



# **Upgrade Guide**

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## *Upgrading to EventTracker v6.4 b50*

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### **Upgrade Guide**

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## Abstract

The purpose of this document is to help users upgrade from any builds of EventTracker v.6.0.x to EventTracker v6.4 b50, and to verify the expected functionality and performance of all its components. If you encounter any problems during upgrade process, please contact Support to get quick and thorough instructions.

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## Who should use this Guide?

It is incumbent upon all users of EventTracker v6.0.x who wish to upgrade to v6.4 b50.

Prism strongly recommends that you read the entire document thoroughly before you begin the upgrade process.

## Before you upgrade

1. Thoroughly read the “EventTracker Architecture” guide. This guide explains the architecture and sample deployment methods with illustrations.  
<http://www.prismmicrosys.com/resources/documents/EventTrackerArchitecture.pdf>
2. Contact [support@prismmicrosys.com](mailto:support@prismmicrosys.com) for information regarding license keys.

**Important:** Users of versions 5.x and below contact [support@prismmicrosys.com](mailto:support@prismmicrosys.com) for complete and thorough instructions.

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# What is new in EventTracker v6.4 b50

## Enhancements

### 1. New features

- a.* Alerts Dashboard
- b.* Enterprise Activity Dashboard
- c.* Receiver enhancements
- d.* Event 3278 for multiple Agent configuration change requests
- e.* Event 3277 to notify agent install/upgrade status
- f.* Event 3276 to notify while changing system types
- g.* Search based Management Console
- h.* Simplified log search interface
- i.* Agent health status check enhancements
- j.* Archive Indexer for Local and Collection Points
- k.* VMware Agent
- l.* Cross-site reporting feature added
- m.* Syslog port configuration to define single port for UDP/TCP pair
- n.* "All Systems" option added in the analysis system selection
- o.* Check Point Agent
- p.* Reports Console enhancements
- q.* Option to customize category selection based on user requirement during installation

### 2. New Knowledge Packs

- a.* Motorola Wireless Switch
- b.* Juniper JUNOS
- c.* Cisco Aironet
- d.* Cisco Director
- e.* Cisco ASA
- f.* F-Secure
- g.* MSSQL Server
- h.* WatchGuard
- i.* Enterprise Activity event Categories
- j.* Windows Backup
- k.* SQL Server
- l.* Certificate Services

- m.* EventTracker: Windows log backup and clear
  - n.* EventTracker: Direct log archiver
  - o.* EventTracker: Agent configuration changes
  - p.* CISCO IOS
  - q.* Hyper-V
  - r.* Cisco Catalyst Switch
  - s.* Juniper SBR
  - t.* VMware
  - u.* Dell OMSA
  - a.* Oracle
- 3.** New Alerts
- a.* Cisco Catalyst
  - b.* Cisco IOS
  - c.* VMware
  - d.* Dell OMSA
  - a.* Oracle
- 4.** Minor enhancements
- a.* Canceling large detail reports with proper error messages in exception
  - b.* Adding notes while exporting details of Reports on Reports
  - c.* Facility to configure Scheduled/Defined report from published reports
  - d.* Raw Syslog forwarding
  - e.* Facility to change system type in System Manager
  - f.* New "My Favorites" link in the Reports Console
  - g.* Receiver INI file corruption recovery capability added
  - h.* System Manager now prompts for credentials (support for cross domain agent installs)
- 5.** Other changes
- a.* System Manager to recognize system type Windows 7
  - b.* Log Volume Analysis to have one line Event Descriptions
  - c.* Include Vista/2008 events in legacy Traffic Analyzer
- 6.** New reports
- a.* User Activity
  - b.* Idle Time Report
  - c.* OWASP (Web Attack)
  - d.* SharePoint Traffic Top Hits and Bandwidth Report
  - e.* Consensus Audit Guidelines under Compliance
  - f.* WhatChanged

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## Defect Resolution

1. Install issue with EventTracker Alerter service in Vista/2k8
2. Printer Usage reports failure in 2008
3. LFM exceptions in EventTracker Agent
4. License count issues with Windows 7 in License usage
5. Offline agent configuration event translation issues
6. Retaining Alerts folder & files while retaining data during uninstall
7. Agent exceptions while sending events
8. Offline Agent Configuration updates
9. Diagnostics issue, picking archiver index db always from default path
10. Retaining original system information in Syslog description
11. Agent upgrade issues with Remote Agent Installer
12. Agent error log growing issue, unknown exceptions, and connection errors due to DNS lookup
13. Non-Vista Agent, where it was checking for backup directory even when archiving is disabled
14. Import/Export missing Report description
15. Report configuration change audit events (3283) issue while configuring more number of systems
16. Blank Correlator configuration GUI
17. Exhausted License warning message in Console & Agent Installer
18. Agent Configuration Console slowness issue while applying configuration changes to all agents
19. EventVault service struck issues while purging CAB files
20. Append Archives utility crash
21. Scheduled report failures due to timing overlap
22. Blank report on Agent Management Tool when group name contains "-" character
23. Receiver high memory usage issues
24. Service access privilege issues in EventTracker Receiver
25. Scheduled Report execution, status and e-mailing issues
26. Receiver drops events when more number of agents connected
27. EventVault issue while creating CAB files (cache bin file issue)
28. Syslog Receiver Crash
29. Exception in CPU performance report
30. Category display issues in Alphabetical reports tab
31. Report configuration audit event issues
32. Report exception "Cannot access the disposed object "
33. issdb size growing issue because of frequent system information updates

