

Upgrading NEO Agility Server Software

April 2018

Preface

This Technical Bulletin describes how to upgrade from a prior version of the NEO Agility software.

New versions of NEO Agility software are available for download to any entitled customer with an active NEO Agility appliance maintenance agreement.

Upgrade Procedure

To upgrade from a previous version of NEO Agility Server software, please follow these steps:

1. Ensure that the system is NOT in **Pending Write Mode**.
2. Set the NEO Agility Server service to **manual**.
3. Reboot the **server** and re-login to the **appliance**.
4. Using Add/Remove Programs in the Windows Control Panel, uninstall the current NEO Agility Server and Alert Module **software**.
5. Reboot the **server** and re-login to the **appliance**.
6. To launch the setup wizard, double-click the NEO Agility **setup application file** (NEOAgilityx64-6.22.2760.400.msi).
7. Follow the instructions provided by the **setup wizard**, accepting defaults and selecting **Typical** for the type of installation.
8. If, during this process, a window is displayed asking which drive NEO Agility should control, select the drive to be controlled (default is **L:**) and click **Next**.
9. When the installation is complete, reboot the **server**.

System configuration and license information is maintained from the previous version.

Technical Support

<http://support.overlandstorage.com>

You can get additional technical support on the internet at the [Overland Storage Support web page](#), or by contacting Overland Storage using the information found on the [Contact Us](#) page on our web site.