

Complete the post-upgrade process (account administrators for Armor Complete)

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Overview

This document only applies to **Armor Complete** account administrators who have been notified by Armor that their account has fully upgraded to Generation 4. Additionally, this document only applies to users who have complete the pre-upgrade tasks.

24 hours before the upgrade process began, you received instructions regarding the pre-upgrade process. Armor highly recommends that you complete the two tasks before you continue with this document. To learn how to complete the pre-upgrade tasks, see [Complete the pre-upgrade process \(account administrators for Armor Complete\)](#).

Step 1: Review your virtual machines

To ensure a successful upgrade, Armor recommends that you review your virtual machines.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Review the listed virtual machines.
 - If you have any questions, contact Armor Support. For more information, see [Support Tickets](#).
 - To learn how to create a virtual machine, see [Virtual Machines](#).

If you add or update a virtual machine in Generation 4, those changes will be priced according to the updated pricing structure for Generation 4.

Step 2: Enable SSL/VPN access for your users

If you run Ubuntu 16.x, see [Install SSL VPN Client for Ubuntu 16.x](#)

Only an account administrator can enable the SSL VPN client for their user. Afterwards, the user can access the Armor Management Portal (AMP) to download the client.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **SSL VPN**.
3. Click **Members**.
4. In the top bar, select the data center that corresponds to your virtual machine.
 - If you have virtual machines in multiple data centers, then you must download the client for every data center you use.
5. Under **Active Members**, type and select the desired username.
 - The user can now access to AMP to download their SSL VPN client.
 - Armor recommends that you send the user the following link to help the user download and install the client: [Download and install the SSL/VPN client](#)

Step 3: Enable and install your SSL/VPN access

If you have accounts in multiple virtual data centers, you must install the SSL/VPN client for each data center.

If you have accounts in multiple virtual data centers, you must install SSL/VPN for each data center.

If you run Ubuntu 16.x, then please review [Install SSL VPN Client for Ubuntu 16.x](#).

If you run Ubuntu 18.x, then please review [Install SSL VPN Client for Ubuntu 18.x](#).

If you run Mac OS 10.11 or higher, then please review [Install SSL VPN Client for Mac OS, version 10.11 and higher](#).

Account administrators should use these instructions to enable and download the client for their account.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **SSL VPN**.
3. Click **Members**.
4. In the top bar, select the data center that corresponds to your virtual machine.
 - If you have virtual machines in other data centers, then you must download the client for every data center you use.
5. Under **Active Members**, type and select your username.
 - When you add your username, the **Download SSL VPN Client** box will appear above the table.
6. Based on your operating system, select the appropriate client to download, and then follow the on-screen instructions.
 - Your SSL VPN login credentials are the same credentials you use to access the Armor Management Portal (AMP).

For **Windows** users, the client will download as a **.zip** file.

- Extract the installation files to your local hard drive.
- Launch the **installer.exe** file to begin the installation.

For **Mac OS** users, the client will download as a **.tgz** file.

- Extract the installation files to your local hard drive.
- Access the **mac_phat_client** folder, and then run the **naclient.pkg** installer.
- When you run the installer, you will see an error regarding the certificate. Click **Continue**. (In a future release, Armor will resolve the issue.)
- To launch the SSL VPN client, in your **Applications** folder, search for **naclient**.
- If you run Mac OS 10.11 or higher, then please review [Install SSL VPN Client for Mac OS, version 10.11 and higher](#).

7. If you have virtual machines in other data centers, then you must download the client for every data center you use. Repeat these steps for additional data centers.

Step 4: Review your firewall rules

To ensure a successful upgrade, Armor recommends that you review your firewall rules.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Firewall**.
3. Review the listed firewall rules.
 - If you have any questions, contact Armor Support. For more information, see [Support Tickets](#).
 - To learn how to create a firewall rule, see [Firewall Rules](#).

(Optional) Step 5: Create additional roles

Before the upgrade process began, Armor had created default roles and assigned those roles to your users.

Now, you can assign and customize additional roles to your users, or modify the default roles from Armor.

You can assign multiple roles to a user.

To learn more about Roles and Permissions, see [Roles and Permissions \(Armor Complete\)](#).

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Roles + Permissions**.
3. Click the plus (+) icon.
4. In the top, right corner of the screen, hover over the gear icon.
5. Click the blue pencil (**Rename**) icon.
6. In the window that appears, enter a descriptive name, and then click **Rename Role**.
7. In the top menu, click **Members**.
8. In the field, enter and select the user (or users) to assign to the role.
9. In the top menu, click **Permissions**.
10. Mark the permissions to add to your role.
11. At the bottom of the screen, click **Save Role**.