- 34. Domain\username issue in Reports quick view
- 35. Duplicate event counts on receiver load file (etw) for Syslogs
- 36. Duplicate event counts in log analysis when multiple (having similar rulesets) Categories selected
- 37. Syslog systems report processing issues
- 38. TCP receivers not working
- 39. Resolved 64-bit Windows problem with Reports Console
- 40. Resolved issues for 64-bit operating system installation



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## Prerequisites

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

The most effective upgrade method is to first export all the custom settings using Export Import Utility, install the new version and 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 Management Console and validate all its functionality, next upgrade the Agents and lastly verify the performance.

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# Planning

This section gives you a rough estimation of time required for upgrading as well as monitoring the successful upgrade. It might take 60 – 90 minutes for you to read this document and to complete the upgrade process gracefully. You will also require spending a few minutes the following day after the upgrade, to verify all your Scheduled Reports are being generated. If any reports fail to generate, then please read the Validation section at the end of this document.

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# Complete Upgrade Procedure

Verify that all the prerequisites described above have been satisfied.

## Management Console

**Before the upgrade process begins,**

1. Backup all custom Categories, Alerts (Please check the "Export E-mail Settings" check box), Filters, Domains, Systems, Scheduled Reports, and RSS Feeds using Export Import Utility.
2. Backup issdbv3.mdb and ETReports.mdb files (...Program Files\Prism Microsystems\Common).
3. If you are using the Agentless monitoring option, export all Systems to retain polling list and other settings.
4. Close/terminate all the EventTracker components like Management Console and Reports Console, including **RDP (Remote Desktop Protocol) sessions**.
5. Open the Windows Task Manager and check if the following processes are running in the background, if so, terminate them:
  - ETConsole2.exe
  - ETWReporter2.exe
  - EVTRptmgr.exe
  - EtwControlPanel.exe
  - evtCabIntChkMgr.exe
  - ETRptSchedulerMgr.exe
  - ETReporter.exe
6. Note down the custom changes you have made in the Trusted List (Agent Configuration -> Network Connection Monitor -> Suspicious Traffic Only (SNAM) -> Trusted List).

## Upgrading from v6.0.x to v6.4 b50

1. Uninstall the existing version by retaining old configuration and data.
2. Restart the EventTracker Manager server.
3. Install EventTracker v6.4 b50
4. Remove all Categories.
  - a. Open the Management Console.
  - b. Click the **Configure** menu and select the **Manage Categories** option.
  - c. Right-click the **All Categories** Categories group.
  - d. From the shortcut menu, choose **Delete All**.

5. Using Export Import Utility, import **Complete Categories.iscat** file from the EventTracker installation folder typically ...\\Program Files\\Prism Microsystems\\EventTracker\\Configuration Files.
6. Using Export Import Utility, import all custom Categories, Alerts, Filters, Domains, Systems, Scheduled Reports, and RSS Feeds.
7. Verify that the Scheduled Reports, RSS Feeds, Categories, Filters, Alerts, Systems, and Domains are intact.
8. Upgrade all agents using the System Manager.
9. Update the Trusted List with the changes you have noted down earlier.
10. Compact the databases.
  - a. Double-click **Maintenance Tools** on the Control Panel.
  - b. Double-click **Compaction Utility**.
  - c. Select the check boxes against issdbv3.mdb & ETReports.mdb and then click **Compact Now**.
11. If you do not want to view All Alerts and prefer to view only Active Alerts on the Management Console, do the following:
  - a. Open the Management Console.
  - b. Click the **Configure** menu and select the **Configure Manager** option.
  - c. Select the **Show Only Active Alert events in Console** check box.
  - d. Click OK.

**Active Alerts:** Active Alerts are Alert events that have at least one action set.

**Show Only Active Alert events in Console:** To view only active Alerts, select the **Show only Active Alert events in Console** check box. When this check box is selected, EventTracker stores all Alert events in the database, but displays only the active Alerts on the Management Console. Since all Alert events are stored in the database analysis could be done on all Alert events.

**Store Only Active Alert events:** To store only active Alerts, select the **Store only Active Alert events** check box. When this check box is selected, EventTracker stores only the active Alerts events in the database. Analysis could be done only on active Alert events. "Show only Active Alert events in Console" option is enabled by default, if you select this check box.

For all upgrades, suggested settings would be **Store Only Active Alert events** to speed up the archiving process, as this option helps to work only on active alert rules.

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## Validation

After successfully completing the upgrade process, please verify that the Backup Directory path, Directory Path for Scheduled Reports copies and Report Data Cache path are properly configured.