



snapLogic

Customer Selectable Update Window

April 12, 2018

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Customer Selectable Upgrade Window Overview

Who: SnapLogic Customers with Platinum Support

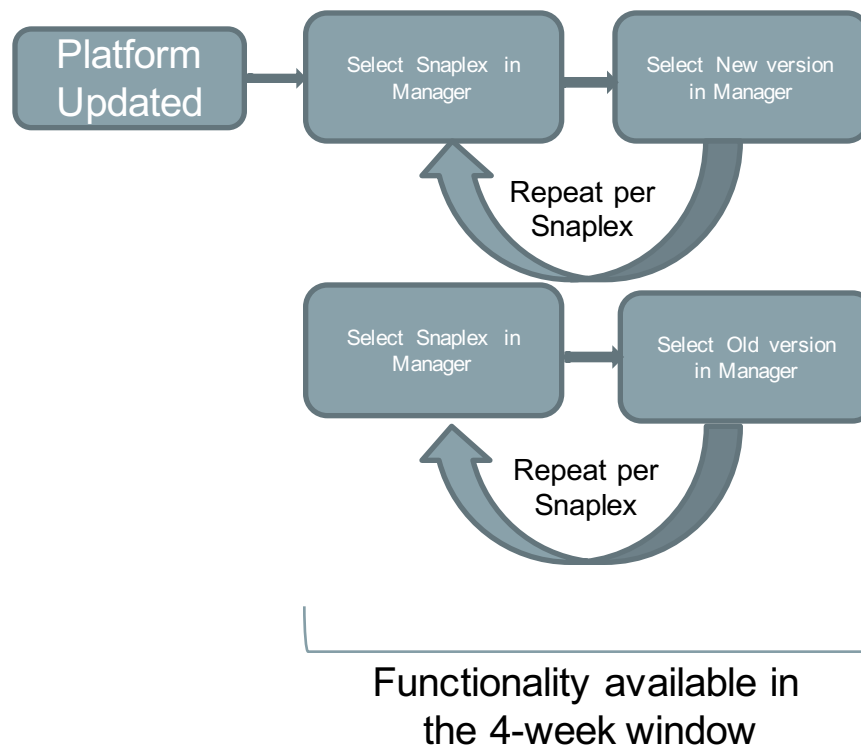
What: 4-Week Snaplex Upgrade Window
Customers will be able to maintain running their Snaplexes on previous version for up to 4 weeks after a SnapLogic release and be in control of when they upgrade their Snaplexes to current version.

When: UAT: April 20, 2018*
GA: May 11, 2018*

Benefit: Customers can choose when to upgrade their Snaplex JCCs within a 4-week period after SnapLogic release

* Timing will be the same for future UAT and GA releases.

Process Overview



On update to the latest version, the Snaps will default to the new release version when executed on that Snaplex.

When any Snaplex in an org remains on the earlier version, all Snaps *shown* in Designer will be the earlier version.

When a pipeline is executed on a Snaplex, it will use the Snap version which is the default for that version of the Snaplex.

To see which version is/was used for a particular execution, this is shown in the pipeline runtime stats window.

At the end of the 4-week window, all Snaplexes not already updated will be automatically updated to the new version. No further option to switch versions.

If you revert to the earlier version, the Snaps will default to the set released with that version.

Process: Upgrading Snapplex

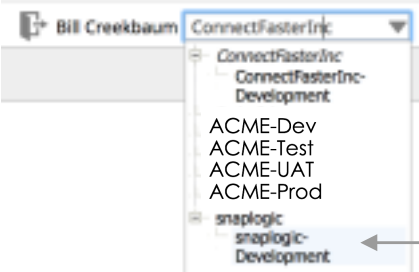
Each Snapplex for each of your organizations will need to be explicitly updated

Step 1:



The screenshot shows the snapLogic interface with four tabs: Designer, Manager, and Dashboard. The Manager tab is highlighted with a grey background. An arrow points from the text 'Select Manager Tab' to the Manager tab.

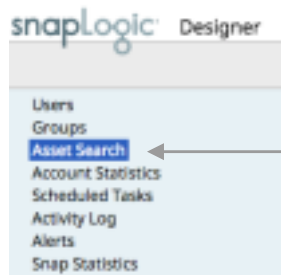
Step 2:



The screenshot shows a dropdown menu in the snapLogic interface. The dropdown is open, showing a list of organizations. The 'snaplogic-Development' organization is highlighted. An arrow points from the text 'Select Organization to Upgrade' to the highlighted organization.

Process: Upgrading Snapplex (cont.)

Step 3:



Select Asset Search

Step 4:



Select Snapplexes

NOTE:

You can upgrade Snapplexes by looking at the shared folder for each of the projects within your organization, but if you have Organization Admin privileges, steps 3 and 4 provide you with a complete view of all Snapplexes in your organization without having to look in each project.

Process: Upgrading Snaplex (cont.)

