Netsurion | EventTracker®

EventTracker Upgrade Guide

Upgrade to v9.3

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Abstract

The purpose of this document is to help the existing users of EventTracker to upgrade to a newer version and to verify the expected functionality and performance of all its components.

Audience

It is incumbent upon all users of EventTracker v9.0/v9.1/v9.2 who want to upgrade to EventTracker v9.3.

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1. Introduction

This guide describes about upgrading EventTracker. It is strongly recommended that you read the entire document thoroughly before you begin the upgrade process. EventTracker v9.3 upgrade will only support Operating systems Windows Server 2012 R2, Windows 10, Windows Server 2016, and Windows Server 2019.

For the user's convenience, this guide is separated into two parts: 'Upgrade- Quick View' and 'Upgrade-Detailed View'.

Upgrade - Quick View is written for the system administrators and the experts familiar with EventTracker and the upgrade process. It is presumed that the user of this section has enough knowledge of the system and configuration process.

Upgrade - Detailed View is meant for EventTracker users upgrading EventTracker for the first time. In this section, the upgrade process is explained with the help of GUI (Graphical User Interface).

NOTE:

- It is recommended not to install/upgrade **EventTracker** in a **Domain Controller.**
- It is recommended to run the **EventTracker Manager Console** on a **Dedicated Windows Server**.

1.1 Upgrade Requirements

- The software requirements
- Preparations for the upgrade

1.1.1 Software Requirements

EventTracker Manager

Microsoft Windows Platforms	64 bit	Upgrade
Server 2019	Supported	Supported
Windows 10	Supported	Supported
Server 2012 R2	Supported	Supported
Server 2016	Supported	Supported

SQL server	64 bit
SQL Server 2017	Supported
SQL Server 2016	Supported

EventTracker Agent

Microsoft Windows Platforms	32 bit	64 bit
Server 2019	Not Applicable	Supported
Windows 10	Supported	Supported
Windows 8, 8.1	Supported	Supported
Windows 7	Supported	Supported
Server 2008	Supported	Supported
Server 2008 R2	Not Applicable	Supported
Server 2012	Not Applicable	Supported
Server 2012 R2	Not Applicable	Supported
Server 2016	Not Applicable	Supported
EventTracker Agent for Solaris: Solaris 9, Solaris 10 **Microsoft Windows 7 Embedded and Microsoft Windows 10 IOT Enterprise**		

Components

- Microsoft .NET Framework 3.5 and above.

NOTE: Versions other than those specified above are not supported.

1.1.2 Preparations for the upgrade

1. Thoroughly read the 'EventTracker Architecture' guide. This guide explains the architecture and sample deployment methods with illustrations.

   Managing Billions of Logs Everyday.

2. Contact support@eventtracker.com for information regarding license keys or license certificates.
3. If you have installed an earlier version of EventTracker using IIS Express, before upgrading please change it to IIS to proceed with the installation.
4. While upgrading from v9.0/v9.1/v9.2 to v9.3, only SQL 2016 and 2017 (both Express and Enterprise) are supported. SQL Upgrade Link:

   https://docs.microsoft.com/en-us/sql/database-engine/install-windows/upgrade-sql-server?view=sql-server-2017

IMPORTANT:

- *Before you start the upgrade process, please ensure to install EventTracker Update ET90U19-074 (on v9.0) and ET91U19-050 (on v9.1) and run Source Type Mapping Utility available in install path (Eg.Installpath\PrismMicrosystems\EventTracker\AdvancedReports\EventTracker.Update.SourceType Mapping.exe)*

  Kindly refer the Source Type Mapping section to install the same.

- After upgrading the Collection Master, the user may notice the inconsistency in Reports/ Log Search/Cab received status (Admin>Collection Master>Archives status) until the database migration is completed.

- After upgrading the Collection Point, the user may not be able to view the exact cab transfer status in (Admin>Collection Point Configuration-> manage archives) until the database migration is completed.

RECOMMENDED

- **Any user(s) on EventTracker version below v9.0 needs to upgrade to v9.0/v9.1/v9.2 first and then upgrade to v9.3.**
- **Any user(s) on EventTracker version v9.0/v9.1/v9.2 can upgrade to v9.3**

1.2 Prerequisites

Before you begin with the upgrade process, please follow this checklist and ensure that you have all the components in place to perform a successful upgrade.

- Ensure Windows updates with all the latest service packs are installed.
- The most effective upgrade method is to first export all the custom settings using Export Import Utility, install the new version, and then import the custom settings. There is no need to export all policy settings since all the categories included in any prior versions have been retained.

- The recommended method is to first upgrade the Manager and validate all its functionality. Then proceed with upgrade of the Agents and lastly verify the performance.

1.3 Planning

This section gives an estimated time required for the upgrade and monitor the successful upgrade. It may take 60 – 90 minutes for you to read this document and to complete the upgrade process. It is required to spend some time to verify all the 'Scheduled Reports' being generated.

2. Upgrade - Quick View

In this section, you can get a quick insight into the upgrade process

- Common steps for all upgrades
- Upgrade from v9.0/v9.1/v9.2 to v9.3

2.1 Common steps for all upgrades

2.1.1 Pre-upgrade process

- Verify that all the prerequisites have been satisfied.
- *Before you start the upgrade process, please ensure to install EventTracker Update ET90U19-074 (on v9.0) and ET91U19-050 (on v9.1) and run Source Type Mapping Utility available in install path (Eg.Installpath\PrismMicrosystems\EventTracker\AdvancedReports\EventTracker.Update.SourceTypeMapping.exe) Kindly refer the Source Type Mapping section to install the same.*
- Before you start the upgrade process, please take a backup of the integrator folder present in the manager agent installed location (**Install path\Prism Microsystems\EventTracker\Agent).** Please ensure to disable all the integrator related tasks from the windows task scheduler.
- For v9.0, v9.1 and v9.2, you can take a backup of the database from **EventTracker Control Panel -> Diagnostics** which is explained in detail in Upgrade from v9.0/v9.1/v9.2 to v9.3
- If you have incorporated your company logo into EventTracker, then take a backup of the .jpg file of your company logo before uninstalling the EventTracker. You need to replace the backed up image file after installing EventTracker.
- For CM and CP set up, please upgrade CM (Collection Master) first, and then upgrade CP (Collection point).

NOTE: While upgrading from EventTracker v9.0/v9.1/v9.2 to v9.3, if the environment consists of supported SQL server (SQL 2016 or SQL 2017), then the user needs to configure the SQL services to the network services manually.

- To change the configuration from SQL services to the network, open the run command and type in services.msc and click **ok**.

  In the services page, right click the **SQL Server** service and click properties. In the properties window, click the **Log on** tab, select **This account** option and click **Browse**. Select the entire directory option and click **ok**.

- The logged-in user who is upgrading to EventTracker v9.3 should have SQL sysadmin privilege. If the user does not have enough permission, then an error message appears.

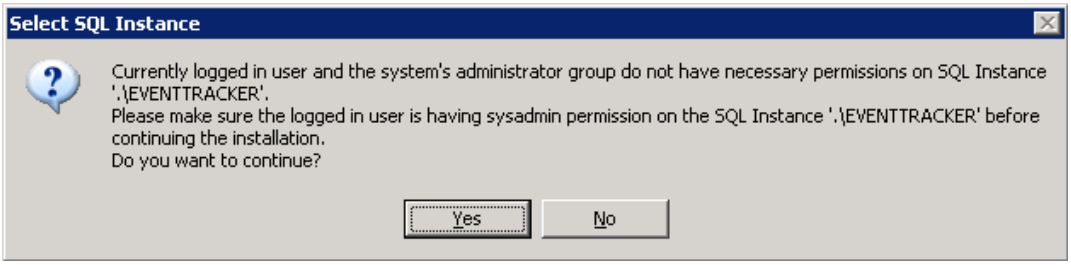

Figure 1

- Backup all **Custom Categories**, Alerts (Please check the 'Export E-mail Settings' check box), Filters and Reports using Export Import Utility.

- Please note the custom changes made in the 'Trusted List' (**Agent Configuration** -> **Network Connection Monitor** -> **Suspicious Traffic Only (SNAM)** -> **Trusted List**).

2.1.2 Post-upgrade process

- If SSL (HTTPS) is configured in the earlier version, then the configuration will not be retained after the upgrade to v9.3. Ensure to reconfigure it as mentioned in Securing IIS Web Server with SSL.

- If the user has configured the JSON file in DLA Manager in the older version, after upgrading, the user will have to reconfigure the same.

2.2 Upgrading to EventTracker v9.3

1. *Before you start the upgrade process, please ensure to install EventTracker Update ET90U19-074 (on v9.0) and ET91U19-050 (on v9.1) and run Source Type Mapping Utility available in install path*

(Eg.Installpath\PrismMicrosystems\EventTracker\AdvancedReports\EventTracker.Update.SourceTypeMapping.exe)

Kindly refer the Source Type Mapping section to install the same.

2. Before you start the upgrade process, please take a backup of the integrator folder present in the manager agent installed location (**Install path\Prism Microsystems\EventTracker\Agent).** Please ensure to disable all the integrator related tasks from the windows task scheduler.

3. Uninstall the existing version by retaining old configuration and data.

4. Restart the EventTracker manager server or system.

5. Install EventTracker v9.3. Click **Yes** to proceed with upgrade.

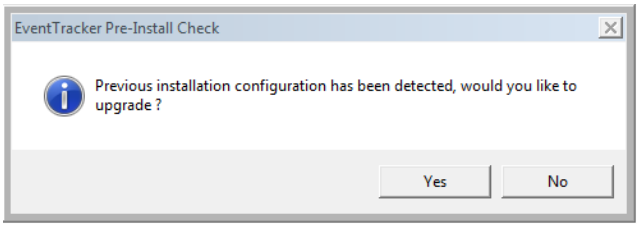

Figure 2

6. Configure the service accounts, if the archives/reports are stored in the network path.

7. Update the Trusted List with the changes you have noted down earlier.

8. Upgrade all windows agents using **'System Manager'**.

9. **Preferred:** Import the latest knowledge objects (KO) after upgrading from v9.0 /v9.1 to v9.3. The newly optimized knowledge objects contain improvements in RegEx matching and source type mapping. Refer to the User Guide and knowledge object portal for more information on knowledge objects.

   Note:

   - Please import EventTracker and Windows KOs on top of existing KO.
   - Please delete any other KOs and import the new KOs as per the need.
   - If new KOs are not imported, only standard properties will be indexed.

10. After upgrading to EventTracker v9.3, copy the backed-up integrator folder in the manager agent installed location (**Install path\Prism Microsystems\EventTracker\Agent)**. Start all the integrator tasks from the windows task scheduler to receive the integrator data.

11. **Optional:** To utilize newly added/Modified categories/alerts, import the complete alerts /complete categories files from the configuration directory (Install directory). Prior to importing, user needs to manually delete existing categories and alerts from the application. Then import all categories and all alerts from configuration files.

Compliance Dashboard

- The Dashlets created under **Compliance dashboard** are preserved after the upgrade and the user can customize the dashlets by selecting the customize icon .

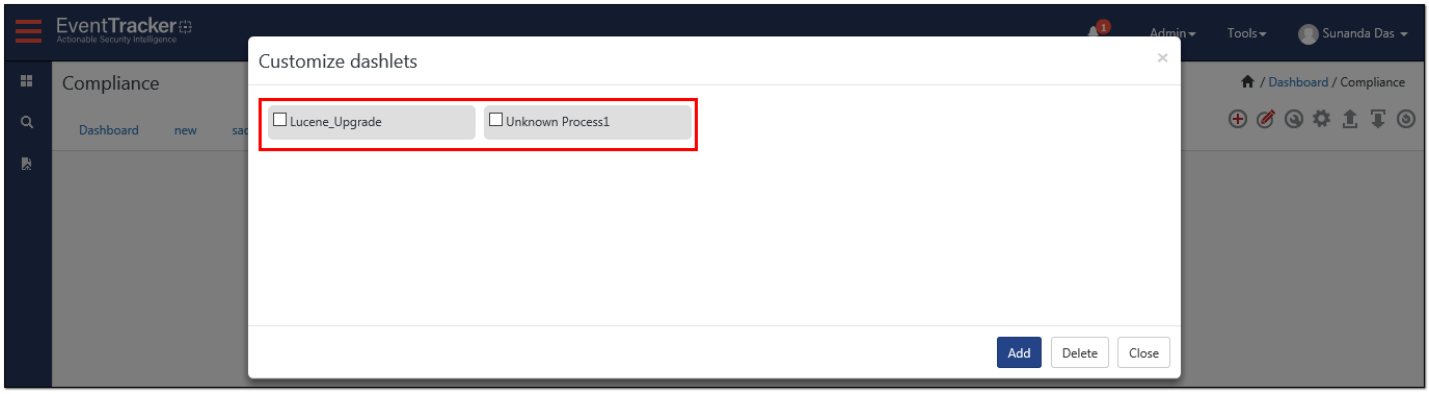

Figure 3

My Dashboard

- The dashlets created under **My Dashboard** are preserved after the upgrade and the user can customize the dashlets by selecting the customize icon .

