

Solace PubSub+ Event Broker Upgrade

Upgrading Solace PubSub+ event brokers that are in production, where applications depend on them, is a complex process.

You need to consider how the upgrade will impact your applications, how long your upgrade window should be, whether your application needs to be tested after the upgrade, and whether you need to test the upgrade in a UAT or staging environment before rolling the change into production.

Solace Professional Services, having upgraded thousands of deployments, knows how to upgrade Solace event brokers in a way that minimizes risk and ensure success.

This service package creates an upgrade runbook for you and your team. We study your environment, evaluate your upgrade goals and plan using best practices we have developed, and recommend actionable mitigation steps that will address any of your upgrade concerns.

Activities Included

The service package covers many aspects of successfully upgrading PubSub+ deployments, including hardware appliances, software, and cloud services.

Upgrade Planning, Assessment and Analysis

We work with you to understand your system, then identify and plan the event broker version and upgrade path. We also identify any critical feature deprecation or change of behaviors between event broker versions which may impact your application as part of the upgrade.

Pre-upgrade Health Check

To ensure that we upgrade from a healthy deployment state, we verify the health of your system and, if necessary suggest ways for you to improve it before upgrading your Solace event brokers.

Runbook and Rollback Plan

We develop a step-by-step upgrade runbook customized to your environment and share it with your team, as well as your networking/infrastructure teams, if necessary, to ensure your upgrade is well understood and agreed upon by all parties involved. As part of that, we also provide a rollback plan in case anything goes wrong.

Upgrade Execution

We typically execute the upgrade on your behalf following the plan and steps in the runbook, or if you want to execute the upgrade yourself, our consultant will be online with you every step of the way. We understand upgrading during non-business hours is often the norm for production environments and are fully committed to supporting you in doing so.

Post-upgrade Application Testing

We help you overcome any issues you encounter during the soak-in period while your application/infrastructure team tests their application/processes against the upgraded Solace deployment. We offer a single point of contact for all your questions and will troubleshoot through live sessions with you when necessary.

Post-upgrade Health Check

We assess the health of your system after the upgrade to ensure that your deployment is as healthy as it was before the upgrade.

Why use Solace Professional Services?

- Solace product experts with the experience and technical expertise needed to ensure upgrade success
- Dedicated to customer success and providing the right advice and approach that will work both today and as your requirements evolve over time
- Upgrade and rollback runbook your team can use to guide future upgrades

Pricing and Duration

This service typically lasts for 1 week with a senior consultant.

Pricing starts from \$12,000 for 2 event brokers/Solace Cloud instances as standalone or in high availability (HA) pair. An add-on pack can be purchased for \$6,000/pack which includes up to 2 additional event brokers/Solace Cloud instances.