK in the Virtuozzo upgrade dialog window. After the system reboot, the Parallels Virtuozzo Containers Installation wizard automatically continues upgrading the Virtuozzo Containers software on your Hardware Node.
 - The Virtuozzo Containers 4.0 program files and Virtuozzo tools 4.0 are installed on the Hardware Node.
 - You may also be prompted to add additional Windows Server 2003 components to your Host OS. These components represent standard Windows applications and are necessary to provide Containers you will create on the Hardware Node with the corresponding functionality. When adding the components, you will need to provide a path to the Windows Server 2003 distribution files.

Note: Please use the same Windows Server 2003 distribution kit as the one installed on your Hardware Node.

- Choose the set of Windows Server 2003 system services to be launched inside newly created Containers on their start. Turn to the Installing Virtuozzo Containers Software section of the Parallels Virtuozzo Containers Installation Guide for detailed information on Windows system services sets.

Verifying Virtuozzo Upgrade

Use the following procedures to verify that your system has been successfully upgraded to Parallels Virtuozzo Containers 4.0:

- Check that your Virtuozzo license has been successfully upgraded. You can do this using Parallels Infrastructure Manager (formerly Virtuozzo Control Center), Parallels Management Console (formerly Virtuozzo Management Console), or the `vzlicview` command-line utility. If the license was not upgraded during the Virtuozzo Containers upgrade, turn to the **Upgrading License Manually** section to learn how you can perform a manual upgrade of your license. After manually upgrading the license, install it on your Hardware Node using one of the aforementioned tools.

Detailed information on managing Virtuozzo licenses is provided in the **Managing Hardware Nodes** chapter of the **Parallels Virtuozzo Containers User's Guide**.

- Check that you can log in to your Hardware Node by means of Parallels Infrastructure Manager and Parallels Management Console.
- Check that all Containers (formerly Virtual Environments) on the Hardware Node can be started and stopped (using Parallels Infrastructure Manager, Parallels Management Console, and Virtuozzo command-line utilities).
- Check that you can log in to your Containers using Parallels Power Panel (previously known as Virtuozzo Power Panels).

Known Issues and Restrictions

The following issues should be taken into account when upgrading to Parallels Virtuozzo Containers 4.0:

- Parallels Virtuozzo Containers 4.0 uses a new license format. Make sure that your current license is upgradable or that you have a new Virtuozzo Server license before the upgrade procedure.
- The support for manually managing VE ID pools for all Hardware Nodes included in a Virtuozzo cluster has been dropped. In Virtuozzo Containers 4.0, Container IDs are automatically allocated within a Virtuozzo Group.
- New `vzabackup/vzarestore` utilities are introduced in Virtuozzo Containers 4.0 for managing Container backups. If you are backing up Containers to be restored on Hardware Nodes running Virtuozzo 3.5.1 SP1 or restoring VE backups made with the help of Virtuozzo 3.5.1 SP1, use the `vzbackup/vzrestore` utilities instead.
- It is not possible to renew a backup created with Virtuozzo 3.5.1 SP1 in Parallels Infrastructure Manager or Parallels Power Panel. As a workaround, perform the deletion of the old backup and the creation of a new one as two separate actions.
- All permissions involving the roles created on 3.5.1 SP1 Hardware Nodes using Virtuozzo Control Center are not kept after upgrading to Virtuozzo Containers 4.0. So, to continue using these roles on the upgraded Hardware Nodes, you must edit them one by one and reset the needed permissions.
- The passwords of Virtuozzo Control Center users (except for the password of the 'Administrator' user) are not kept after the upgrade to Virtuozzo Containers 4.0. To continue using the old user names to log in to Parallels Infrastructure Manager, use the **Forgot your password?** link on the **Login** page.
- The submitted VE requests are not kept in Parallels Infrastructure Manager after the upgrade to Virtuozzo Containers 4.0. They should be processed (approved or rejected) before the upgrade.
- The settings related to the Container requesting functionality are not kept after the upgrade to Virtuozzo Containers 4.0. To re-enable this functionality, follow the **Workflow** link under the **Management** group on the Parallels Infrastructure Manager left menu and configure the necessary settings on the **Setup** tab of the **Workflow** window.
- The disabled Virtuozzo Control Center users are not kept after the upgrade to Virtuozzo Containers 4.0. To preserve a VZCC user, make sure that her/his login is enabled before starting the upgrade procedure.
- After upgrading Hardware Nodes running the Virtuozzo 3.5.1 SP1 software and participating in a Virtuozzo cluster (a Virtuozzo Group counterpart) to Virtuozzo Containers 4.0, their membership in the cluster is not kept. If you wish to continue centrally managing your Nodes using Parallels Infrastructure Manager, you should create a new Virtuozzo Group and include all the upgraded Hardware Nodes in this Group.
- You cannot restore individual system files from VE backups created on Hardware Nodes that were running Virtuozzo 3.5.1 SP1 and, afterwards, upgraded to Virtuozzo Containers 4.0. To restore a system file from such a Container backup, you should restore the Container as a whole.
- Logging in to the Hardware Node via Parallels Management Console and Parallels Infrastructure Manager with the `vzagent` credentials is not supported after upgrading this Node to Virtuozzo Containers 4.0. Please use the Administrator credentials instead.