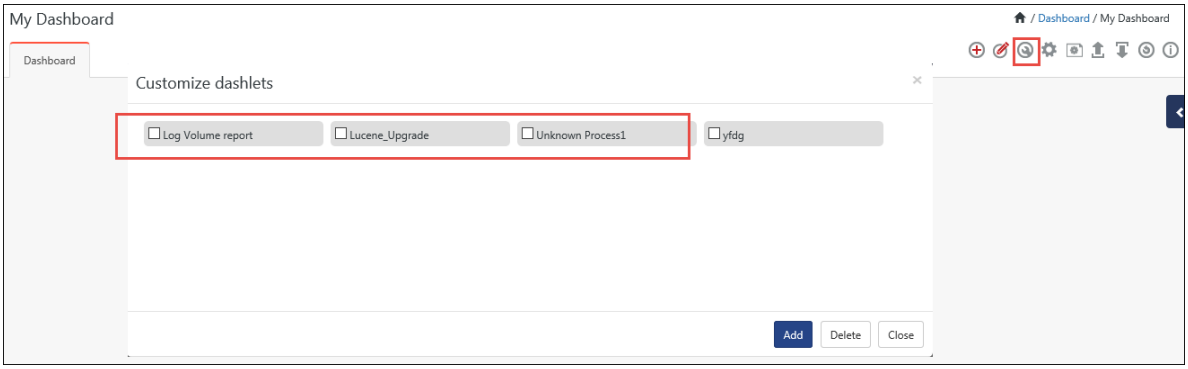

Figure 4

3. Upgrade - Detailed View

In this section, you will learn the upgrade process in detail.

3.1 Upgrade from v9.0/v9.1/v9.2 to v9.3

1. Please refer to the Common steps for all upgrades for more details.
2. Before upgrading, please take a backup of the database and details are given below.
   a. Double-click **EventTracker Control Panel**, double-click **Diagnostics**.
   b. Click the **Backup Configuration** button. Backup & Restore window displays.

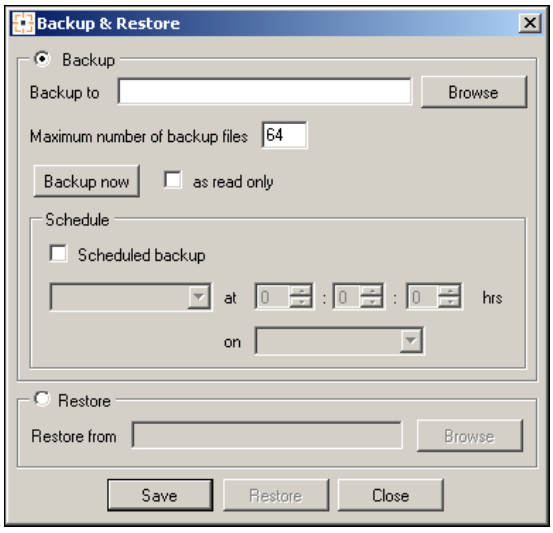

Figure 5

   c. Browse and select the folder you want to back up.
   d. Click the **Backup now** button.
   e. After the backup is taken, navigate to the backed up folder. A file with the extension .bkp is used to restore later.

3. Before you start the upgrade process, please take a backup of the integrator folder present in the manager agent installed location (**Install path\Prism Microsystems\EventTracker\Agent).** Please ensure to disable all the integrator related tasks from the windows task scheduler.

Step 1: Close/terminate all the EventTracker Components

- *Before you start the upgrade process, please ensure to install EventTracker Update ET90U19-074 (on v9.0) and ET91U19-050 (on v9.1) and run Source Type Mapping Utility available in install path (Eg.Installpath\PrismMicrosystems\EventTracker\AdvancedReports\EventTracker.Update.SourceType Mapping.exe)*

  Kindly refer the Source Type Mapping section to install the same

- Before you start with the upgrade, it is important to close/terminate all the EventTracker components present in the system, like EventTracker, EventTracker Control Panel, and even **RDP** (Remote Desktop Protocol) session.
- During uninstall, if any of the previous EventTracker components is open then EventTracker prompts you to close the program.
- Close the open component, and then click the **Retry** button. EventTracker resumes the uninstall process.

Step 2: Uninstall v9.0/v9.1/v9.2

1. Click **Start**, select **Settings,** and then select **Control Panel.**
2. Select **Add or Remove Programs,** select **EventTracker,** and then click **Remove**.

   (OR)

   Click **Start**, select **Programs**, and then select **Prism Microsystems.**
   Select **EventTracker,** and then click **Uninstall EventTracker**.
   EventTracker will display the confirmation message.

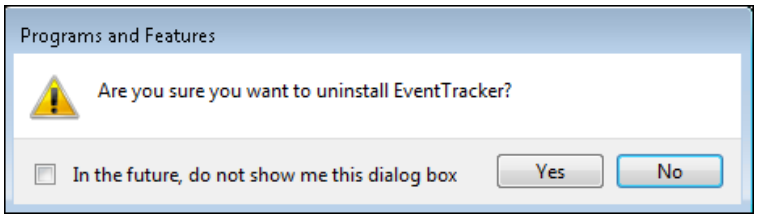

Figure 6

3. If you have installed EventTracker agents on different systems then a message box will appear to confirm the uninstall process.

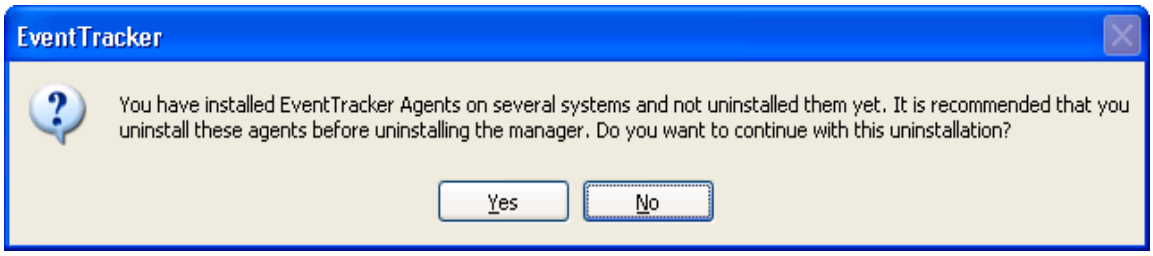

Figure 7

4. Click **Yes** to continue the installation process.
   EventTracker starts the uninstall process, and displays **'Uninstall EventTracker'** dialog box.

Uninstall EventTracker' dialog box for EventTracker v9.1

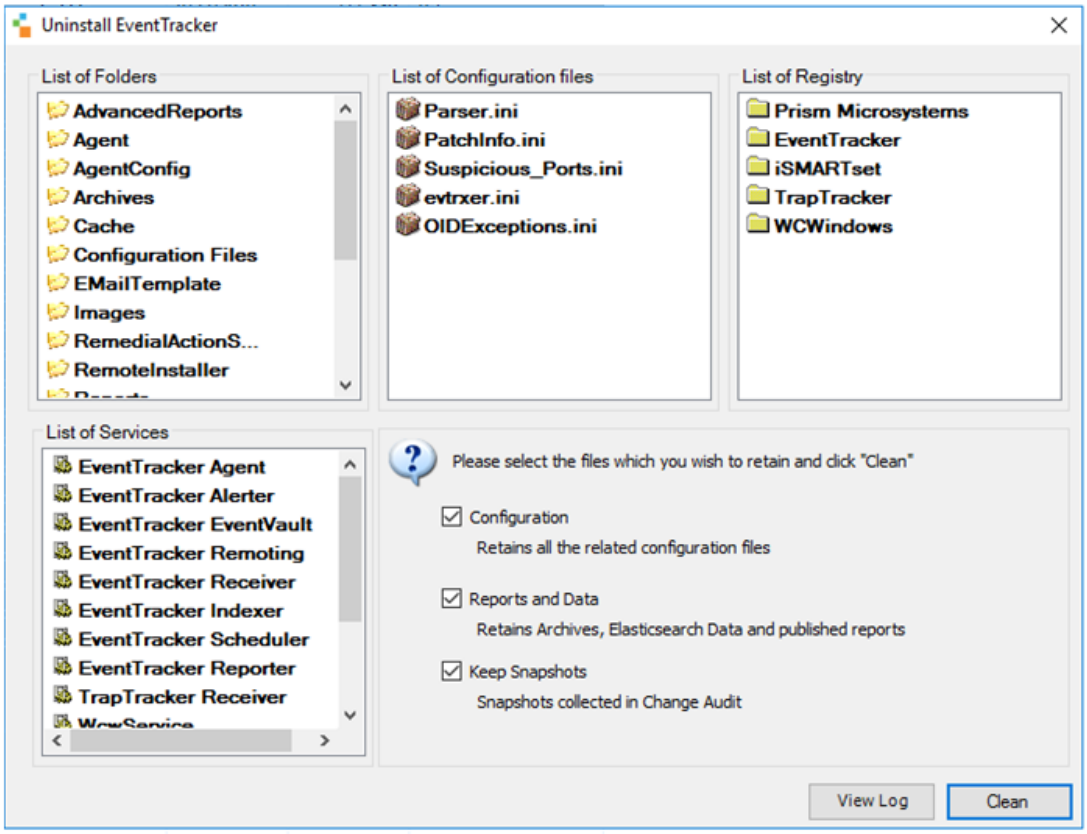

Figure 8

Uninstall EventTracker' dialog box for EventTracker v9.0/v9.2

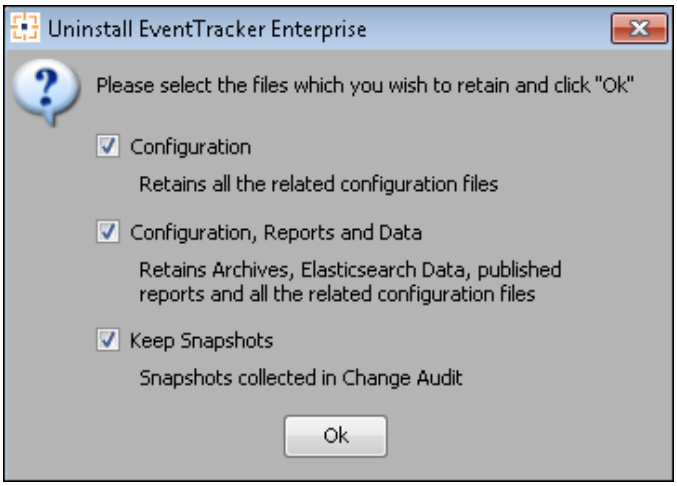

Figure 9

By default, all the file options are selected. Keep the default selection to retain the data and configurations.

5. Click **Ok**.

Step 3: Restart the EventTracker Manager Server or System

1. Close all the open applications on the desktop.
2. Click **Start** and then click **Shut Down** dropdown.
3. Select the **Restart** option, and then click **OK**.

Step 4: Install EventTracker v9.3

Kindly follow the steps mentioned below for the upgrade process.

1. Double-click the executable file.

NOTE: .NET 4.8. is enabled by default for Microsoft Windows 2012 R2/2016/10/2019. If it is not available, EventTracker pre-install check will install .NET 4.8.

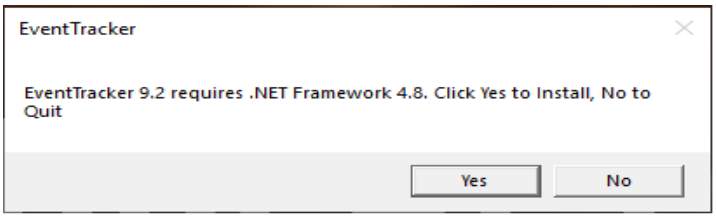

Figure 10

IMPORTANT: In Internet Explorer->Browser Settings->Security->Custom Level-> In the downloads->File Download-> Please make sure "enable" option is selected.

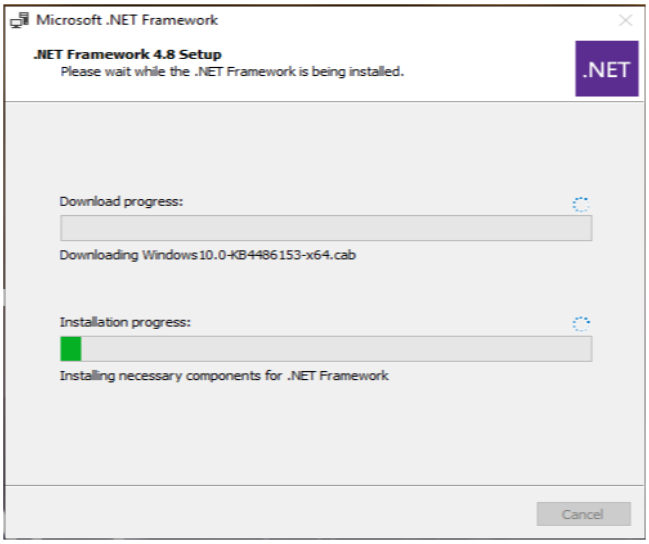

Figure 11

2. Once the .net framework 4.8 is installed a message pop's up, click ok and reboot manually.

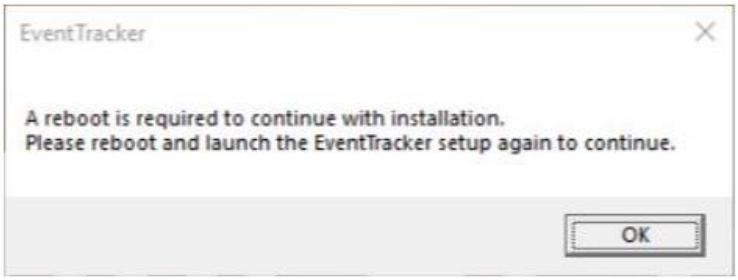

Figure 12

3. After the reboot relaunch the EventTracker setup.

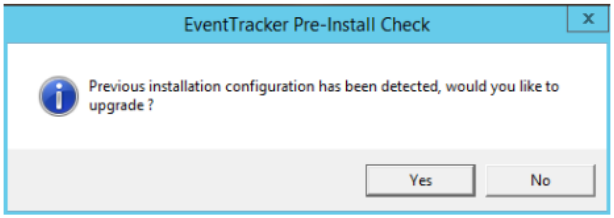

Figure 13

EventTracker Pre-Install Check window opens.