Step 5:

Asset Search

Because of the possibly large number of items to be searched, the Asset Search results may not be immediate.

Search Go In

All Accounts Files Tasks Pipelines Snap Packs Snaplexes

Type	Name	Path
Snaplex	XXXXXXXXXX	shared
Snaplex	mini-windows	shared
Snaplex	Vostra	shared
Snaplex	XXXXXXXXXX	projects/XXXXXXXXXX
Snaplex	cloud-dev	shared
Snaplex	ZZGroundplex_docker	Akhilshy/shared
Snaplex	XXXXXXXXXX	projects/XXXXXXXXXX

View
Navigate to Asset List
Activity Log

Select View from Snaplex pull-down menu

Step 6:

Update

Settings | Logging | Node Properties | Node Profiles | Downloads

Snaplex type:

Master*:

Location:

Environment*:

Version:

Email addresses for notifications:

Load balancer:

Cancel Update

Select the MASTER-XXXX-GA release from the Version pull-down list

Process: Upgrading Snaplex (cont.)

Step 7:

The screenshot shows the 'Update' dialog box in SnapLogic. The 'Settings' tab is selected. The fields are as follows:

Field	Value
Snaplex type	Snaplex
Name*	docker
Location	localhost
Environment*	docker
Version	Default
Email addresses for notifications	master-2040 - Patch 1
Load balancer	master-2040 - Patch 1

At the bottom right, there are two buttons: 'Cancel' and 'Update'.

Press the Update button

Step 8: Repeat steps 5 - 7 for each Snaplex in your Organization.

Step 9: Repeat steps 2 - 8 for each of your Organizations.

Recommended Best Practice

UAT

- Update your SnapLogic UAT evaluation environment

Release

- Week 1: Update your DEV & TEST environments
- Week 2: Update UAT & STAGING environments
- Week 3: Update PROD environment

Demonstration

FAQs

Q) What happens if I don't have Platinum support?

A) Customers' Snaplex(es) will automatically be upgraded during the SnapLogic release. Customers will not be able to choose their own window.

Q) Do I have to manually update my Snap Pack versions also?

A) No. While you remain on the previous version of Snaplex, the previous versions of Snap Packs you were using will remain until you upgrade Snaplex to current version.

When you upgrade Snaplex to current version, the Snap Pack versions will automatically be upgraded to current version as well.

If you revert version, it will go back to the versions of the Snaps released with that release.

You continue to be able to choose newer Snaps on older Snaplexes (unless there are version dependencies)

FAQs (cont.)

Q) Where can I see what version a Snaplex is?

A) You can view the Current version of a Snaplex in the Dashboard:

- 1) Select Snaplex
- 2) View version in the Snaplex node details

The screenshot displays the SnapLogic dashboard interface. On the left, a summary card for 'DEV Groundplex' shows 'Total Nodes: 2' and 'Nodes Active: 2'. The main area shows details for two Snaplex nodes: 'ip-10-0-142-5' and 'canol-jcc2'. Each node card includes a status icon (orange exclamation mark), a list of attributes (Last started, Version, Last Heartbeat, Alerts), and resource usage gauges for CPU% and Memory%. The 'ip-10-0-142-5' node shows CPU% at 0 and Memory% at 10. The 'canol-jcc2' node shows CPU% at 0 and Memory% at 1. Below the node details, there is a tabbed interface with 'Resource History' and 'Alerts' tabs. The 'Alerts' tab is active, showing a search bar and a list of alerts. An arrow points from the text 'An alert will be displayed if you are running an older version of the Snaplex.' to a specific alert in the list. The alert description reads: 'The current Snaplex version (master-2844) is deprecated. We recommend upgrading your Snaplex to 4.13_rc2-3117'.

An alert will be displayed if you are running an older version of the Snaplex.

FAQs (cont.)

Q) How long will the platform update take now, as you are not doing as much?

A) Planned updates are now scheduled to only take a 2hr downtime.
We continue to target a zero downtime update.

Q) When the platform update happens will I still be able to run pipelines?

A) While the platform update is taking place no new executions of pipelines may take place. Ultra pipelines will continue to run and process incoming requests as before. (Don't restart your Ultra Snaplexes while the platform is down for maintenance, they won't be able to restart!)

Q) Can I stay on the old version if I don't want to update?

A) Snaplexes which have not been updated at the end of the 4-week period will be automatically updated to the new version.

FAQs (cont.)

Q) If I have multiple orgs can I have them running different versions?

A) Yes. Even within an org, the different Snaplexes can be on different versions, but with limitations on the Snap features, limited to the Snap properties of the earlier version..

Q) When I do the update will my tasks fail?

A) No. When you do the update, a rolling restart of the Snaplex nodes will happen. The default timeout waiting for tasks to finish is 15 minutes, which is adjustable in the Snaplex properties in Manager.

Q) What is the combinations of Snaps and Snaplexes supported?

	Old Snaps	New Snaps
Old Snaplex	Yes	No
New Snaplex	Yes	Yes

FAQs (cont.)