(Optional) Step 6: Assign roles to existing users

This step only applies if you created additional roles for your users.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Roles + Permissions**.
3. Locate and select the desired role.
4. In the top menu, click **Members**.
5. In the field, enter and select the desired user.
 - The change will be automatically saved.
 - The user will have immediate access to the permissions within the role.

Step 7: Invite your users

During the upgrade process, Armor transferred your users into the Armor Management Portal (AMP).

Similar to account administrators, upgraded users must also complete the account signup process.

1. In the Armor Management Portal, in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate and hover over the desired user.
4. Select **Resend Invitation**. An email will be sent to the user.
 - After 96 hours, the sign-up link in the email will expire.
 - If the link expires, you can resend the user invitation. (In the **Users** screen, click the corresponding gear icon, and then select **Resend Invitation**.)
5. Repeat the above steps for every user.

To help your users, you can share the [Complete the onboarding process \(invited users for Armor Complete\)](#) document located in the Armor Knowledge Base.

Step 8: Update your Vormetric account

If you used Vormetric in Generation 3, you must update your Vormetric account for Generation 4.

After the upgrade process, Armor will send you instructions regarding how to update your Vormetric account.

Step 9: Subscribe to data center notifications

You can use Armor's StatusHub page to review the status of Armor's infrastructure, as well as other Armor services, such as the Armor Management Portal (AMP).

Additionally, you can use StatusHub to receive notifications and updates regarding infrastructure outages.

1. Access [Armor's StatusHub page](#).
2. In the top menu, click **Subscribe**.
3. Select your desired notification method (**Email**, **SMS**, **Slack**, or **Webhook**), and then enter the corresponding information, such as your email address for the **Email** tab.
4. Select a notification type. There are two options.
 1. To receive information about every Armor service, click **All services**. This option will send you information about:
 1. All data centers
 2. Gen 3 portal (my.armor.com)
 3. Armor API
 4. Gen 4 portal (amp.armor.com)
 2. To receive information about specific Armor services, click **Selected Services**.
 1. Next to **Choose services**, click **Select**.
 2. Click the desired data center, and then click **Select** to receive information for every infrastructure component for that data center.
5. During an unexpected outage (or incident), you may receive multiple updates regarding the status of an outage.
 - To receive multiple updates during an outage, select **OFF** for **Do not notify on intermediate incident updates**.
 - To simply receive one notification regarding the beginning of an outage, and then one notification regarding the completion of an outage, select **ON** for **Do not notify on intermediate incident updates**.
6. Click **Subscribe**.

Step 10: Configure your notification preferences

Armor recommends that you configure your account to receive notifications for **Account**, **Billing**, and **Technical** events.

These notification preferences do not relate to support tickets.

To update your notification preferences for support tickets, see [Support Tickets](#).

Account	<p>You will receive a notification when:</p> <ul style="list-style-type: none">• A password expires in 14 days.• A password expires in 7 days.• A password expires in 24 hours.• A password has expired.
Billing	<p>You will receive a notification when:</p> <ul style="list-style-type: none">• An invoice has posted.• An invoice is past due (2, 10, 15, 25, and 30 days).• A payment method will soon expire (1, 15, and 30 days). <div style="border: 1px solid #f0e68c; padding: 10px;"><p>You can configure a user to become the primary billing contact for an account. This user will receive billing notifications. Additionally, this user will be listed in the Bill to field in an invoice.</p><ol style="list-style-type: none">1. In the Armor Management Portal (AMP), in the left-side navigation, click Account.2. Click Users.3. Locate and hover over the desired user.4. Click the vertical ellipses.5. Select Set as Primary Billing Contact.6. Click OK.</div>

Technical

You will receive a notification when:

- A virtual machine will be deleted or downgraded.
- CPU, disk, and memory utilization is at more than 90% for 5 minutes.
- Ping, SSH (Linux), or RDP (Windows) fails for 5 minutes.

You can only change the notification preferences for your own account. You cannot change the notification preferences for other user accounts.

1. In the Armor Management Portal (AMP), in the top, right corner, click the vertical ellipses.
 2. Click **Settings**.
 3. Click **Notification Preferences**.
 4. Use the slider to make your desired changes.
 - Select **Alert** to receive notifications in the top bar in the Armor Management Portal (AMP).
 - Select **Email** to receive notifications through email.
 - You can select both notification options.
 5. Click **Update Notification Preference** to save your changes.
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