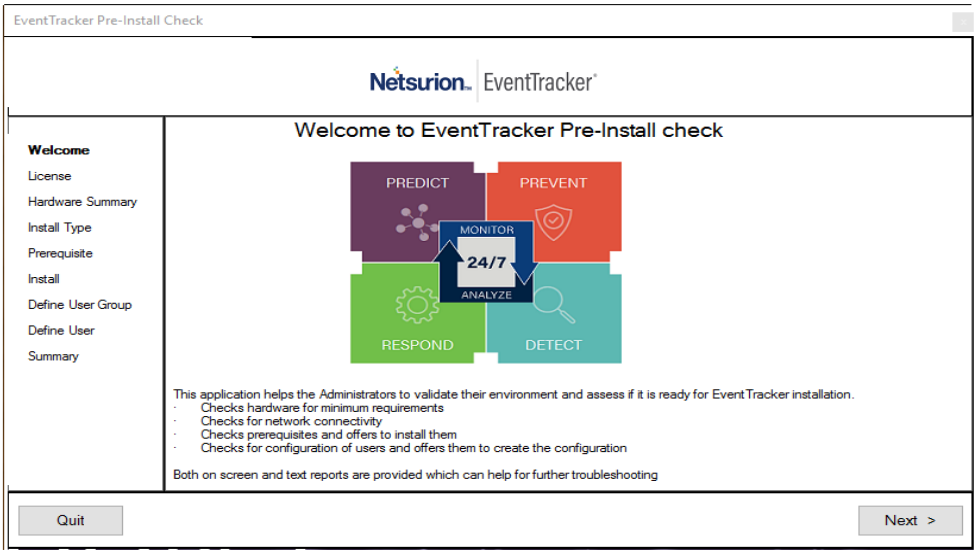

Figure 14

4. Click **Next**. License page opens.

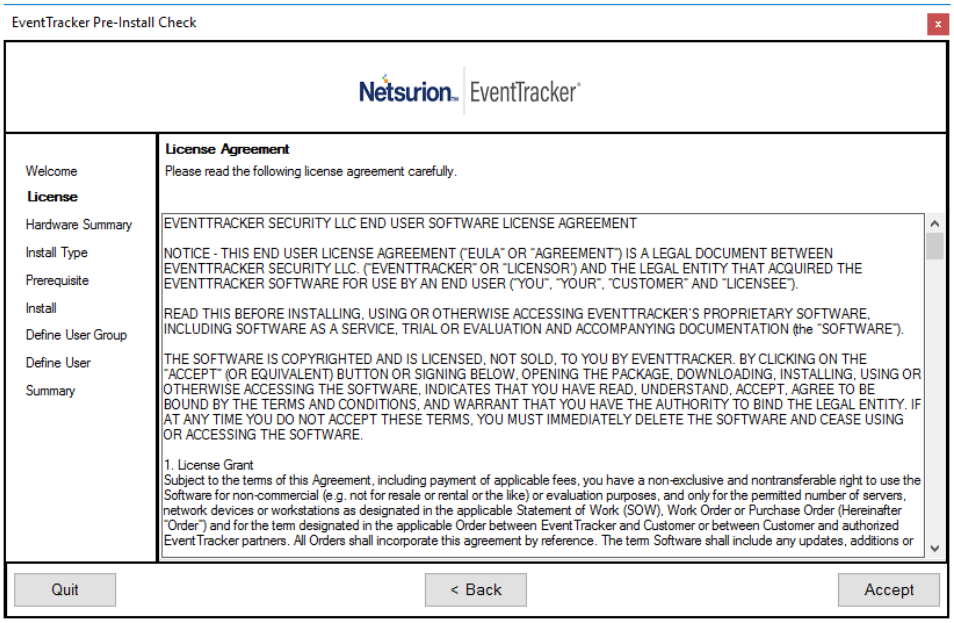

Figure 15

5. Click **Next.**
   Hardware Summary pane opens.

NOTE:

It may take a few seconds to fetch the hardware details and a processing symbol will appear during the data collection process.

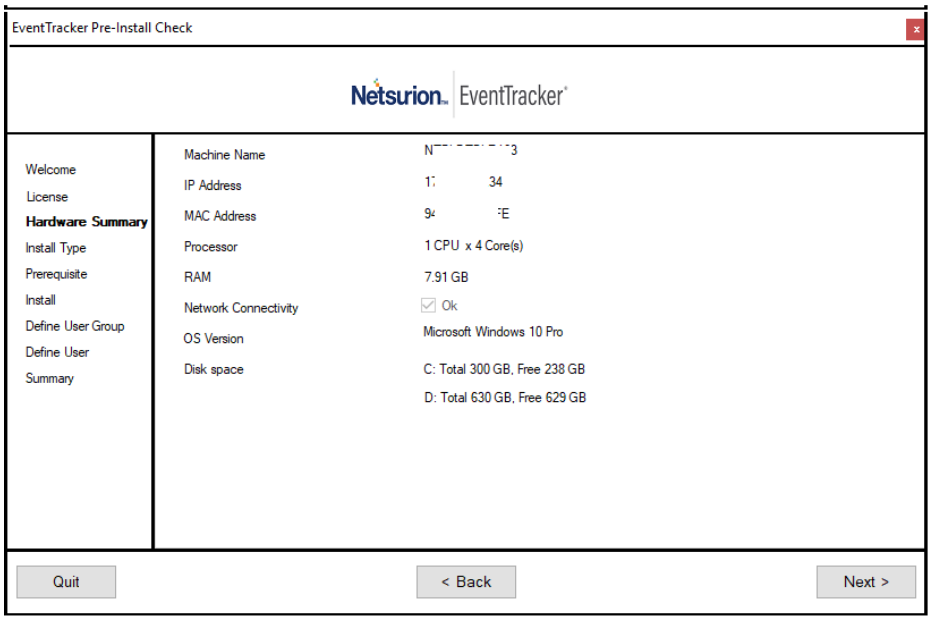

Figure 16

6. Click **Next**. Prerequisite page opens.

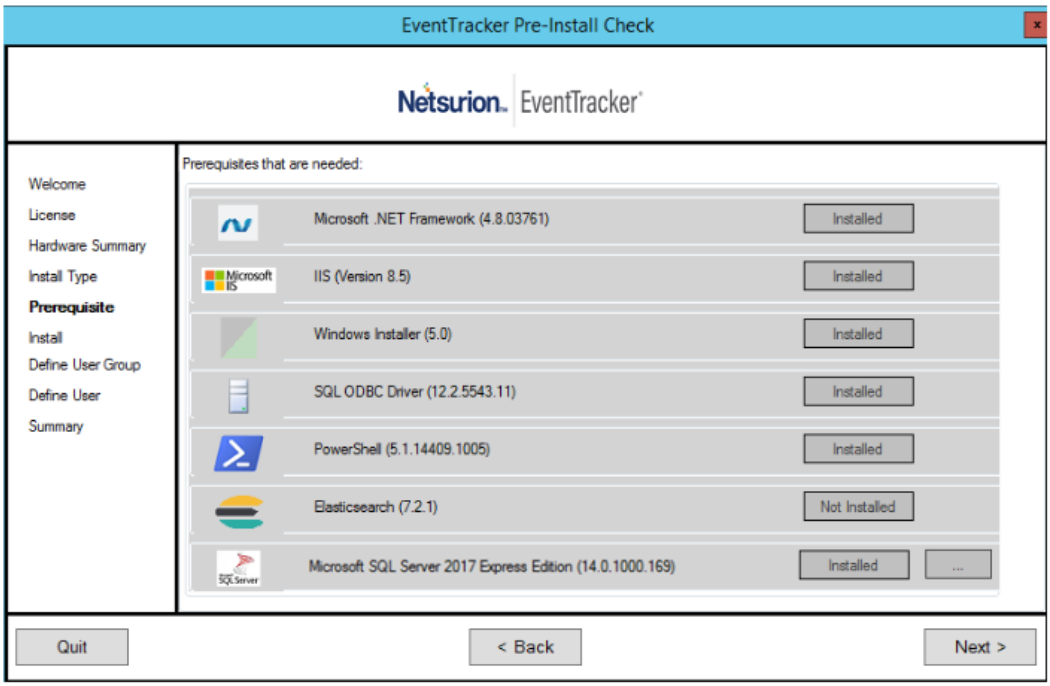

Figure 17

NOTE:

- If the prerequisites are not installed, then a message '**Not-Installed**' displays against the respective prerequisite.

- If the Elasticsearch (7.2.1) is not installed the following message pop's up.

  "Upgrade from v9.0/v9.1 to v9.3, EventTracker old Elasticsearch index data will be deleted".

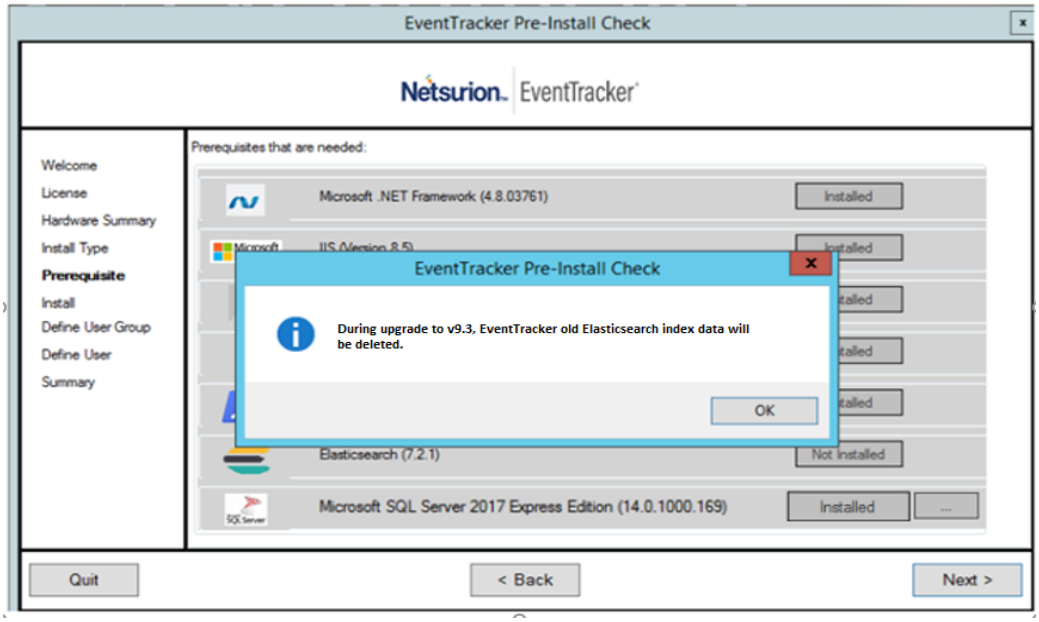

Figure 18

7. Click **OK** to proceed.

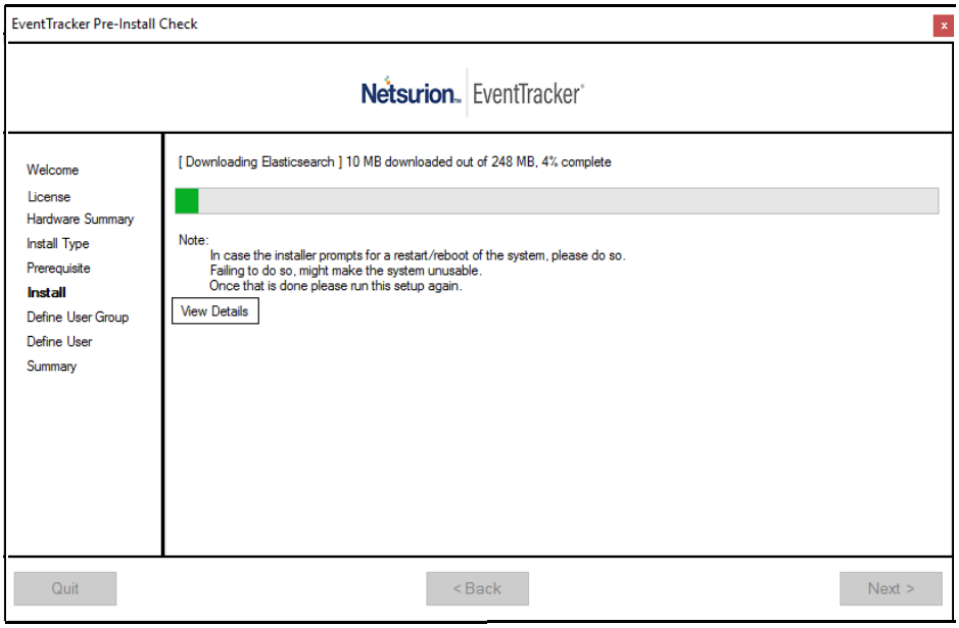

Figure 19

8. Click **Next** and the **summary** page opens. In **Summary** page, verify all the data entered and then click **Install**.

