



Upgrade Guide

Upgrading to EventTracker v6.4 b50

Upgrade Guide

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Abstract

The purpose of this document is to help users upgrade from EventTracker v.6.3 b93 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 v.6.3 b93 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 for information regarding license keys.

Important: Users of versions 5.x and below contact support@prismmicrosys.com for complete and thorough instructions.

What is new in EventTracker v6.4 b50

Enhancements

1. New Features - Major
 - a. Alerts Dashboard
 - b. Enterprise Activity Dashboard
 - c. Receiver enhancements
 - d. Event 3276 to notify while changing system types
 - e. Event 3277 to notify agent install/upgrade status
 - f. Event 3278 for multiple Agent configuration change requests
2. Minor Enhancements
 - a. New option "Tune this alert" in Alerts Dashboard to show the associated alert rule
 - b. Extended EventTracker Receiver peak memory usage limit to 500
 - c. Changes to read XML contents from all vista events irrespective of classic keywords
 - d. Removed default "UDP" settings in NCM configuration during install
 - e. Set "Show Only Active Alerts" as default in fresh installs.
 - f. Adding XML contents in Event description from Vista Event logs
 - g. Reading custom event logs from non-Vista systems
 - h. Enabling Automatic and Manual Collection Masters
 - i. Changes to accept user credentials while upgrading license on remote Agents
 - j. Excluding non-Windows systems from license upgrade in System Manager
3. Knowledge Packs
 - a. Juniper JUNOS
 - b. Motorola Wireless Switch
 - c. Cisco ASA
 - d. Cisco Aironet
 - e. Cisco Director
 - f. F-Secure
 - g. MSSQL Server
 - h. WatchGuard
 - i. Windows Backup
 - j. SQL Server
 - k. Enterprise Activity event Categories
 - l. Updated Category groups FTP, IIS, and DHCP

- 4.** Alerts
 - a.** Cisco Catalyst
 - b.** Cisco IOS
 - c.** Updated default Alert rules with refined rulesets
- 5.** Changes
 - a.** Log Volume Analysis to have one line Event Descriptions
 - b.** Moved Motorola Categories under Operations -> Device Specific in Reports Console
- 6.** Removed
 - a.** Export to Legacy Scheduled Reports option in Import/Export Utility
 - b.** Purging option from CollectionPoint console (will be taken care only by EventVault)

Defect Resolution

1. Active-X error in event viewer of management console
2. Inconsistent date/time format issues in reports/analysis/search
3. Agent exceptions when Checkpoint configured in LFM
4. Install issue with EventTracker Alerter service in Vista/2k8
5. Printer Usage reports failure in 2008
6. LFM exceptions in EventTracker Agent
7. License count issues with Windows 7 in License usage
8. Offline agent configuration event translation issues
9. Agent exceptions while sending events
10. Offline Agent Configuration updates
11. Retaining Alerts folder & files while retaining data during uninstall
12. Agent upgrade issues with Remote Agent Installer
13. Agent error log growing issue, unknown exceptions, and connection errors due to DNS lookup
14. Custom remedial actions not working at Agent side
15. Reports Quick View refine event description issue
16. Non-vista agent, where it was checking for backup directory even when archiving is disabled
17. Import/Export missing Report description
18. Log Search issues with user names
19. EventVault service struck issues while purging CAB files
20. Report configuration change audit events (3283) issue while configuring more number of systems
21. Agent Configuration Console slowness issue while applying configuration changes to all Agents
22. Append Archives utility crash
23. Blank report on Agent Management Tool when group name contains "-" character
24. Scheduled Report execution, status and e-mailing, timing overlap issues
25. Exception in CPU performance report
26. issdb size growing issue because of frequent system information updates
27. Domain\username issue in Reports Quick View
28. Duplicate event counts on receiver load file (etw) for Syslogs
29. Logs Summary for Event User (Vista event id: 4768). Backslash missing
30. Refine option is missing in the Quick View window of Alerts detail/Summary
31. File not found error when we try to send the published HTML report through mail
32. EC files processing failures (PDU extraction failed)
33. Highlighting errors while refining systems in log search
34. No matching records in Alerts Category, when Alerts Category is having too many rule sets

