ProfileUnity™
with FlexApp™ Technology

Guide for Upgrading to
Version 5.5
Introduction

This guide has been authored by experts at Liquidware Labs in order to provide information and guidance concerning the process of upgrading older versions of ProfileUnity to version 5.5.

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ProfileUnity with FlexApp Technology Overview

Award-winning ProfileUnity™ is a feature-rich, affordable user virtualization and virtualized software distribution solution for both virtual desktop deployments and physical PCs. ProfileUnity decouples user profiles, settings and data from the operating system for migration to VMware View, Citrix XenDesktop, or any platform that supports Windows OS, making it the ideal bridge solution for heterogeneous environments running physical, virtual and Terminal Services sessions.

ProfileUnity delivers a flexible universal profile that is compatible across multiple Windows versions. With no software to distribute to individual desktops, this cost-effective solution separately stores and infuses user profiles, configurations, and data into the Windows OS in seconds at login, enabling organizations to be more flexible than ever before with their desktops.

Currently for use with non-persistent virtual desktops, ProfileUnity’s FlexApp technology is designed to allow administrators to deploy corporate or department installed applications (DIA) or users to install their own applications (UIA) without affecting the underlying base image of virtual machines. FlexApp enables a potentially limitless number of applications to be stored separately from the Windows operating system yet ‘snapped-in’ in only seconds at login. Applications look native to the operating system, enabling compatibility of thousands of more applications than with other methods of application virtualization. FlexApp addresses a need in the virtual desktop market to empower virtual desktop users to install the applications they need to be productive. UIA applications are self-managed by user who is responsible for all updates and the ongoing viability of the application.

Award-Winning ProfileUnity offers these key advantages:

- ProfileUnity retains profiles in native Windows® formats, which keeps them backward and forward compatible across Windows operating systems, including Windows XP/Vista/Server 2003/2008/Windows 7. ProfileUnity is the perfect solution to harvest user profiles and user data from Windows XP environments in preparation for migration to Windows 7.
- Any platform that runs Windows OS can utilize ProfileUnity for profile management, including VMware® View, Citrix® XenDesktop, Terminal Services sessions and physical machines. So you can use one solution for your entire desktop environment. User Profiles, User Authored Data, and Application Data Settings (even between mixed versions) are dynamically made available to any desktop Windows OS at every login.
- ProfileUnity runs as a standalone system. No backend systems or proprietary databases are required. The lightweight client installs to endpoints without the need for software distribution or user downtime. ProfileUnity is priced an average of 40 to 50 percent less than other user virtualization offerings, for faster ROI and a lower overall budget.
- ProfileUnity offers sophisticated features including Context-Aware Filters, Integration with Microsoft® Active Directory, Drive Mappings, Automated Folder Redirection and more.

Innovative FlexApp technology provides key benefits to customers, including:

- Simplifies management of non-persistent Windows environments dramatically because fewer master images must be maintained
- Promotes greater desktop virtualization ROI and economies of scale because more workers can use the virtual desktop infrastructure
- Reduces desktop administrator time on maintenance and troubleshooting activities
• Significantly lowers TCO as organizations realize optimal license use and reduce storage requirements
• Virtualizes the installation of an application location, not the application itself, thus appears native to the OS, therefore, applications are instantly usable without any modifications

For the most part, customers choose ProfileUnity to automate many of the processes around managing their user profiles, user data and the resources (including printers, drive, applications, etc.) that are assigned to users.

The top reasons that customers deploy ProfileUnity include:

• Speeding up user login times
• Moving user-authored data to the network
• Migrating user profiles to new environments or upgraded OS
• Configuring desktops with assigned shortcuts, drives, printers, etc.
• Capturing and portability of user installed applications
Upgrading ProfileUnity from Prior Versions to 5.5

If you are running a prior version of ProfileUnity in your environment, you will want to save a Backup of all your user and environment settings that you currently have. The Configuration Management, Filter Management, and Portability Management customizations can later be added back to the new version of ProfileUnity you install into your environment. All ProfileUnity configuration settings are saved in a PostgreSQL database which you will use in performing your backup and restore procedures.

If you do not backup your existing ProfileUnity settings before installing the new version of software, you will not be able to recover them. They will be overwritten with the default settings.

Starting with Version 5.5, ProfileUnity is available only as a standalone product. ProfileUnity is no longer included as part of the Liquidware Labs virtual appliance.