9. Click **Install** to proceed with the installation.

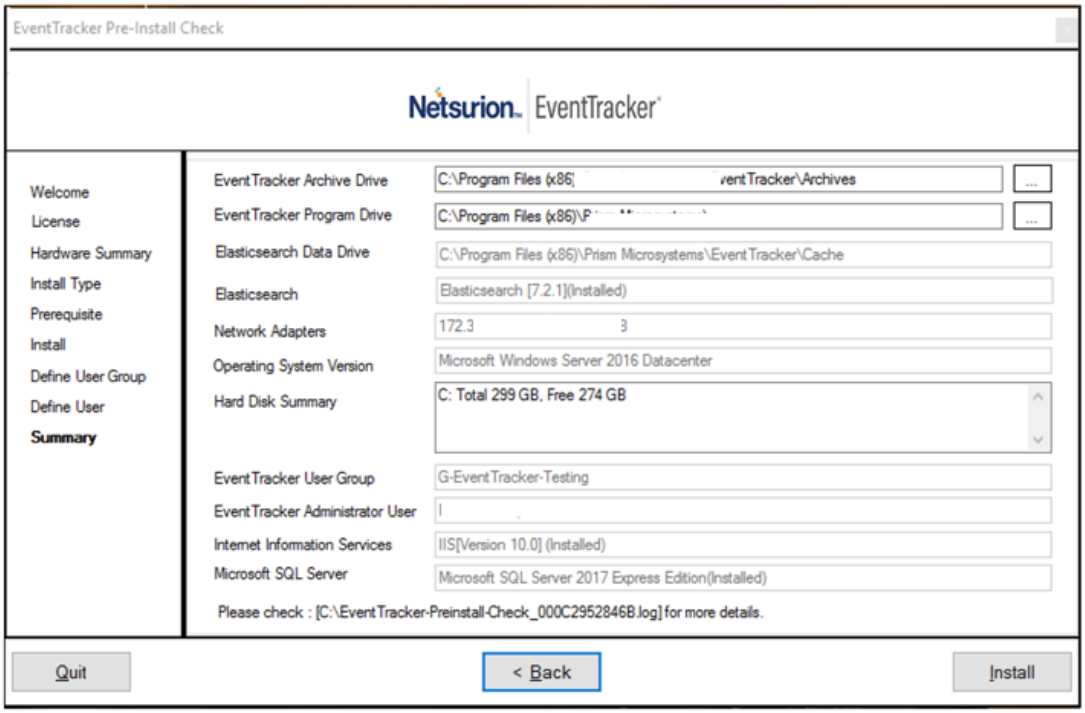

Figure 20

EventTracker - Install Shield Wizard opens.

Figure 21

EventTracker - InstallShield Wizard displays the **Welcome** screen.

Figure 22

10. Click **Next**. **Select a Certificate File** page opens.

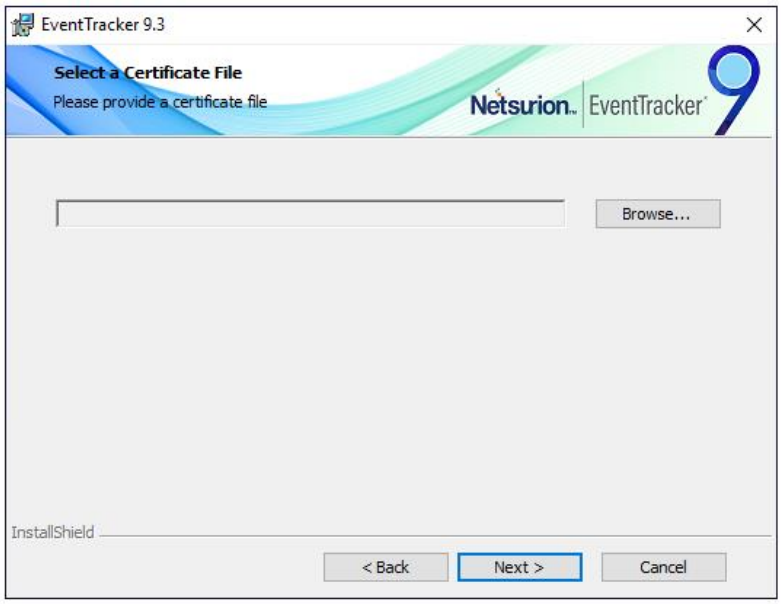

Figure 23

11. Click **Browse** to locate the path of the certificate file.
12. Select File window opens. Go to the appropriate folder, select **File** and then click **Open**.

    The folder path is updated.

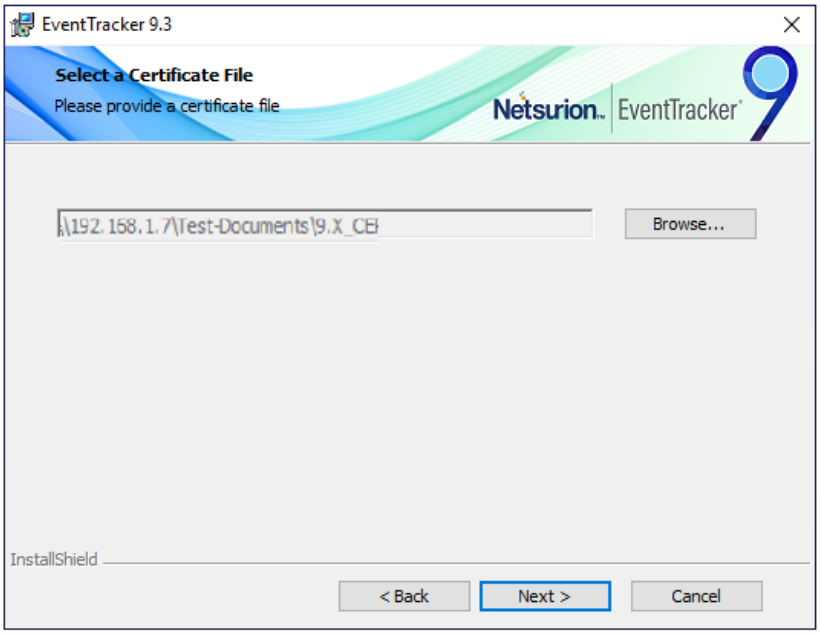

Figure 24

13. Click **Next** . Select Components screen opens.

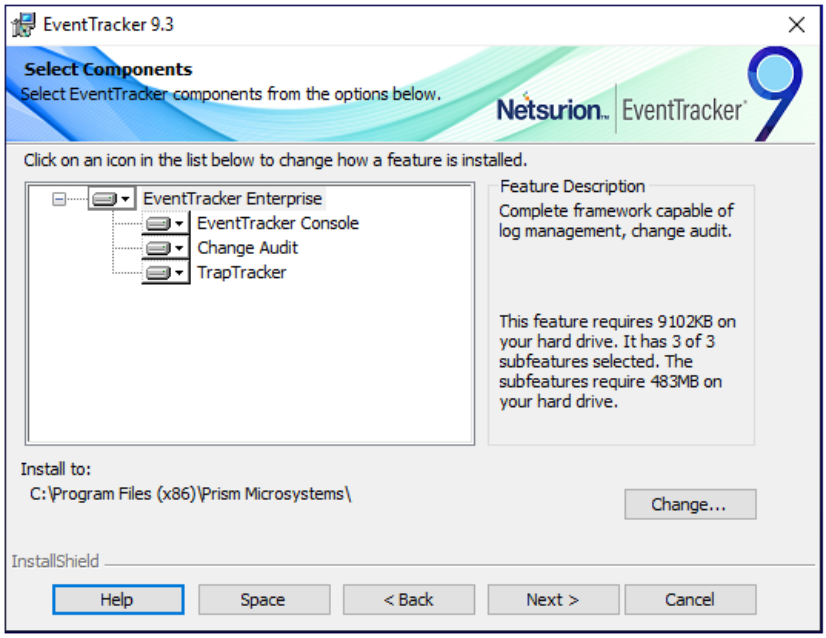

Figure 25

EventTracker Components	Description
EventTracker Console	Select this option to install the manager console on target the computer.
Change Audit	Optional component. Installing this component enables you to monitor and manage change over the enterprise. The agent component will also be installed along with the Manager Console. You can also deploy the agent to the monitored computers using System Manager after installing the Manager Console.
Trap Tracker	Optional component. Installing this component enables you to monitor and manage traps sent by SNMP compliant devices.

14. Click **Next**.

InstallShield Wizard displays the **Select EventTracker Console Type** screen.
It opens the previously selected option in version 9.0 or 9.1 or 9.2 by default.

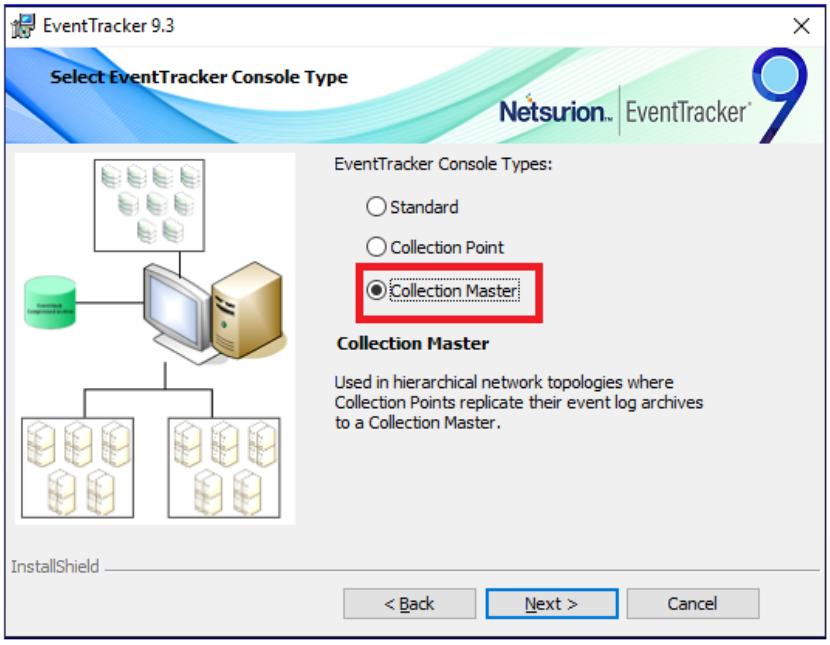

Figure 26

15. Click **Next**.

The **Ready to Install the Program screen** displays the summary of the installation path, console type, and the selected features.

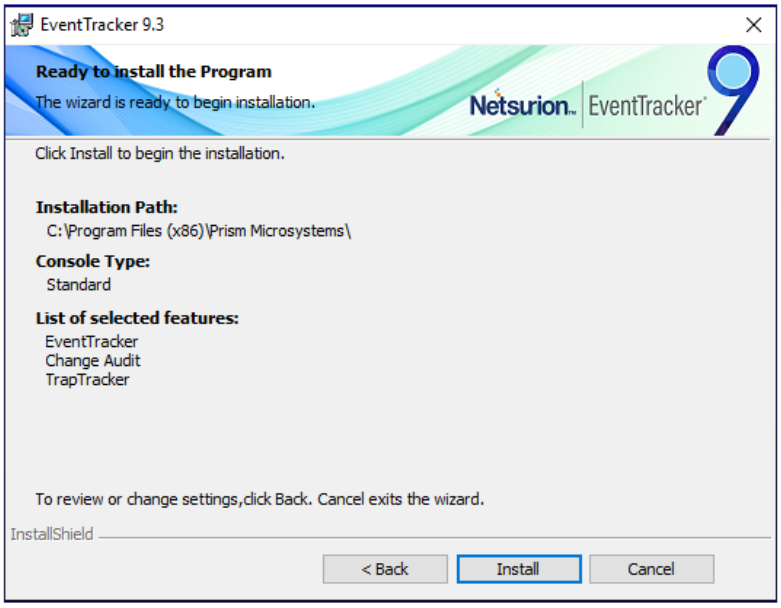

Figure 27

16. Click **Install**.

InstallShield Wizard installs the selected components.

InstallShield Wizard displays the last screen.

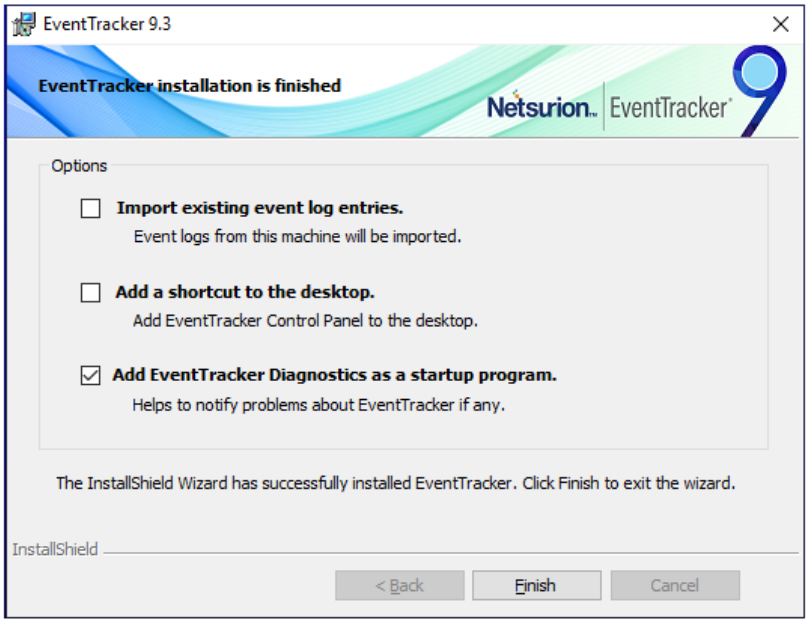

Figure 28

17. Click **Finish** to conclude the installation process.
    InstallShield Wizard displays the **EventTracker Configuration** screen.

