

**NORMAN**  
**EndpointManager**

## Migrating NVC5 clients to Endpoint Protection v9



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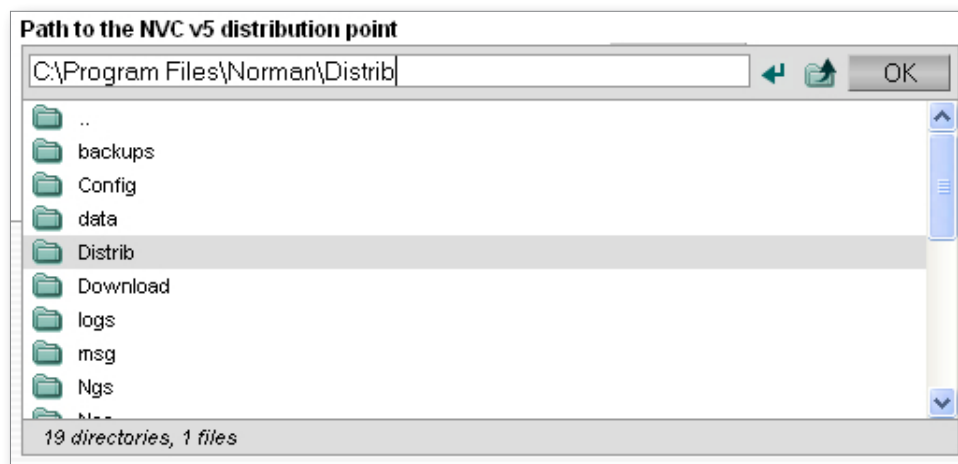
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## Migrate (Toplevel Manager only)

The **Migrate** option allows you to write migration data to an existing NVC5 distribution point to migrate all subscribing clients over to the Endpoint Manager realm.

1. Select **Settings > Migrate**.
2. On the following screen you need to provide the path to the old NVC5 distribution point, normally hostname or IP address followed by share distribution folder, for example  
\\sharehost\norman\distrib.

► **You must have read/write rights to the folder/share you're migrating.**



3. Next a confirmation dialog will ask you to confirm migration. Click **OK**.
4. If migration was successful, the clients that were managed by the old NVC v5 installation will be updated to Endpoint Protection and managed by Endpoint Manager. However, this process may take some time and you will receive a restart request on those clients when the upgrade process is complete.

## Migration of corporate NVC5 clients

When performing a migration of an existing Norman v5 distribution server from the Endpoint Manager, all clients belonging to this server will be upgraded by default.

In some instances, a partial upgrade of the network is required, for example upgrade clients before servers, upgrade a single client to ensure compatibility etc. There are different ways to achieve the desired end-result, and these are step-by-step procedures for some of them:

### Pre-requisites for all procedures

- Existing distributed NVC5 network where clients receive updates from an NVC5 distribution server.
- Clients meet the requirements for installing Endpoint Protection (software and hardware).
- Installed and configured Endpoint Protection environment, including Endpoint Manager.



#### Note well

The 64-bit platform is not supported in the current version of the Endpoint Manager. NVC5 clients running on this platform must therefore be manually updated.

## Common tasks for all procedures

1. On an **NVC5 distribution server**:
  - a) Copy the shared Norman folder (default `c:\program files\norman\`) including sub folders to an alternate location, for example `c:\program_files\norman_migrate\`.
  - b) Share the directory copy (for example `Norman_migrate`).
2. On the **Endpoint Manager**:
  - a) Log in to Norman Endpoint Manager.
  - b) Go to **Settings > Migrate**.
  - c) Enter the path to the new shared folder (for example `\\<computername>\Norman_Migrate\distrib`).

## Migrate single client - 1

This procedure is the best choice if you don't know the hostname of the client, or if you want to initiate the update from the client itself instead of from the distribution server. This procedure may also be scripted, for example via a login script.

1. Make sure you have performed all steps under "Common tasks for all procedures" above.
2. On **NVC5 distribution server**:
  - a) Copy all files from `...\Norman_Migrate\distrib\download` to `...\Norman\distrib\download`. This is necessary for client upgrade to the distribution folder, except the file initiating the upgrade.
3. On the client that is to be upgraded:
  - a) Navigate to the `Norman_Migrate` share on the distribution server.
  - b) Copy the file `Norman_Migrate\distrib\nvc\config\mig2nss7.nts` to the local config directory (default `c:\program files\norman\config\`).
  - c) The client will automatically be upgraded the next time Zanda—the agent—checks for changes. You can accelerate the process by entering `zanda /updatenow` from the command prompt. Installation normally takes 2-10 minutes. 1-2 restarts are necessary before migration is completed.

## Migrate single client - 2

This procedure lets you migrate a single client directly from the NVC5 distribution server without physically accessing the client. You must know the hostname of the client you wish to migrate.

