



Upgrade Guide

Upgrading to EventTracker Enterprise v7.0 b121

Upgrade Guide

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Abstract

The purpose of this document is to help users upgrade from EventTracker v.7.0 b113 to EventTracker v7.0 b121, 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.7.0 b113 who wish to upgrade to v7.0 b121.

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.

What is New in EventTracker v7.0 b121

1. Windows Agent Configuration has been added to the Web Control Panel
2. EventTracker databases are retained if “Retain configuration” & “Reports and Data” check boxes are checked in the Uninstall Utility

Bug Fixes

1. DLA configuration issues
2. Vista channel updates issue Agent Configuration
3. If the user selects the category first and then selects the system then the category selected is not getting retained in Log view
4. ET services frequent restart due to high SQL memory usages
5. VCP configuration issues when Syslog is disabled
6. Log View performance issues
7. Diagnostics tool errors
8. Cache File Processor crash while processing files from ...\\Program Files\\Prism Microsystems\\EventTracker\\Cache\\Ttw folder
9. Change Assessment Scheduled reports issue
10. All folders are not deleted after agent uninstall

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 Manager 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. Close/terminate all the EventTracker components like Management Console and Reports Console, including **RDP (Remote Desktop Protocol) sessions**.

Upgrading from v7.0 b113 to v7.0 b121

1. Uninstall the existing version by retaining old configuration and data
2. Restart the EventTracker Manager server
3. Install EventTracker v7.0 b121
4. Verify that the Categories, Alerts, Filters, and RSS Feeds are intact
5. Upgrade all Windows Agents using the System Manager

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.