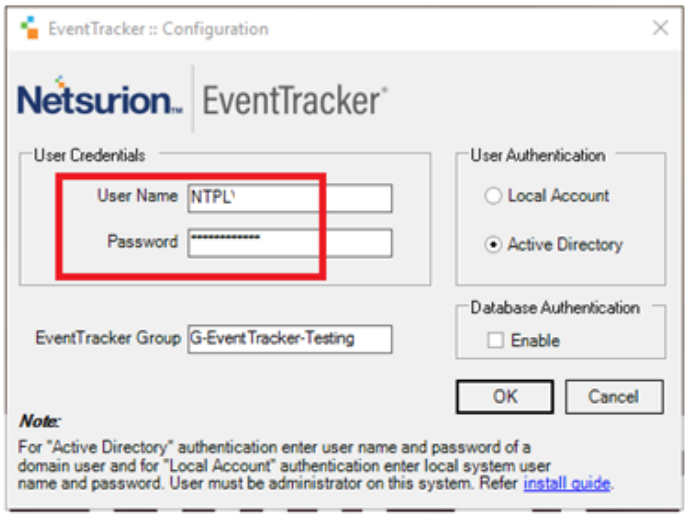

Figure 29

- Type valid user credentials in the **User Name** and **Password** fields respectively and then click **OK**. After successfully validating the user credentials, InstallShield[R] Wizard opens the **EventTracker Configuration** message box.

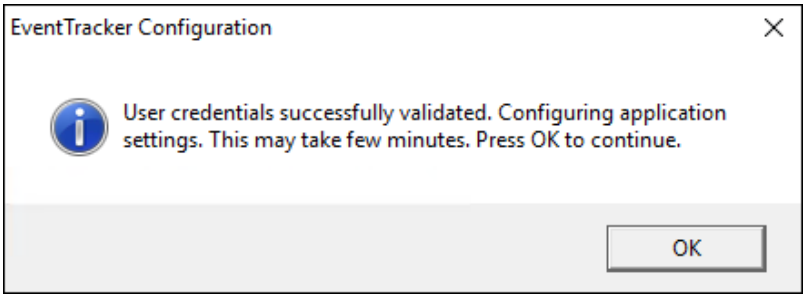

Figure 30

18. Click **OK**.

Step 5: Configure the service accounts, if the archives/reports are stored in the network path.

Click 'Configure the service accounts' section.

Step 6: Verify that the Categories, Alerts, Filters, are intact.

Step 7: After upgrading to EventTracker v9.3, copy the backed-up integrator folder in the manager agent installed location (**Install path\Prism Microsystems\EventTracker\Agent)**. Start all the integrator tasks from the windows task scheduler to receive the integrator data.

Step 8: Upgrade all Windows agents using the System manager

EventTracker agent upgrade is necessary to keep the agents up to date with the manager system.

1. Logon to **EventTracker**.
2. Select the **Admin** menu and select **Systems**. EventTracker opens **System** manager page.
3. Click the desired domain/group name and then select the **Upgrade agent**.

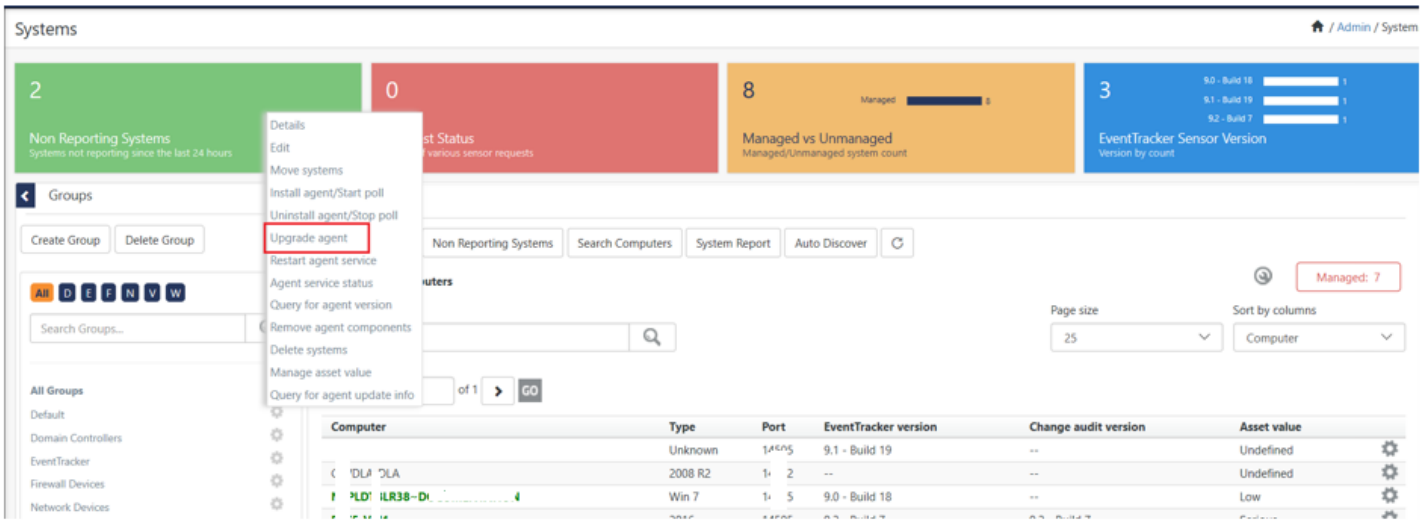

Figure 31

EventTracker displays **Upgrade Remote Agent(s)** dialog box.

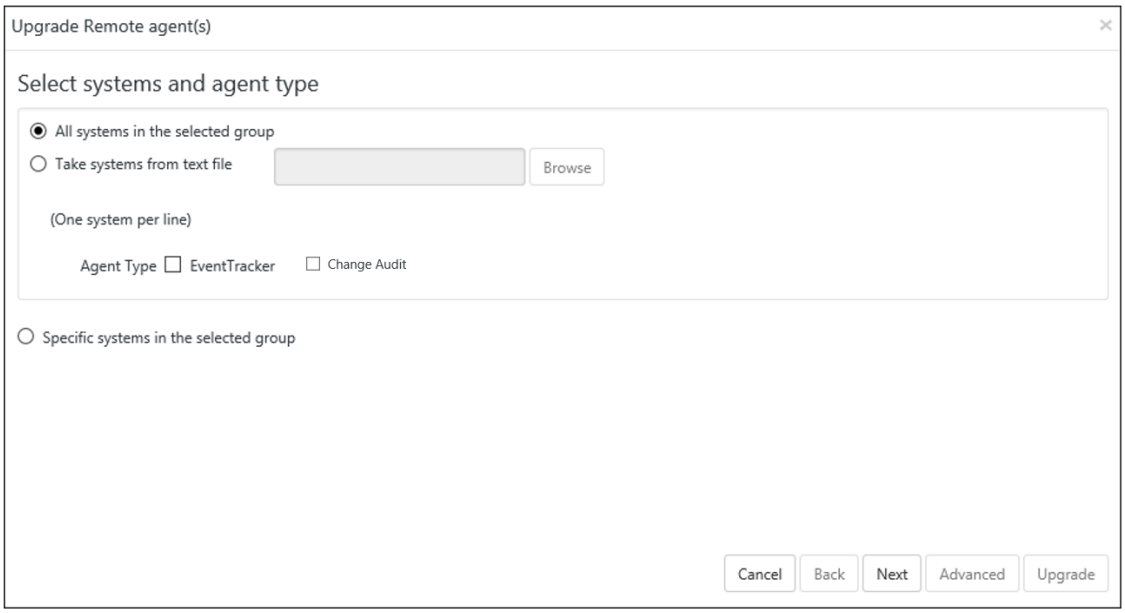

Figure 32

Option	To
All systems in the selected group	Click this option to upgrade all the agents in the selected group.
Take systems from the text file	Create a text file containing agent system names for which the upgrade has to be done. The text file should contain one system name per line. If you select this option, then browse the text file to select the agent system names.
Agent type	Select the agent to upgrade.
Specific systems in the selected group	Out of all the agent systems present in the group, select a specific agent system(s) to upgrade.

(OR)

Click the Gear icon corresponding to the remote system's name (where the agent is to be upgraded), and then click **Upgrade Agent** from the dropdown list.

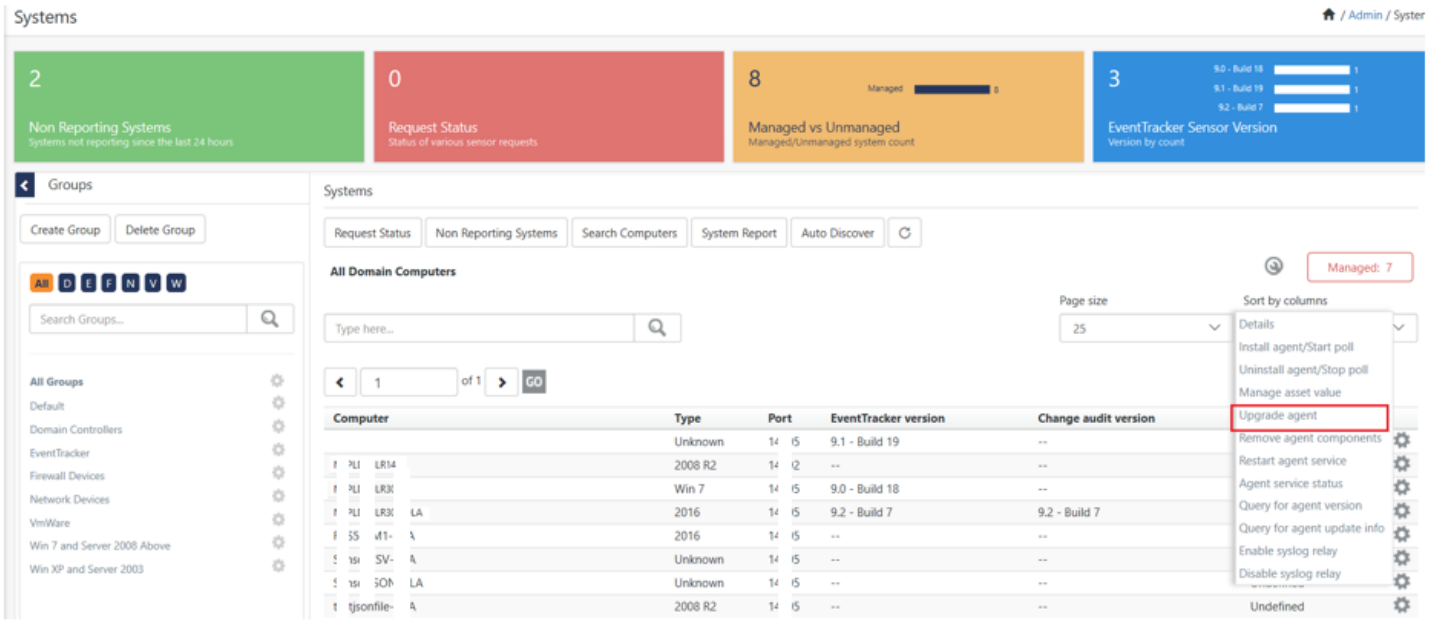

Figure 33

EventTracker displays **Upgrade Remote agent(s)** pop-up window.

