

Upgrade Guide

Contents

Bocada Upgrade Procedure	2
Database Backup.....	2
Upgrade Order	2
Multiple Data Collector Servers (DCS)	2
Remote Data Collection (RDC)	2
Pre-Upgrade.....	2
Database Backup	3
Download Installer	3
Pause Schedules (Optional).....	3
Upgrade.....	4
Run Installer	4
After Upgrade	4
Troubleshooting.....	5
Installer Log files	5
Unhandled exception has occurred in your application	5
Cannot find the service configuration file	5
Partially Successful Upgrade	6
Technical Support	8

Bocada Upgrade Procedure

Please review the following requirements and notes to prepare for upgrade to Bocada Enterprise 26.1.01 and later versions.

Database Backup

Always ensure your Bocada database has a recent backup prior to performing an upgrade.

Upgrade Order

Always upgrade the Central Data Collection (CDC) system first. Once the upgrade has been completed the database will be updated as well to support the new version. If you have multiple Bocada Data Collectors it is required or recommended to upgrade them immediately depending on your Bocada system architecture.

Multiple Data Collector Servers (DCS)

If your Bocada system includes multiple Data Collection Servers (DCS) which communicate directly with the Bocada database, you must upgrade all Data Collection Servers at the same time. Data Collection Servers that communicate directly with the database are only compatible when the versions are the same.

Remote Data Collection (RDC)

Bocada installations using RDC provide the ability to upgrade RDC versions from the Bocada UI in bulk, so it is not required to upgrade each RDC directly. The Bocada UI offers an automated way to push the upgrade to RDC systems once the CDC is upgraded, and we recommend successfully pushing the upgrade to a single RDC prior to pushing to all RDC in bulk. RDCs of older versions are compatible, however it is recommended to keep the versions in sync with the CDC.

Pre-Upgrade

Detailed requirements for upgrading your Bocada installation are found in the rest of this section. Please use this checklist to verify that you are ready for the upgrade.

- ☐ Verify that the Bocada database has been backed up recently
- ☐ Record Service logs to install and run the Bocada Services.
- ☐ All configurations and authentication information, number and location of all DCS and IIS UI Application server, as detailed in the [following section](#)
- ☐ Bocada installer executable package downloaded and available on every DCS and App server
- ☐ Please request information from Bocada Support on any additional requirements which may be necessary for your installation

For additional information please reference the Bocada Installation guide or contact [Bocada Support](#) with any questions.

Database Backup

It is **highly recommended** that you back up the Bocada database prior to installing the upgraded version.

Download Installer

The Bocada upgrade package can be downloaded on the Download Center page on Bocada customer support portal. You may access this page using the following link: <https://bocada-support.force.com>

Note 1: Check your Bocada release zip file to see if your browser may have added a “:Zone.Identifier:\$DATA” stream to the zip file. This places a security block on the zip file, and when the contents of the zip file are unzipped they will also have this stream applied to them. To avoid this problem:

- When the zip file is downloaded, right click on the file and select Properties. Look at the bottom and click on the **Unblock** button to unblock the zip file. Unzip the contents of the zip file to another folder and the contents will not be blocked.

Hotfixes patches may also be available for the latest version of Bocada and will be provided by your Bocada engineer.