Only databases from Version 4.8.1, 5.0, and 5.2 are compatible with ProfileUnity 5.5. If you need to upgrade versions prior to 4.8.1, please contact our Support Team.

To find out which version of the ProfileUnity Management Console you are running, open the Management Console and look in the lower left hand corner for the version number. You can compare this version number with what is available on Liquidware Labs Software Download Area (http://www.liquidwarelabs.com/Download/).
Backing Up Your Legacy Data

To create a backup of your existing settings in your previous version of ProfileUnity:

1. Open the ProfileUnity Management Console, go to the Preferences tab.
2. Select the Backup tab and click on Backup Config.

3. Choose where to save your SQL backup file and click OK.
4. Verify that the backup file was saved on your system in the location that you indicated.
Removing the Old Software and Installing the New

Once you have backed up your ProfileUnity settings, you can now safely remove the old ProfileUnity software and install the new version.

1. From the Start button on your computer, go to Control Panel and select Programs and Features. Right click on ProfileUnity in the list, and select Uninstall.
2. Go to Liquidware Labs’ website (www.liquidwarelabs.com/Download/) to download the new version of the ProfileUnity software.
3. Please review the ProfileUnity Installation & Configuration Guide for more information on software requirements, installation, and configuration. You can download this guide from Liquidware Labs’ Support Documentation Area: www.liquidwarelabs.com/support/documentation.asp
4. Install the new version of the ProfileUnity software. At the end of the installation, you may choose to open the ProfileUnity Legacy Importer (PLI) to import your existing ProfileUnity settings and proceed with the next step in the process or you can do the import at a later time.
Importing Your Legacy Data

After installing ProfileUnity 5.5, the ProfileUnity Legacy Importer (PLI) will help you import your settings database from a prior version of ProfileUnity. To open the PLI, go to Start->All Programs->ProfileUnity.NET->ProfileUnity Legacy Importer.

1. If you need to access the online help information on the upgrade process, click on the **How does this work?** in the upper right hand corner.
2. To get started with the import, click ... to browse for the previously downloaded SQL back up database file.
3. Once you have located the database file, click **GO!** to start the data import.
4. You can monitor the progress of the import in the **Status** window.
5. By default, a new database named **imported.db** will be created to the location you specify for the **Output Path**. Click ... below the **Status** window to select the **Output Path**.
6. To view the new database, click on **Show in Folder**.

**Wipe database before running:** This option is useful if you want to start with a fresh new database. Keep in mind that default data is still contained in the database such as Portability Rulesets. When left unchecked this is a nice way to consolidate multiple legacy databases into a single database. However, if a conflict arises because Configurations, Filters or Portability Settings in the import file are named the same as those in the existing ProfileUnity database, they will not be imported. They will be skipped during the import and the existing settings will remain.
Restoring Your Imported Data

The final step in the upgrade process is to connect the database with the ProfileUnity.NET web interface.

1. Start the ProfileUnity Management Console. Go to your login user ID at the top right of the interface and select Administration from the drop down list. Under Administration Settings, make sure Settings is selected.

2. Scroll down to the Database section and click on Restore Database.
3. Click on ... to browse for the file that was created by the ProfileUnity Legacy Importer.
4. Click Restore to complete the process of restoring your legacy data.
Getting Help Upgrading ProfileUnity

If you have questions or run into issues while upgrading or using ProfileUnity with FlexApp, Liquidware Labs is here to help. Our goal is to provide you with the knowledge, tools, and support you need to be productive.

Using Online Resources

Liquidware Labs maintains various kinds of helpful resources in the Support Area of its website. If you have questions about your product, please use these online resources to your full advantage. The Support Area includes product FAQs, a searchable Solutions Center, documentation, and best practices among other items. Visit our website at http://www.liquidwarelabs.com.

Contacting Support

If you wish to contact our Support staff for technical assistance, please either send us an email or give us a call. Prior to Logging a Case you may want to review these helpful tips:

- Check the Product Documentation included with your Liquidware Labs Product.
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your Liquidware Labs product and environment details such as operating system, virtualization platform version, etc.

You can email support directly at Support@liquidwarelabs.com.

To speak directly with Support, please use the following numbers:

Toll Free in US: 1-866-914-9665
International: +1-678-397-0460