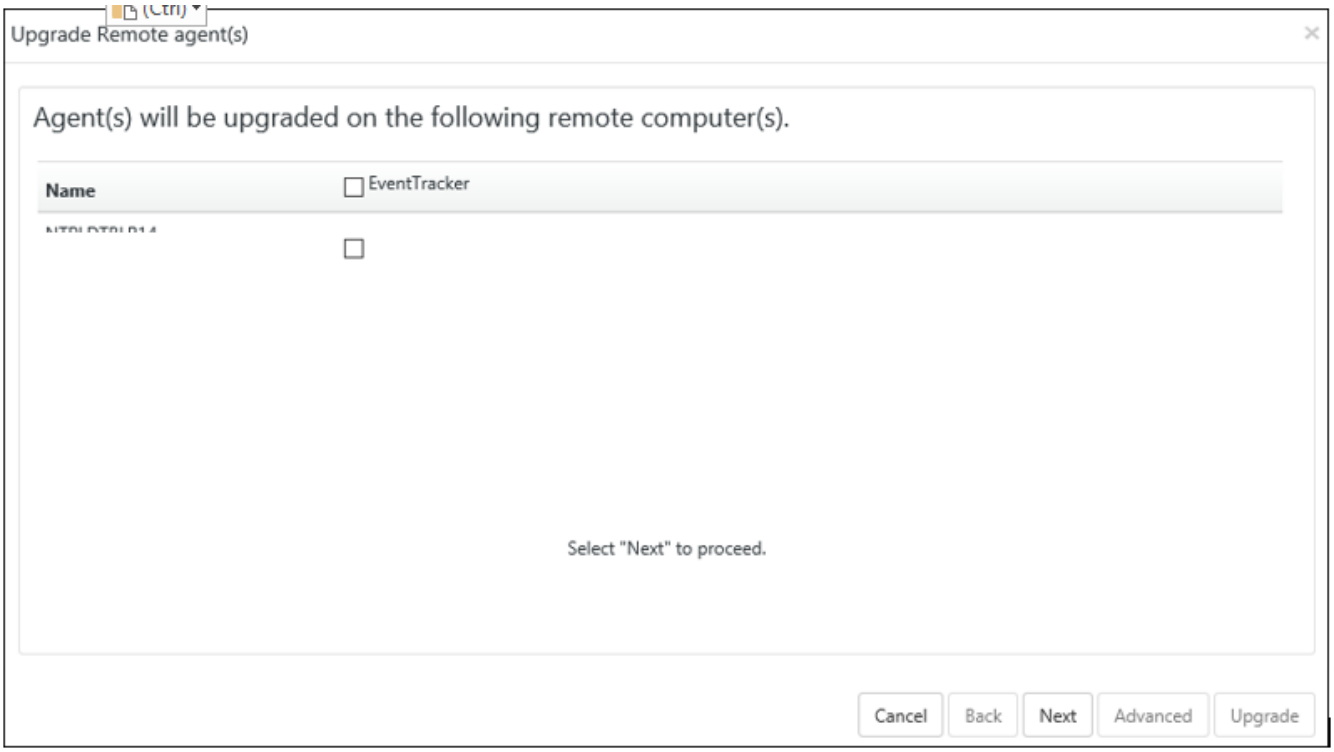

Figure 34

4. Check the agent type option which you want to upgrade, and then click **Next**.

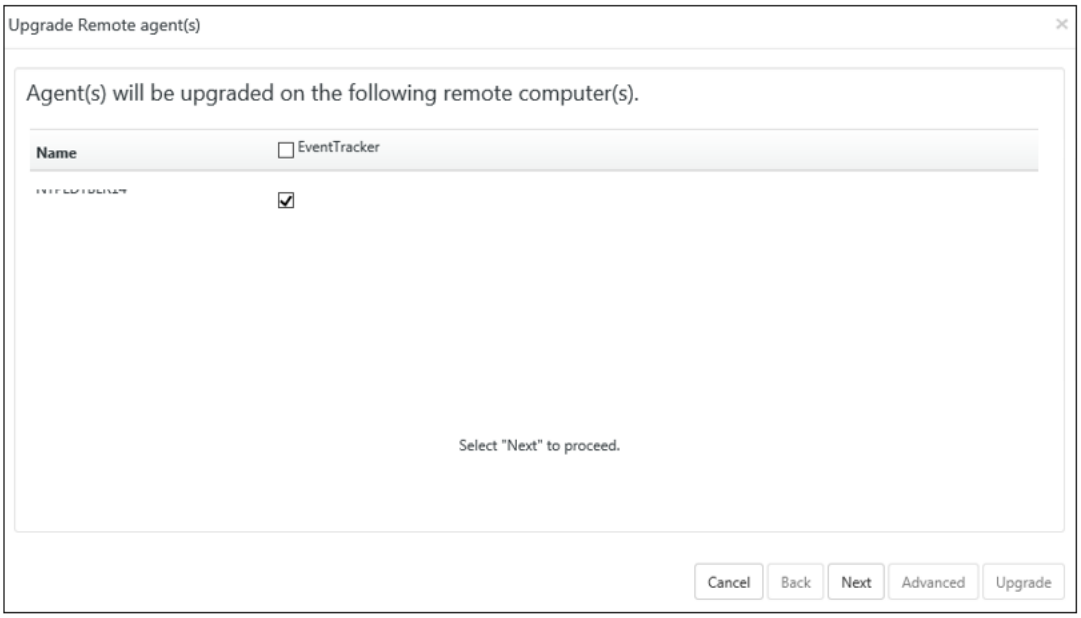

Figure 35

5. Select the **Windows Domain Network** option, and fill in the user credentials.

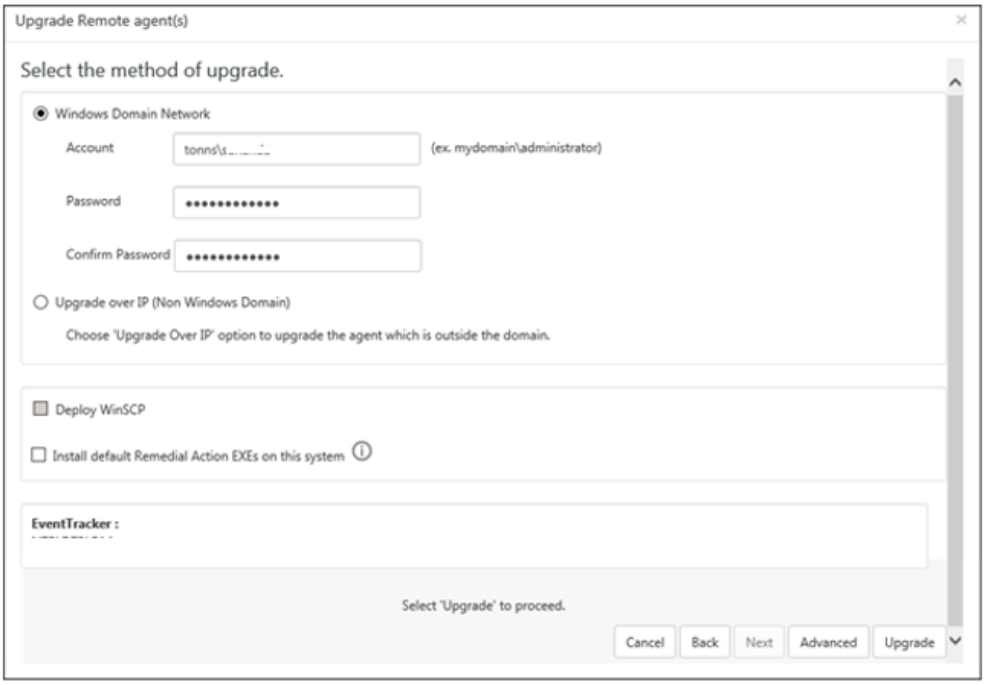

Figure 36

(OR)

If the remote agent is in some other non-trusted domain or the remote system is not accessible using Windows file sharing, then select the **Upgrade over IP (Non-Windows Domain)** option.

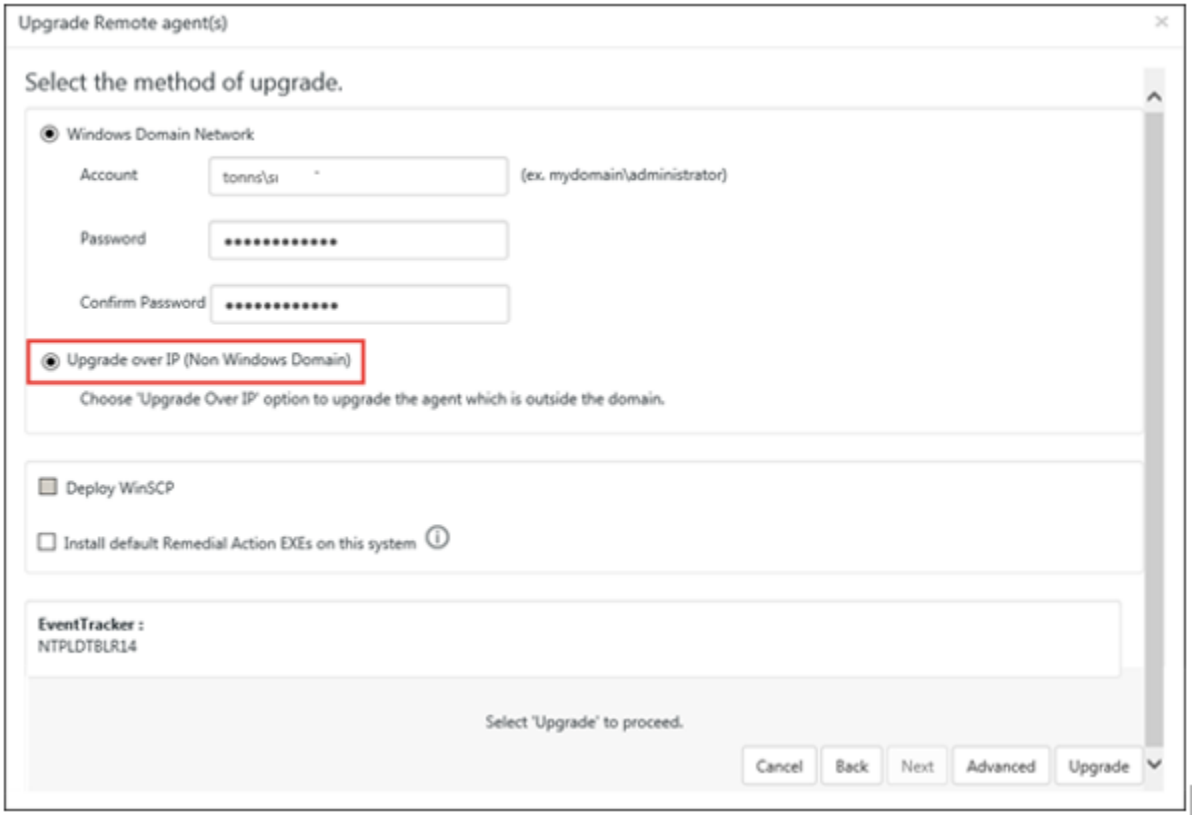

Figure 37

6. Check **Install default Remedial Action EXEs on this system** option to install remedial action scripts.

EventTracker opens a message box.

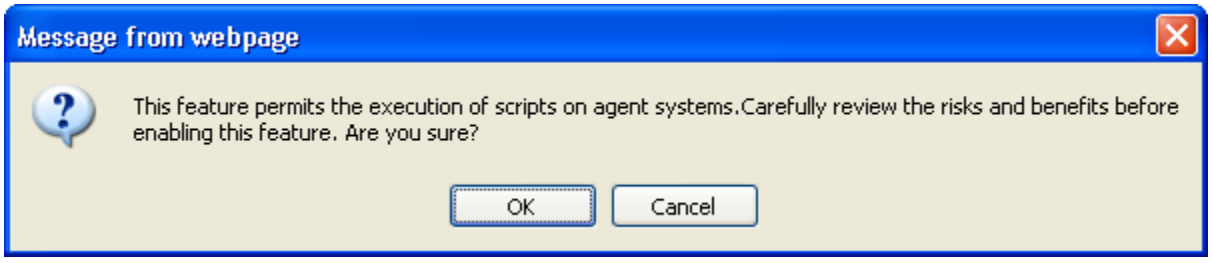

Figure 38

Remedial Actions are scripts or executable files that can be launched at either the agent or the manager side, in response to events. If this option is enabled, predefined scripts will be placed in the

EventTracker\Agent\Script folder at the manager side. These may be installed at the agent side also, during deployment via the **System** manager.

7. Click **OK** to install remedial action EXEs

   (OR)

   Click **Cancel** to not to install remedial action EXEs.

   The agent will be installed on the selected machine with the default etaconfig.ini configuration.

8. Click **Advanced** to set a more specific configuration while agent upgrade.

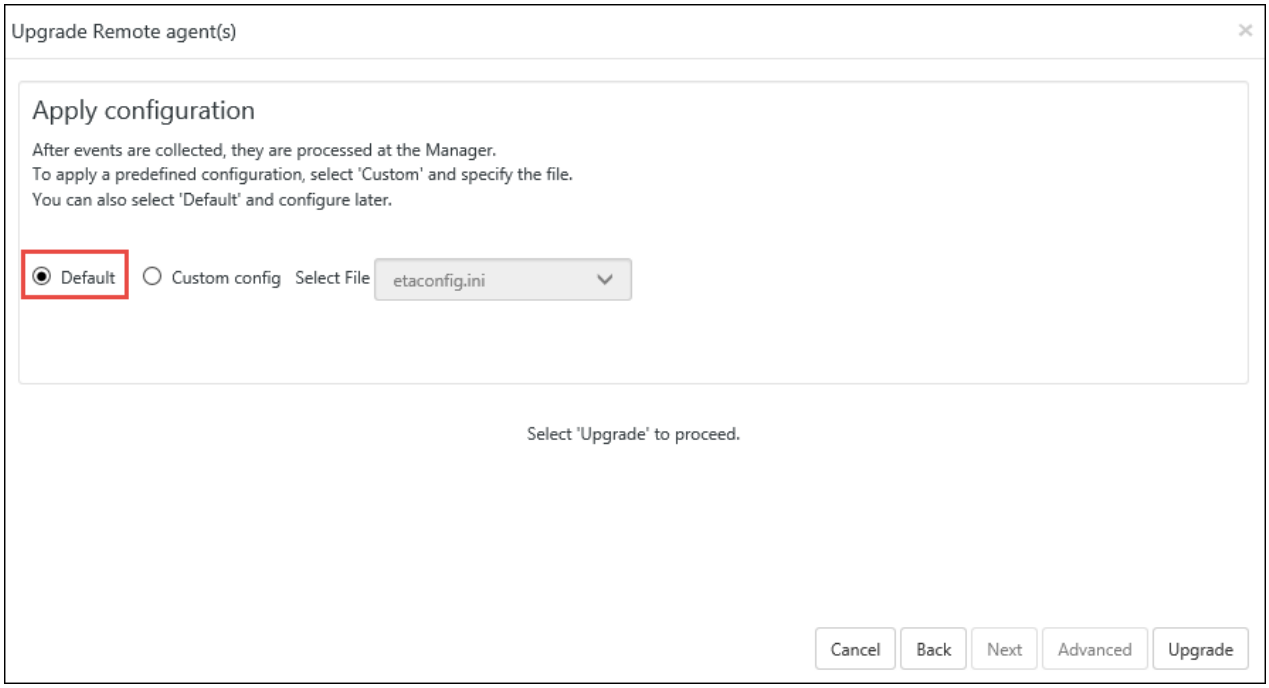

Figure 39

The **Default** option is selected by default to apply the manager side 'Agent configuration' settings (etaconfig.ini).

(OR)

Select the **Custom config** option to select a custom configuration file.

The custom configuration will provide the templates you have created in Agent configuration and two more predefined templates.

You can select the template of your choice.

etaconfig_Servers.ini: This predefined template contains the ideal server configurations which can be applied to the selected agent system.

etaconfig_Workstations.ini: This predefined template contains the ideal workstation configurations which can be applied to the selected agent system. This option disables the 'Offline event sending' option.

9. Click **Upgrade**.

EventTracker opens an information message.

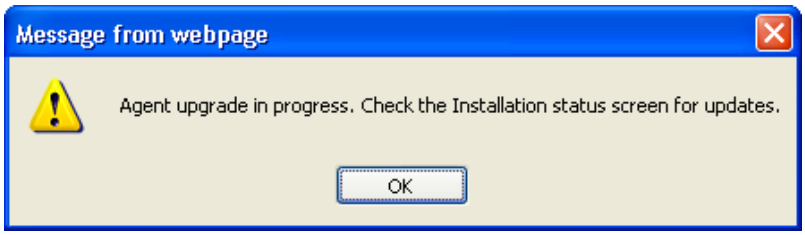

Figure 40

10. Click **OK**.

EventTracker opens the **System Status** screen.