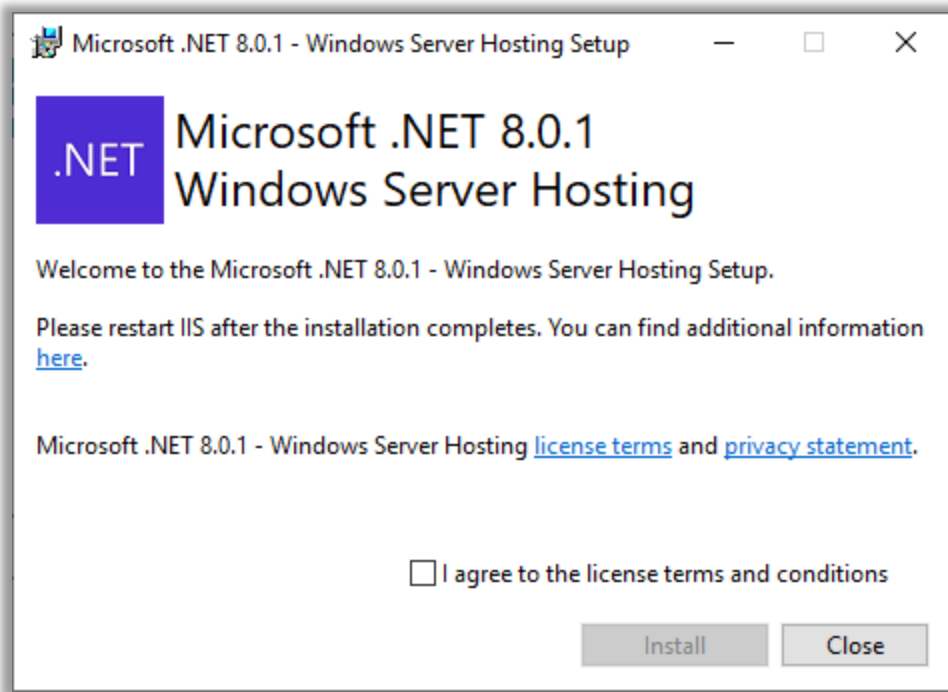
Note 2: In some environments running with Symantec anti-virus the executable file for Bocada build may get flagged and removed by the anti-virus. In those cases, please contact your Symantec support team to exclude the detection of Bocada file or follow a similar process to the following KB article:

<https://community.norton.com/en/forums/clarification-wsreputation1-detection>

Copy the installer and patches to each Data Collection or Application server in your Bocada deployment configuration. You do not need it on your SQL Server.

Pause Schedules (Optional)

You can pause schedules and allow any data collections to complete prior to upgrade. If you have a rare situation long running data collections that take hours to complete, and your Bocada system is part way into those collections then this may be a good option for you. This can be done as follows: Navigate to the *Schedules* view and pause schedules.



Upgrade

You must upgrade the Central Data Collection (CDC) system first as only the upgrade of the Primary DCS will upgrade the database. The Primary DCS performs specialized tasks, such as alerting, scheduled export and email, and it is recommended to keep the Primary on the same server unless planned otherwise. If the CDC is to be renamed or moved, contact [Bocada Support](#) for assistance.

Uninstall Bocada components ONLY if directed by Bocada Support.

Run Installer

CDC (Primary DCS): Run the Bocada installer as Administrator and follow the prompts. When run on the CDC it will upgrade Bocada Database, Data Collection and Application if installed on the server.

Application Server: If your Bocada UI IIS Application runs on a *different* server than the CDC, or if you have more than one Application Server, then perform that upgrade next.

Secondary DCS: If you have configured any additional Bocada DCS then run the Bocada installer and follow the prompts on all Secondary DCS servers where Bocada components are installed.

After Upgrade

All settings are retained during the upgrade, so any adjusted to prepare for upgrade should be reverted. Additionally, other components are new and may require additional configuration. Please refer questions to your Bocada Support Engineer.

- ☐ Resume paused schedules.
- ☐ Test data collections.



Troubleshooting

This section describes issues that can be encountered during upgrades and how they can be resolved.

Installer Log files

In case the installation resulted in error message, it will be beneficial to review installer log files to find the root cause. The following steps describe the process of collecting these log files.