- 35. Empty window displayed in quick view when the event count is in the multiples of 1000
- 36. Redundant values displayed in Syslog fwd action configuration
- 37. Agentless offset errors/log clearing issues
- 38. Event truncation issues in VISTA/2K8
- 39. Delay in Alert processing, writing into cache from Receiver
- 40. Invalid duration in scheduled run-now option
- 41. Correlator service high CPU usage

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.

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.

Complete Upgrade Procedure

Verify that all the prerequisites described above have been satisfied.

Management Console

Before the upgrade process begins,

1. Backup all the 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:
 - ETConsole3exe
 - ETWReporter2.exe
 - EtwControlPanel.exe
 - evtCabIntChkMgr.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 v6.3 b93 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 the 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.

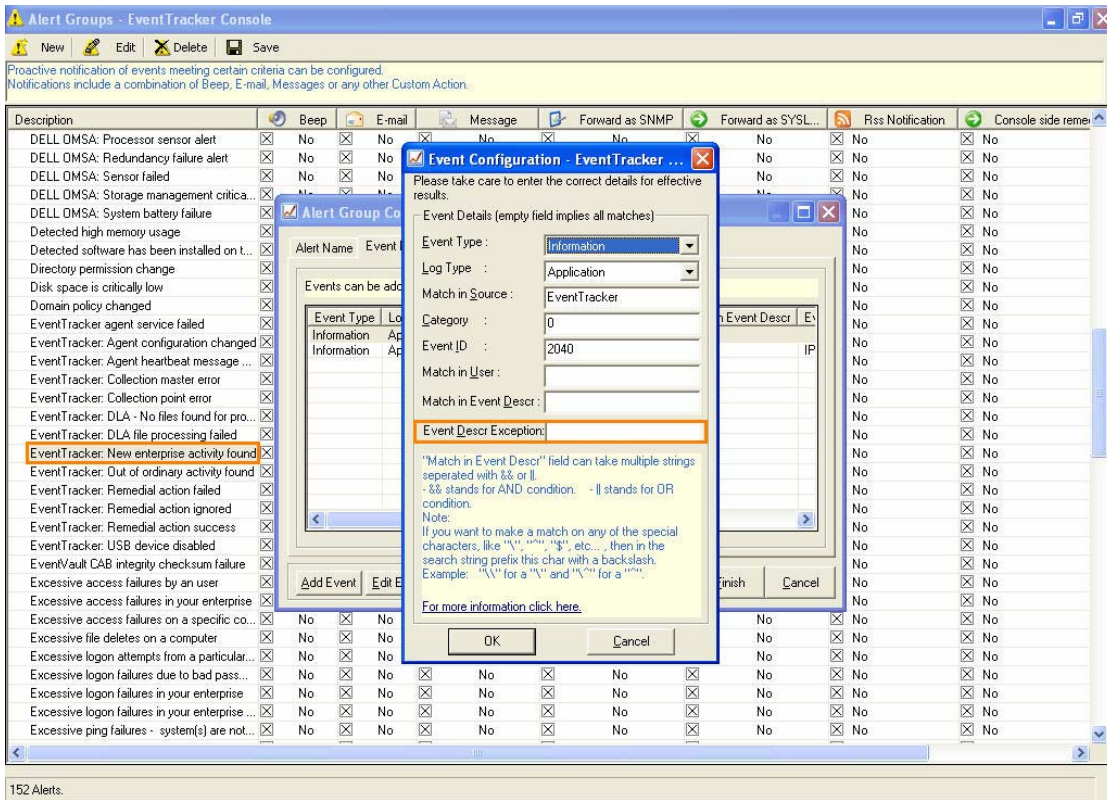
Show Only Active Alert events in Console: To view only active Alerts, select the **Show only Active Alert events in Console** check box. When this check box is selected, EventTracker stores all Alert events in the database, but displays only the active Alerts on the Management Console. Since all Alert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