- The 'Virtuozzo Control Center Users Self-Registration' functionality present in previous versions of the Virtuozzo software and used by new users to self-register in Virtuozzo Control Center and request VEs is no longer supported in Virtuozzo Containers 4.0. Instead, you can register external user databases in Parallels Infrastructure Manager and allow any users from the registered databases to request Containers by assigning the *Workflow User* role to these users.

Upgrading From SWsoft Virtuozzo 4.0 Release Candidate

The following section provides information on how to upgrade Hardware Nodes running SWsoft Virtuozzo 4.0 Release Candidate to Parallels Virtuozzo Containers 4.0.

Preparing for Upgrade

Please use the following guidelines to prepare for the Virtuozzo upgrade procedure:

- 1 Carefully read the information given in the **Known Issues and Restrictions** section at the end of this chapter. This will help you avoid possible problems related to the Virtuozzo Containers upgrade and successfully solve the problems, should they appear.
- 2 Obtain the Virtuozzo Containers 4.0 distribution set. You can do this in one of the following ways:
 - Follow the <http://www.parallels.com/en/download/virtuozzo4/win/> link and download the `vzinstall.exe` utility. Run this utility to download the Virtuozzo Containers 4.0 distribution to your server and install it there, if necessary.
 - Follow the <http://www.parallels.com/en/download/virtuozzo4/win/> link and download the appropriate zip archive containing the Virtuozzo Containers 4.0 installation files to your server.
- 3 Follow the <http://download.swsoft.com/virtuozzo/virtuozzo4.0/windows/40rcupgrade/vtupgrade40rc-40rtm-4.0.0-16.swsoft.zip> link and download the `vtupgrade40rc-40rtm-4.0.0-16.swsoft.zip` file. This file contains the pre-upgrade and post-upgrade scripts that you should run on the Hardware Node before and after the Virtuozzo software upgrade, respectively.
- 4 As with any major changes to the hard disk, it is recommended that you:
 - back up all Containers that exist on your Hardware Node;
 - perform a full backup of the entire Virtuozzo server using a third-party software. For example, you can make use of the Acronis® True Image Echo™ Enterprise Server (a free trial version is available at <http://www.acronis.com/enterprise/download/ATIESWin/>) software allowing you to quickly create an exact copy of your server and to easily restore the entire system if something goes wrong during the upgrade. To ensure the full backup consistency, all the Virtual Environments should be stopped during the backing up.

Upgrading Hardware Node

To upgrade your Hardware Node, perform the following operations:

- 1 Extract the `vtupgrade40rc-40rtm-4.0.0-16.swsoft.zip` archive to a folder on your Hardware Node. This archive contains the `preUpgrade.vbs` and `postUpgrade.vbs` scripts that will help you smoothly upgrade your current Virtuozzo 4.0 Release Candidate installation.
- 2 Run the `preUpgrade.vbs` script to prepare the Hardware Node for the upgrade.
- 3 Upgrade the Virtuozzo software on the Hardware Node.
- 4 Run the `postUpgrade.vbs` script to complete the upgrade procedure on the Hardware Node.

Detailed information on these steps is provided in the following subsections.

Running Pre-Upgrade Script

Before starting to upgrade your Hardware Node, you should run the `preUpgrade.vbs` script on it. To this effect:

- 1 Extract the `vtupgrade40rc-40rtm-4.0.0-16.swsoft.zip` file to a folder on the Node.
- 2 Open the `cmd.exe` command line interpreter by selecting **Programs --> Accessories --> Command Prompt** on the Windows Start menu.
- 3 Go to the folder where the `preUpgrade.vbs` script is located:

```
C:\...\Administrator>cd "Script_Folder"
```

- 4 Run the following command:

```
C:\...\Administrator>cscript preUpgrade.vbs
```

When executed, the script examines the Hardware Node configuration and performs all the operations necessary to prepare the Node for the upgrade. It may also inform you that some of your current configuration parameters will not be kept during the upgrade procedure. In this case you will be presented with the corresponding warning messages and can proceed as follows:

- Ignore the displayed warnings and continue the script execution by typing 'Y' and pressing Enter.
- Interrupt the script execution by typing 'N' and pressing Enter.