1. Remote desktop to Bocada server (where you ran the installer)
2. Open File Explorer
3. Type %temp%
4. Go one folder up (to original Temp folder)
5. Sort the files by Date modified
6. Open the log files that match the time of the installation to review the issue

Unhandled exception has occurred in your application

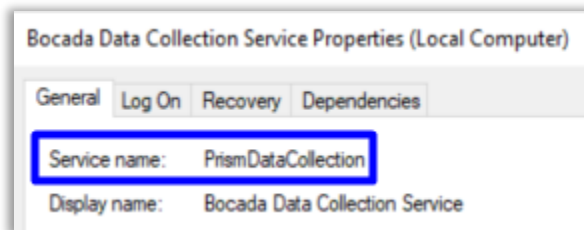
During upgrade or installation the Bocada installer can sometimes be blocked by antivirus software, such as McAfee or Symantec. Check for, and disable any antivirus software, at least temporarily, and try the installer again.

Cannot find the service configuration file

Failure to upgrade can happen if you upgrade or uninstall the Bocada application and/or Data collection server and the services are not fully removed by uninstall. Uninstall Bocada and check to see if one or more of the Bocada services are present. If a server reboot doesn't resolve the issue, you can remove the services manually if needed using the below windows command:

```
sc.exe delete "Service_Name".
```

Service Names can be discovered by reviewing the Service Properties, for example:



Partially Successful Upgrade

Application Server upgrade is not successful, but Data Collector been successfully upgraded, or Data Collector is successful and Application Server is not, or both have issues.

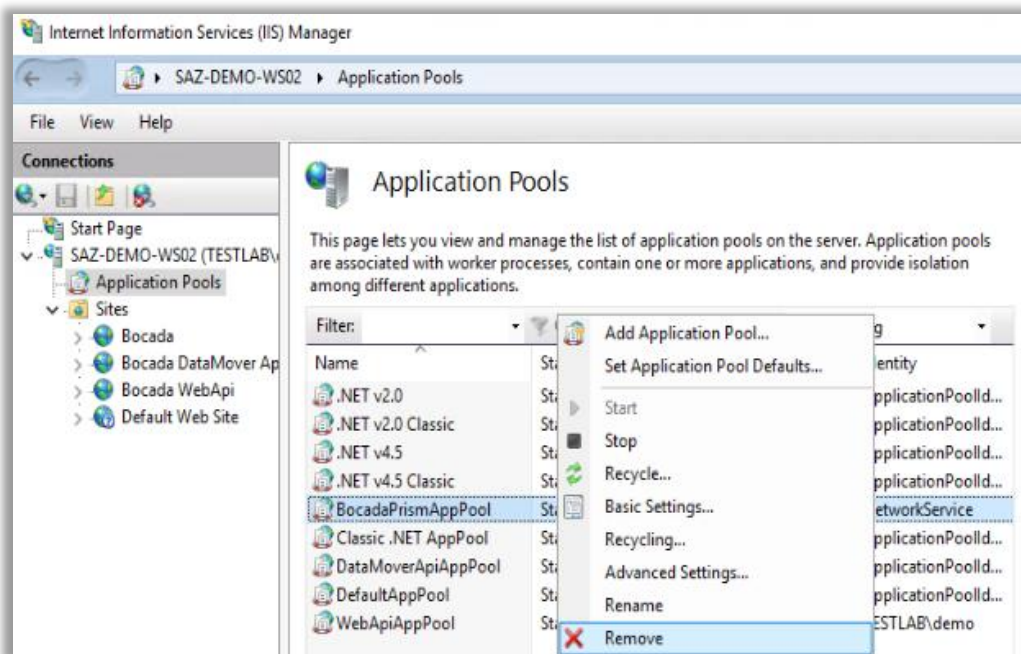
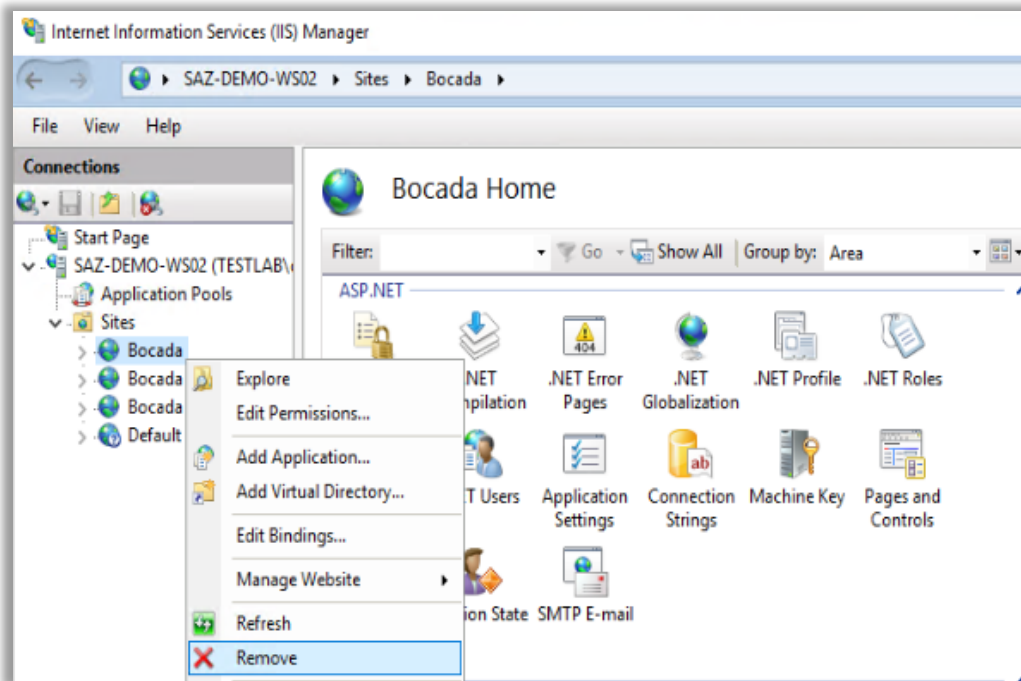
This problem can happen in any of the below situations:

- ➔ Upgrading Bocada from older versions such as 19.x, 20.x, 21.x.
- ➔ Running the Bocada upgrade using a different user other than the user running Bocada services which results in a failure and then running the installer using a right user may cause this issue.

If you encounter this issue, contact Bocada support for assistance. But below is the list of steps that should be performed:

1. Try to uninstall both Bocada Data Collection server and Bocada Application server from programs and features using Add/Remove programs. This may not be successful, but continue to the next steps anyway.
2. Once you have tried to uninstall Application and Data Collections servers are, check to make sure the services are removed. If you still see any of them, remove them using windows command:
c.exe delete "Service_Name". For example,
 - sc.exe delete PrismDataCollection
 - sc.exe delete BocadaService
 - sc.exe delete BocadaDataDomainService
3. **If you were unable to uninstall in step1, then continue with these steps, otherwise you are ready to do your install now.** Uninstall may have failed due to not finding the msi file used for installation which may not be found on the machine. In this case, you need to use the Microsoft tool "Program Install and Uninstall Troubleshooter" to remove the application server. It can be downloaded from the below link:
<https://support.microsoft.com/en-us/topic/fix-problems-that-block-programs-from-being-installed-or-removed-cca7d1b6-65a9-3d98-426b-e9f927e1eb4d>
4. Delete Bocada registry entries from the below provided paths. Open regedit and go to the 2 below mentioned paths and remove the complete folders highlighted in Bold Italic below:
 - a. HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node***BocadaLLC***
 - b. HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{***F083CC8F-452F-4947-BDAC-77B459687FC6***}
 - Note, this last key may not be present on DCS-only computers, only on App server.

1. Delete Bocada Application pool and Bocada site from Internet Information Services (IIS) Manager as shown below:



5. Reboot Bocada server(s).
6. Run the Bocada installer which will be successful this time.

Technical Support

For technical support or if you would like a copy of our standard support agreement, please contact us.

E-mail: support@bocada.com
Web: <https://www.bocada.com/support/>

On the web you will find:

- Online knowledge base
- Product documentation
- Open a support ticket if you have been added to the portal

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Protected by U.S patents 6,640,217; 6,708,188; 6,745,210; 7,457,833; 7,469,269; 7,496,614; 8,407,227

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