1. Make sure you have performed all steps under "Common tasks for all procedures" above.
2. On **NVC5 distribution server**:
  - a) Locate the configuration file used by the client. Unless you have a special setup involving different configuration files, the location is `...\norman\distrib\nvc\config\default.ndf`.
  - b) Make a copy of the configuration file and place it in the same directory as the original. Rename the copy to `<hostname>.ndf` where `<hostname>` reflects the name of the client you wish to migrate. If the client you wish to upgrade is named `client01`, the copy of the configuration file should be renamed `client01.ndf`.
  - c) Double-click the configuration file you just created (for example `client01.ndf`), and on the LAN/WAN tab, change the **Share name** to reflect the share created under 'Common tasks for all procedures', step 1b.
  - d) The client will receive the new configuration file the next time it checks the distribution server

for a new configuration. **The default is every 5 minutes.**

- e) After receiving the new configuration file, the client will look for new files in the new share location the next time it's scheduled to download updates. **The default is once per hour.** The new share is prepared for migration, so the client will start the migration process.

The speed of this procedure depends on how often the client is configured to look for configuration file and software updates, but normally the client will be upgraded within a couple of hours. The client will require one or more restarts before the migration process is complete.

## Migrate a group of clients using different configuration files

For this upgrade scenario to work, existing NVC5 infrastructure must be configured in such a way that different groups of clients receive their updates from different configuration files. See NVC's *Administrator's Guide* under the section 'Configuration - Using environment variables to distribute diverse configuration/task files to different user groups' for more information on how to configure this.

1. Make sure you have performed all steps under "Common tasks for all procedures" on page 5.
2. Open the configuration file for the client you wish to migrate by double-clicking it.
3. On the LAN/WAN tab, change the share name to the newly shared folder (for example `Norman_Migrate`).
4. The clients will receive the new configuration file the next time it checks the distribution server for a new configuration. **The default is every 5 minutes.**
5. After receiving the new configuration file, the clients will look for new files in the new share location the next time it is scheduled to download updates. **The default is once per hour.** The new share is prepared for migration, so the client will start the migration process.
6. Clients are upgraded the next time they look for changes on the distribution server (or you can run `zanda /updatenow` on the clients to initiate a client to look for updates immediately).

## Migrating the NVC5 distribution server to Norman Endpoint Protection client

The migration process initiated from Endpoint Manager is designed to migrate only the clients that receive upgrades from an NVC5 distribution server, not to upgrade the distribution server itself. Upgrading the distribution server requires the following additional steps:

On the **NVC5 distribution server**:

1. Copy `...\norman\distrib\nvc\config\mig2nss7.nts` to `...\norman\config\`.
2. The migration will start the next time Norman looks for changes. To initiate the process immediately, click **Start > Run** and enter `zanda /updatenow`.
3. The migration will start in the background. The entire upgrade process normally takes 5-10 minutes and requires one or more restarts of the server.
4. If it's not used as distribution point anymore, i.e. all clients are already migrated, delete the `\distrib` folder to avoid unnecessary file transfers.

## Migrate standalone clients

If NVC is installed in standalone mode, i.e. updating directly from the Internet without involving a server or updating any other client, you can still migrate these clients to Norman Endpoint Protection.

There are two ways of migrating standalone clients, as you may want to include this client in an existing Endpoint Protection realm, or keeping it as a standalone installation.

**Join a client to an existing realm**

To migrate a NVC standalone client to Endpoint Protection and join to an existing realm, you must:

1. Copy all \*.nsa files from `\norman\distrib\download` on the Endpoint Manager to the `\norman\download` folder on the client.
2. Copy the file `mig2nss7.nts` from the folder where you created the MSI installers on the Endpoint Manager to the `\norman\config` folder on the client.

After these steps have been performed, the client will start processing the NSA packages and migrate to Endpoint Protection. After all restart requests are executed, the client will fetch updates from the Endpoint Manager and will be managed as any other client.

Remember to check that the client is able to resolve the DNS name set for the Endpoint Manager during the realm setup.

#### Keep the client as standalone

To migrate an NVC standalone client to Endpoint Protection as a standalone, you must:

1. Copy all \*.nsa files from `\norman\distrib\download` from any Endpoint Manager to the `\norman\download` on the client.
2. Create an empty `mig2nss7.nts` file in the client's `\norman\config` folder. You can for example use Notepad to create the file. This file can be removed as soon as the client asks for a restart.

After these steps have been performed, the client will start processing the NSA packages and migrate to Endpoint Protection. As any standalone installation, it will fetch updates from the Internet and will not report to any server.



#### Note

For a successful migration, the Endpoint Manager should have downloaded files for the client's operating system and the language of the current NVC installation. If not, the NSA packages you are copying will not be installed. You can verify this information under the **Products** tab on the Endpoint Manager console. If the operating system or the NVC language is missing, select the correct component(s) and run an Internet Update before copying the NSA files.

## Installing Endpoint Manager on the same server as the existing NVC5 distribution server



#### Note

Unless you plan to upgrade the entire network to NPRO, the following procedure should not be used as it will no longer download updates for existing NVC5 clients.

All of the following tasks should be performed on the computer serving as NVC5 distribution server:

1. Download the latest available definition files and software from Norman by starting Norman Internet Update (right-click the Norman tray icon and select **Norman Internet Update**).
  - a) If new files were downloaded, make sure new components are installed before you proceed.
2. Create a new folder, for example `c:\Program Files\NewFolder`.
3. Copy the `...\distrib` folder from the original Norman folder (default `c:\norman` or `c:\program files\norman`) to the newly created folder. Make sure to keep the same folder structure (`c:\`