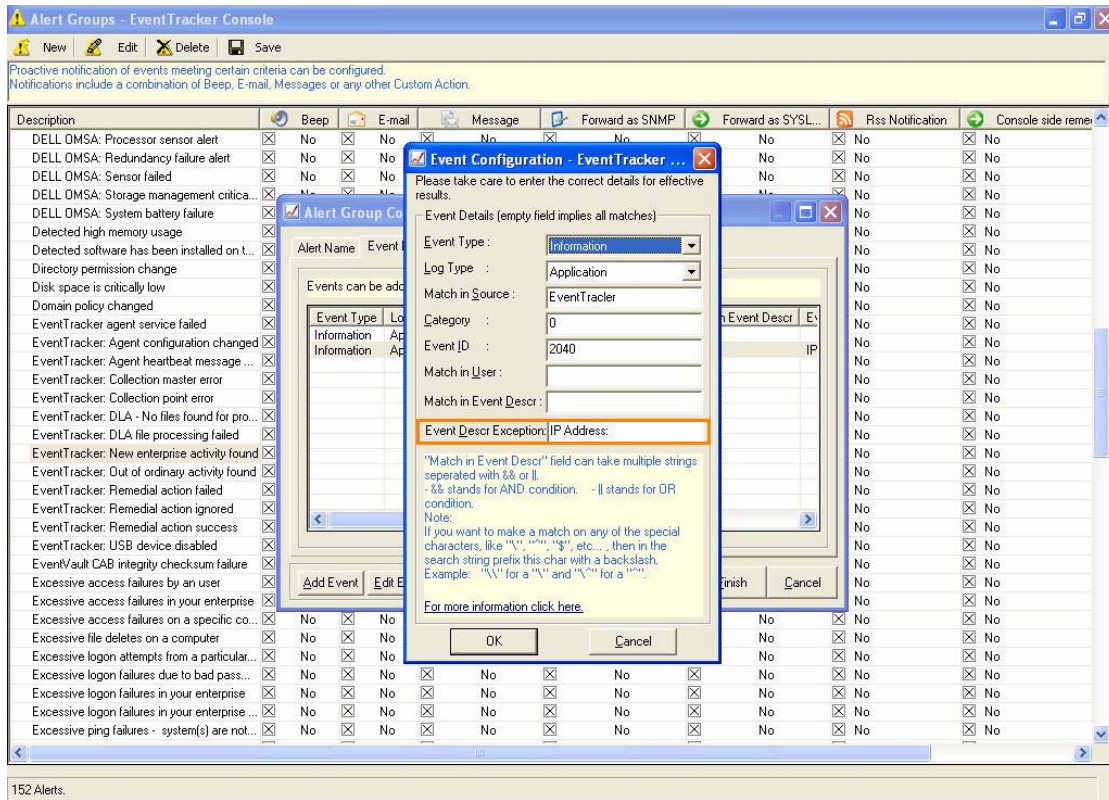
For all upgrades, suggested settings would be **Store Only Active Alert events** to speed up the archiving process, as this option helps to work only on active alert rules.

Post Upgrade Process

1. Double-click **Alerts Dashboard** on the EventTracker Control Panel.
2. Click the **Alert Config** hyperlink at the right-upper corner.
EventTracker displays the Alert Groups console.
3. Scroll down and double-click the **EventTracker: New enterprise activity found** Category.
EventTracker displays the Alert Group Configuration window.
4. If there are two entries for event id 2040, remove the one that has no **Event Descr Exception** specified.



5. Retain the entry that has Event Descr Exception specified as IP Address:



6. Click **Save** to save the changes.

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.