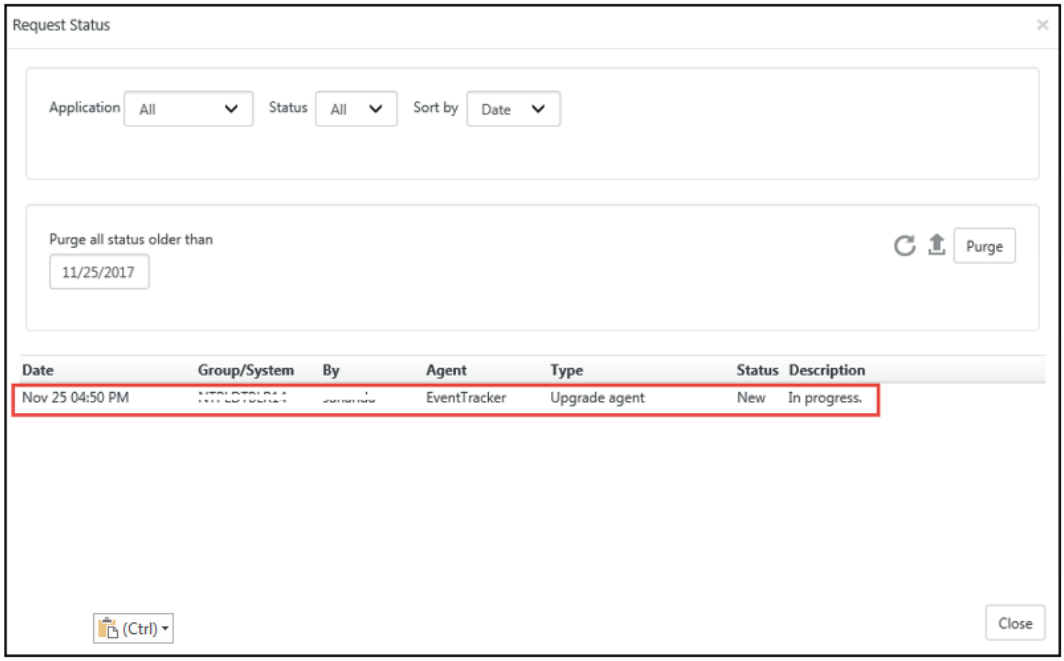

Figure 41

11. Click the button, to see the latest status.

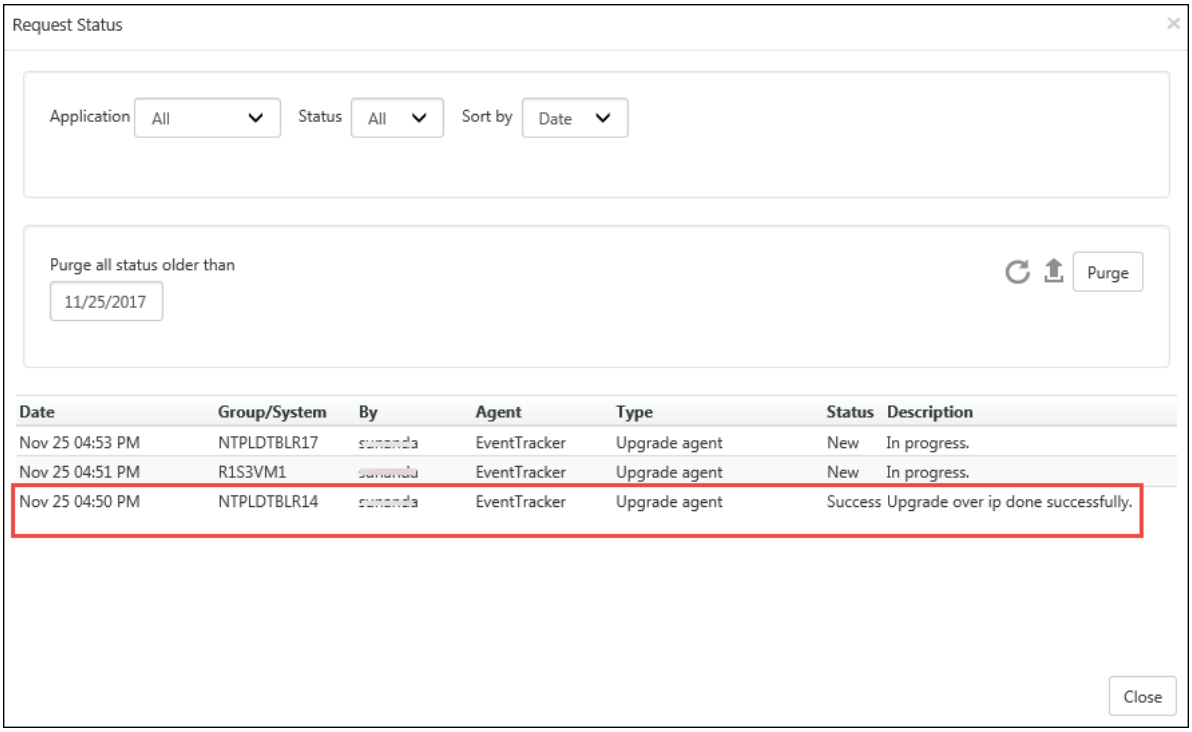

Figure 42

NOTE: It may take some time to load the status.

Step 9: Import Knowledge Objects after the upgrade. (This applies to the customers who have upgraded from v9.0 / v9.1 to v9.3)

Import the latest knowledge objects (KO) after the upgrade. The newly optimized knowledge objects contain improvements in RegEx matching and source type mapping. Refer to the User Guide and knowledge pack portal for more information on knowledge objects.

Note:

- Import EventTracker and Windows KOs on top of existing KO.
- Delete any other KOs and import the new KOs as per the need.
- If new KOs are not imported, only standard properties will be indexed.

1. Logon to EventTracker.
2. To import **Knowledge Objects**, select the **Admin** menu, and then select **Knowledge Objects.**
3. Click **Import** **.**
   EventTracker Knowledge Objects Import/Export window opens.
4. Click **Browse** and then select the file from the desired location.

   NOTE: The file extension should be '.etko' only. The knowledge objects are segmented into folders. Based on the devices the user(s) is using, they can import them which is available in …\\InstallDIR\EventTracker\Knowledge Packs

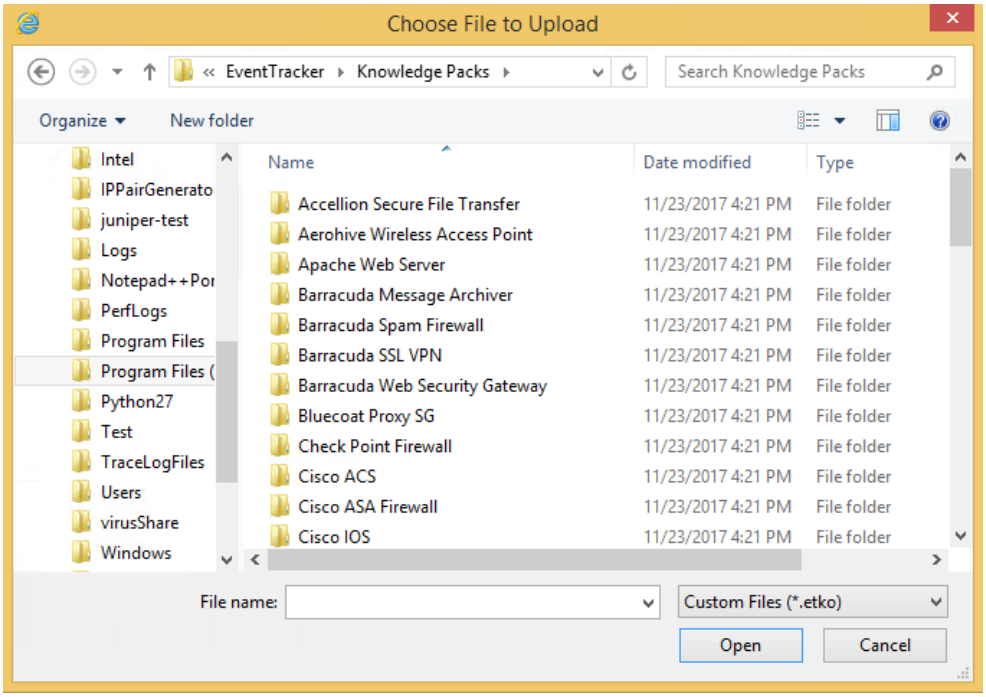

Figure 43

5. Click **Open**.
6. Click **Upload**.
7. To upload knowledge objects, select the **Object name** option.

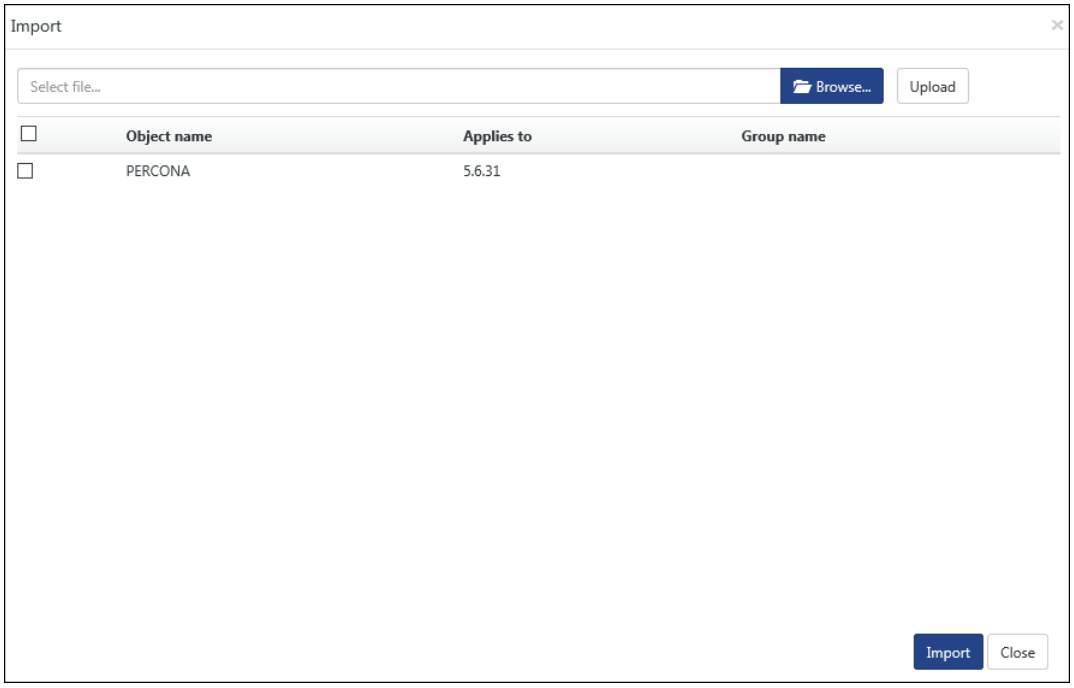

Figure 44

8. Click **Import**.

NOTE:

- After upgrading from v9.0/v9.1/v9.2 to v9.3, the user will first have to import the new Token templates (with the extension .ettd) from the install DIR\Program Files\Prism MicroSystems\EventTracker\Configuration Files and then import the newly available Defined Reports (with the extension .issch) from the same path.

- While importing the newly added defined reports from the **EventTracker Control Panel**, the user has to select the Old Type option with extension .issch.

3.2 Configuring Service Accounts

If the user is setting UNC path (Uniform Naming Convention) for storing Archives/Reports, then service account of EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator (if available) services should be made to run on the user account having full permission on the set UNC path.

1. Open the "**EventTracker Configuration**" from **Start**, and "**Run as administrator**".

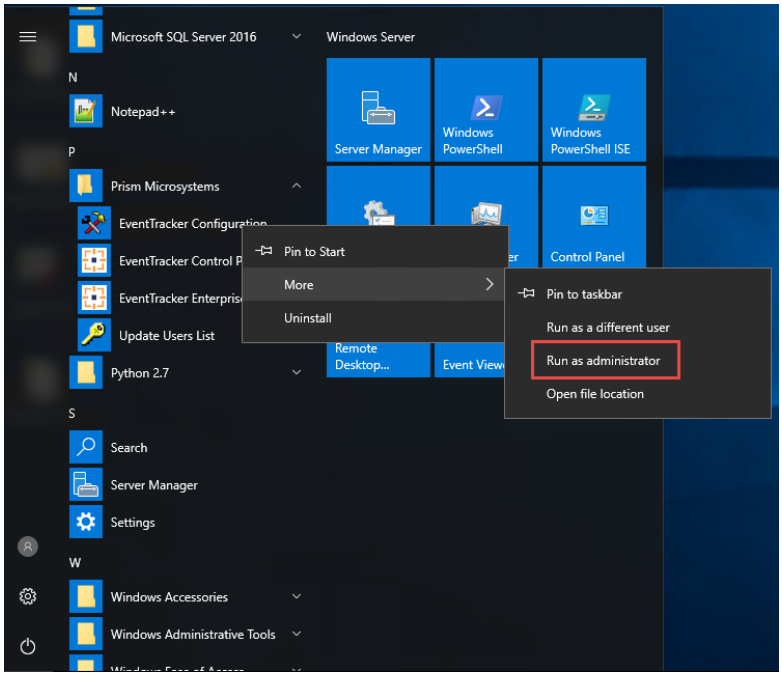

Figure 45

2. Configure the same with a user who has full permissions to access the shared archives folder.

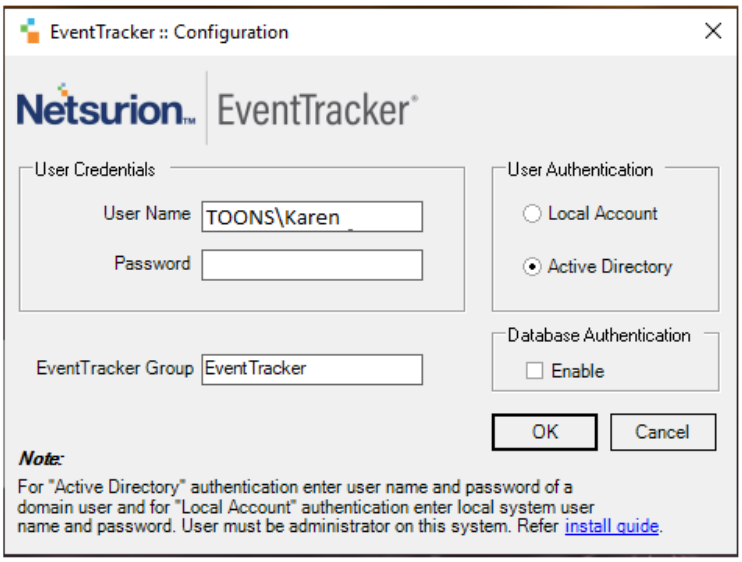

Figure 46

** "**Karen**" has full permissions to access the archives UNC path.

NOTE: You may ignore the above steps, if it is already configured with the required user.