Important! You can upgrade to Virtuozzo Containers 4.0 without running the `preUpgrade.vbs` and `postUpgrade.vbs` scripts. However, in this case the main Virtuozzo configuration parameters (Virtuozzo Group configuration parameters, configured role permissions, logical folders structure, VE statistics, etc.) will be lost during the upgrade.



Upgrading Virtuozzo Containers Software

You can initiate the Virtuozzo Containers software upgrade procedure in one of the following ways:

- Using the `vzinstall.exe` utility:
 - If you are running the `vzinstall.exe` utility in the 'Download and install' mode, the Virtuozzo Containers upgrade procedure is automatically started after the Virtuozzo Containers distribution set has been downloaded to your Hardware Node.
 - If you are running the `vzinstall.exe` utility in the 'Download only' mode, copy the downloaded distribution files to the server where you wish to upgrade to Virtuozzo Containers 4.0 and execute the `virtuozzo4.0_<arch>.exe` file.

Detailed information on the `vzinstall.exe` utility is provided in the [Parallels Virtuozzo Containers Installation Guide](#).

- If you have downloaded a zip archive containing the Virtuozzo Containers 4.0 installation files from the Parallels web site, unzip the archive to a folder on your server and run the `virtuozzo4.0_<arch>.exe` file.

Whatever method you choose, you will have to complete the following steps to upgrade to Parallels Virtuozzo Containers 4.0:

- 1 On the **Welcome** screen, click **Next** to proceed with the installation.
- 2 On the **Terms of License Agreement** screen, accept the Parallels end user license agreement by selecting the **I accept the terms in the license agreement** radio button and clicking **Next**.
- 3 On the **User Information** screen, enter the necessary information in the fields provided and click **Next**.
- 4 On the **Locations of Parallels Virtuozzo Containers Data and Program Files** screen, review the location of Virtuozzo Containers program files and the folders for keeping all Container data and Virtuozzo Containers backups. Click **Next** to proceed with the wizard.
- 5 On the **Ready to Install the Program** screen, click the **Install** button to start upgrading your Virtuozzo Containers software. During the upgrade:
 - All Containers (including the Service Container) on the Hardware Node are stopped for the time needed to upgrade your Virtuozzo Containers installation. Upon the upgrade completion, the corresponding Containers will automatically be started again.
 - The old Virtuozzo program files and Virtuozzo tools are removed from the Hardware Node.
 - You are asked to restart your system. To do this, click **OK** in the **Virtuozzo upgrade** dialog window. After the system reboot, the **Parallels Virtuozzo Containers Installation** wizard automatically continues upgrading the Virtuozzo Containers software on your Hardware Node.
 - The Virtuozzo Containers 4.0 program files and Virtuozzo tools 4.0 are installed on the Hardware Node.
 - You may also be prompted to add additional Windows Server 2003 components to your Host OS. These components represent standard Windows applications and are necessary to provide Containers you will create on the Hardware Node with the corresponding functionality. When adding the components, you will need to provide a path to the Windows Server 2003 distribution files.

Note: Please use the same Windows Server 2003 distribution kit as the one installed on your Hardware Node.

- Choose the set of Windows Server 2003 system services to be launched inside newly created Containers on their start. Turn to the **Installing Virtuozzo Containers Software** section of the **Parallels Virtuozzo Containers Installation Guide** for detailed information on Windows system services sets.

Running Post-Upgrade Script

After you have upgraded the Virtuozzo Containers software on the Hardware Node, run the `postUpgrade.vbs` script to perform a number of post-upgrade operations and complete the upgrade procedure. To this effect:

- 1 Open the `cmd.exe` command line interpreter by selecting **Programs --> Accessories --> Command Prompt** on the Windows **Start** menu.

- 2 Go to the folder where the `postUpgrade.vbs` script is located:

```
C:\...\Administrator>cd "Script_Folder"
```

- 3 Run the following command:

```
C:\...\Administrator>cscript postUpgrade.vbs
```

Verifying Virtuozzo Upgrade

Follow these steps to verify that your system has been successfully upgraded to Parallels Virtuozzo Containers 4.0:

- Check that you can log in to your Hardware Node using Virtuozzo tools 4.0: Parallels Infrastructure Manager and Parallels Management Console (previously known as Virtuozzo Control Center and Virtuozzo Management Console, respectively).
- Check that all Containers (formerly Virtual Environments) on the Hardware Node can be started and stopped (using Parallels Infrastructure Manager, Parallels Management Console, and Virtuozzo command-line utilities).
- Check that you can log in to your Containers using Parallels Power Panel (previously known as Virtuozzo Power Panels).

Known Issues and Restrictions

The following issues should be taken into account when upgrading to Parallels Virtuozzo Containers 4.0:

- When upgrading a Hardware Node running the IA64 version of Windows Server 2003:
 - first upgrade the remote Node hosting the Service Container to be used by the IA64 Hardware Node during the Service Container recreation;
 - then proceed with the IA64 Node upgrade.
- Detailed information on installing the IA64 version of Virtuozzo Containers 4.0 is provided in the **Parallels Virtuozzo Containers Installation Guide**.