- Q) How do I change the versions of Snaps after switching Snaplex versions?**
A) In Manager, under Snap Packs, new selection option:

Snap Packs

View distribution: New Search

Update All Snap Packs for org: Stable

Name	Version	Type	Number of Snaps
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Questions?



Questions from the Webinar 1

Q. If I want to automatically upgrade all of my Snaplexes, would I do that via Manager immediately after the 2 hour window used to upgrade the control plane?

A: Yes, customers may update their Snaplexes as soon as the all-clear is given by the SnapLogic team on completion of the Platform Update.

Q. What happens if jobs are running on the Snaplex (when I update the version)?

A: The normal process, an update signal is received by the Snaplex nodes (in turn) and each will quiesce, and restart on completion of the pipelines, or after 15 minutes (that's the default, the number of minutes is modifiable in Manager in the node properties tab). Any pipelines still running at the end of the timeout period will be terminated.

Q: When I have two Snaplexes (1 Cloud, 1 Ground), and I have updated the Snaplex in cloud alone, will the new Snaps of this release appear in the Designer?

A: The new Snaps will appear in Designer, but you will not be able to take advantage of them, or be able to create any accounts as the org is mixed-version, and the lowest common denominator rule applies.

Questions from the Webinar 2

Q. Since jobs will be terminated while updating, will we be able to schedule upgrades to occur during non-working business hours?

A: You may choose the time of the update, as the action of starting the update is a manual action by the org admin. (In future we may add an option to enable customers to schedule the update at a particular time.)

Q: If the SnapLogic platform breaks during the update, will the update pick up from where it left off and what will happen to the pipelines?

A: The update Snapplex node update process is a two-step process. When the node receives the signal to update, it ceases accepting new pipeline executions, and send the shutdown signal to Ultra instances. Concurrently, the monitor process downloads the new bits, and only when both have completed successfully, the node is restarted. There should be no failures. If any pipelines do not stop in the timeout period, the pipelines are terminated.

Questions from the Webinar 3

Q. Can you clarify how the Selectable Update Window restarts and how there is a 2 hour downtime?

A: The two-hour downtime is the time taken by the SnapLogic team to update the Control Plane. (the UX and the back-end application which provides all of the authentication and metadata services). Once that has completed and the all-clear is sent by the SnapLogic team, customer admins may then initiate their Snaplex restarts.

Q: Does the lowest common denominator of Snap versions apply to all Snaplexes in an org or all orgs?

A: The lowest common denominator applies only within a Snaplex. If you have one Org fully updated, it will have the new Snaps functionality.

Questions from the Webinar 4

Q: Will there be an additional downtime after the two hour window when the user chooses to upgrade the Snaplex version? If so, how long will it be?

A: No. Updates to the Snaplex should be a rolling update, so as long as you have more than one active node, there should be no downtime.

Q: What is the difference between control plane update and Snaplex upgrade for Platinum customers?

A: The Control Plane will be updated by Snaplogic, the Snaplex updates need to be applied by customers at the time of their choice.

Q: How do we test updates to custom Snaps?

A: There should be no additional test necessary for custom Snaps.

Q: Do I need to restart the Cloudplex after update?

A: Doing the update implicitly restarts the nodes so you do not need to do any additional steps.

Questions from the Webinar 5

Q: If there is a network outage in the middle of an update, does the pipeline metadata get corrupted? Is there backup available and what is the restore time?

A: No. Pipeline metadata is stored in the control plane and not susceptible to corruption in this process.

Q: When will the release notes be posted on the SnapLogic documentation site?

A: Release notes will be published to the documentation site (doc.snaplogic.com) with the first release

Q: Can Platinum customers opt-out of this feature so that SnapLogic takes care of the Snaplex update like before?

A: Yes. If the customer takes no action, Snaplexes will be updated at the end of the 4-week window, in this case on June 9th.

Questions from the Webinar 6

Q: Will the Snaplexes be updated on the predefined window for Platinum customers?

A: If customers have not updated by the end of the 4-week window, they will be updated automatically on June 9th.

Q: What is the difference between UAT 1 and UAT 2?

A: UAT Update 1 and 2 are the interim updates which may be applied at the end of the first and second weeks of the UAT period. The minor updates applied are documented on the documentation site in the release notices. Anything significant will also be called out in the communications around the update.

4.13 Release Schedule

Thursday April 12th 9am PDT	Admin Webinar on new Selectable Update Window
Friday April 20th 11am PDT	Release to UAT
Tuesday April 24th 9am PDT	4.13 Feature Webinar on UAT
Friday April 27th 11am PDT	UAT Update #1
Friday May 4th 11am PDT	UAT Update #2
Saturday May 12th 9pm PDT	4.13 Release to Production
Thursday May 17 th 9am PDT	4.13 Production Feature Webinar
Saturday June 9th 9pm PDT	Update of remaining Snaplexes to 4.13