1. Click **Start**, and then select **Run**.
2. Type **services.msc** and click **OK**.

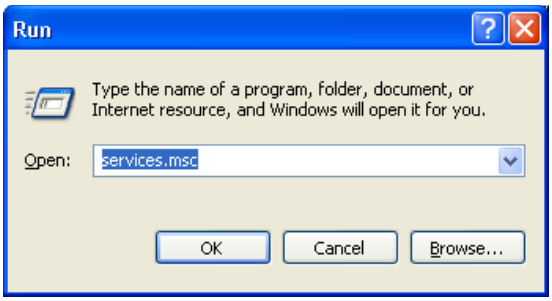

Figure 47

3. In the **Services** window, search for EventTracker services.

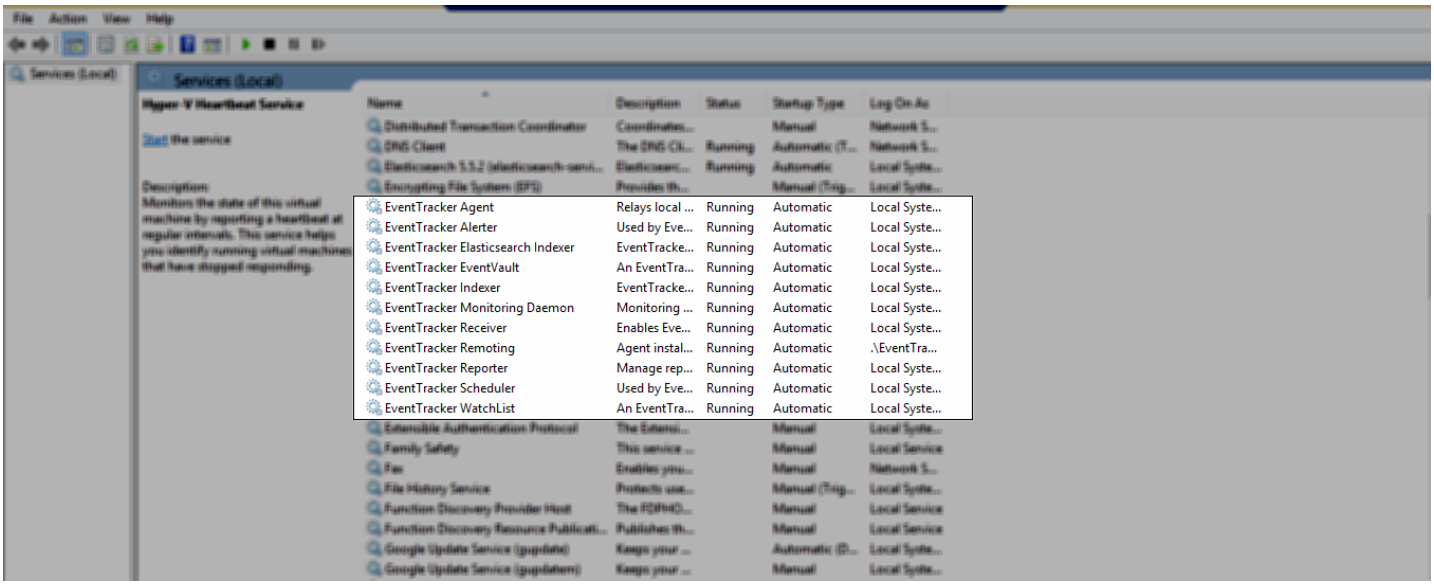

Figure 48

4. Right-click the service name and click **Properties**.
   - For example, Right click **EventTracker EventVault** service.
   - 'EventTracker EventVault Properties (Local Computer)' dialog box will appear on the screen.

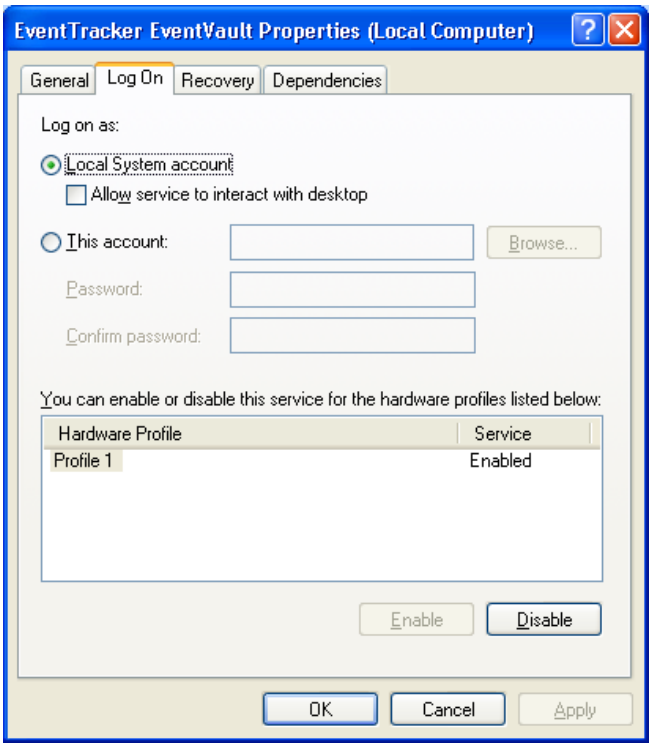

Figure 49

5. Click **Log On** and select **This account** option.

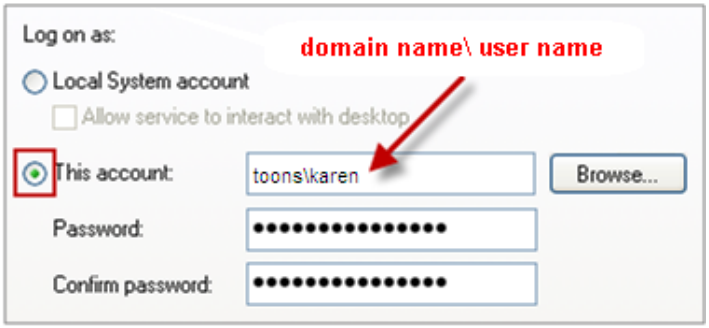

Figure 50

6. Enter the user credentials and correct password.
   The user name should be in the 'domain name\user name' format.
7. Click **Apply**.
   A warning message appears.

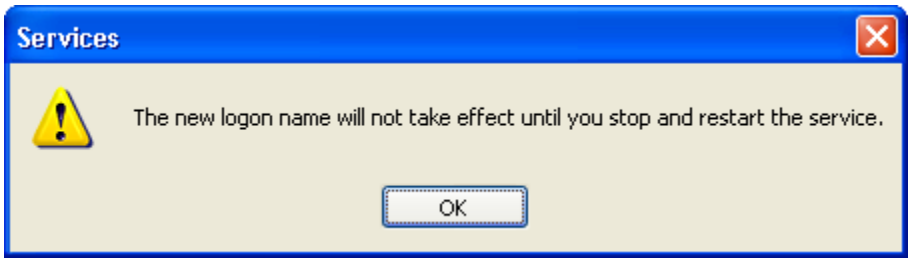

Figure 51

8. Click **OK**.
9. To run the service with the new logon name, stop and start the service.
10. Likewise, for the rest of the services, repeat **step 4** to **step 10** to change the service account.
    The **Log On As** column will display the changed service account name.

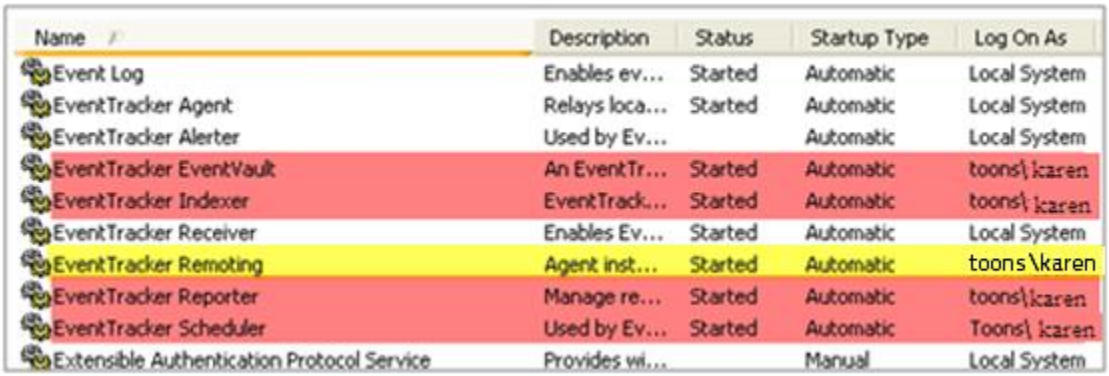

Figure 52

4. Source Type Mapping

1. After appling the update ET90U19-074 (on v9.0) and ET91U19-050 (on v9.1), user has to navigate to the following install path "**Prism Microsystems\EventTracker\AdvancedReports**".

2. Right click on the "**EventTracker.Update.SourceTypeMapping.exe**" file and choose "**Run as Administrator".**

3. The Source Type Mapping window appears, click on the "**Scan indexed data for syslog sources**" button

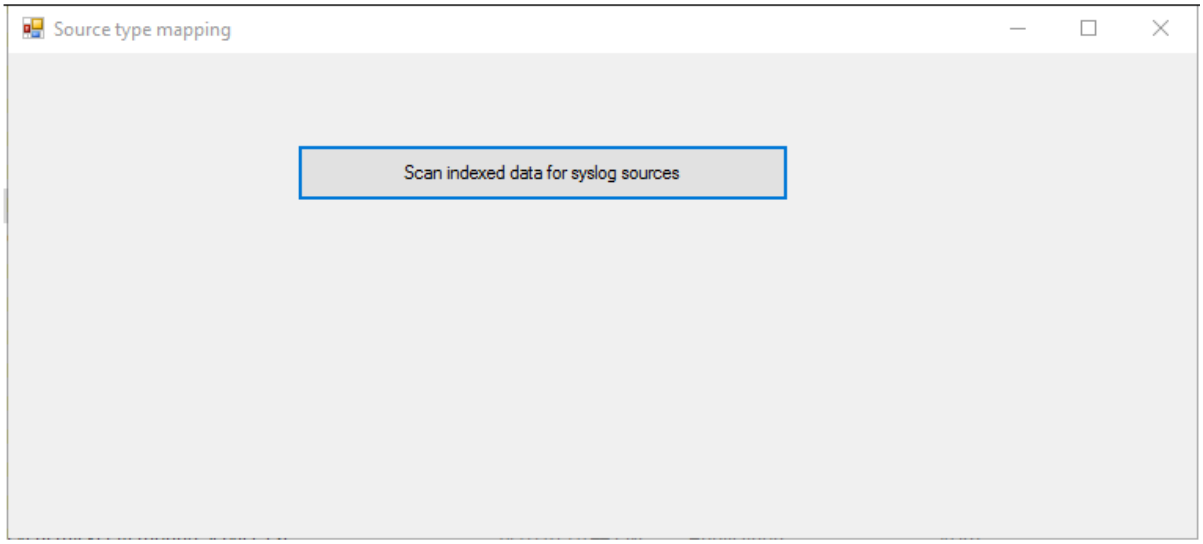

Figure 53

4. The following message appears and click **ok**.
   This message confirms that the source type temp database is created successfully

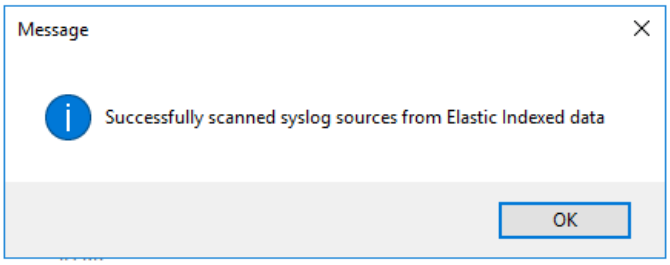

Figure 54

5. Open EventTracker Database.
6. Find and edit the **dbo.TempSourceTypeMapping** table and confirm if all the data is avaliable.

If you encounter any problems during the upgrade process, please contact the support team to get quick and thorough instructions.

Technical Support Contact Details:

Toll-Free: 877-333-1433 ext. 2
Phone: +1-410-953-6776 ext. 2
Fax: +1-410-953-6780
Email: support@eventtracker.com