- The Parallels Agent software has been optimized in Parallels Virtuozzo Containers 4.0 in comparison with SWsoft Virtuozzo 4.0 Release Candidate to speed up the Container backup process. However, this improvement in the Parallels Agent software makes it impossible to perform any backup-related operations between Virtuozzo 4.0 Release Candidate and Virtuozzo Containers 4.0 Hardware Nodes. For example, you cannot use a Node running Virtuozzo 4.0 Release Candidate as the Backup Node for Containers residing on a Node having Virtuozzo Containers 4.0 installed.
- You cannot migrate Containers residing on Hardware Nodes running SWsoft Virtuozzo 4.0 Release Candidate to Nodes having the Parallels Virtuozzo Containers 4.0 software installed.
- During the upgrade from SWsoft Virtuozzo 4.0 Release Candidate to Parallels Virtuozzo Containers 4.0, the Service Container on the Hardware Node is recreated and the IP address assigned to it is replaced with a new one automatically generated by Virtuozzo Containers. So, if your Service Container had a manually set IP address, you should reassign it after the upgrade.
- The passwords of Virtuozzo Control Center users belonging to the VZCC “Internal” authentication database are not kept after the upgrade. To continue using the old user names, log in to Parallels Infrastructure Manager (former VZCC) as Administrator and reset the needed passwords.
- The configuration parameters of Hardware Nodes participating in a Virtuozzo Group are not kept after the upgrade. To continue using these Nodes within the Virtuozzo Group, include the upgraded Nodes in the Virtuozzo Group again and reset the necessary configuration parameters.

Rolling Back to Previous Virtuozzo Version

This section describes how to roll back an unsuccessful upgrade from Parallels Virtuozzo Containers 4.0 to Virtuozzo 3.5.1 Service Pack 1 or Virtuozzo 4.0 Release Candidate.

If the upgrade operation was unsuccessful, you can use one of the following ways to return the system to its original state:

- If you created a backup of the entire Virtuozzo server (e.g. using the Acronis® True Image Echo™ Enterprise Server software) before the upgrade, perform a full system restore by following the instructions given in the corresponding product documentation.
- If you backed up all Virtual Environments that existed on the Hardware Node before the upgrade, but did not create a full backup of the Virtuozzo server, do the following:
 - reinstall the Windows Server 2003 operating system on the Node;
 - install the original version of Virtuozzo on the Node (Virtuozzo 3.5.1 Service Pack 1 or Virtuozzo 4.0 Release Candidate);
 - restore the Virtual Environments from their backups on the Node.

Before you start the rollback operation, use the **Submit Support Issue** wizard to contact the Parallels support team and inform it of the problem you have encountered (to invoke the wizard, click **Programs --> Parallels --> Virtuozzo --> Submit Support Issue** on the Windows **Start** menu or type `vzreport.exe` in the command line). This wizard automatically collects the necessary Virtuozzo logs, network, system, and troubleshooting information into a single file and downloads it to the Parallels technical support server. It does not send your private information to Parallels.

If it is impossible to make use of the **Submit Support Issue** wizard, please back up the log files generated during the Virtuozzo Containers upgrade procedure and send them to the Parallels support team. Please provide the support team with the following log files:

- all files stored in the `<system_drive>:\vzlog` folder;
- the files located in the `<system_drive>:\Windows` folder, having the `.log` extension, and created or modified during the upgrade (you can sort out these files by clicking the **Date Modified** column in the `<system_drive>:\Windows` folder).

Getting Technical Support

If you experience any problems related to upgrading your Virtuozzo software to Parallels Virtuozzo Containers 4.0, proceed as follows:

- If you have a Customer Relationship manager or a dedicated support engineer assigned to your company, please feel free to contact them for any questions related to the Virtuozzo Containers 4.0 upgrade.
- In all other cases, use one of the following ways to get technical support from Parallels (available 24/7 via email and phone):
 - Open a support ticket by filling in a special support form at <https://www.parallels.com/en/support/virtuozzo/request/> or submitting a support request using the `vzreport` utility. You can then use the Parallels Support RT self-service interface available at <https://support.parallels.com> to open and track your ticket.
 - If your support plan includes phone assistance, call 866.248.8906 (toll-free for US and Canada customers) or +1.703.286.2196 (internationally).

Problem Escalation

We make every effort to ensure that your problems are processed quickly and effectively. If, however, there are delays in processing your ticket past the time period that is stated in your support contract, you can escalate the problem by opening the <http://kb.parallels.com/en/5850> page and using the instructions provided on this page.