

Upgrade EventTracker Agent Update using EtaDataDispatcher Utility

EventTracker 8.1/8.2

Abstract

The purpose of this document is to help users to deploy the EventTracker agent updates in silent mode using EtaDataDispatcher Utility.

Target Audience

This guide is helpful for users who wish to deploy EventTracker agent updates for v8.1/8.2.

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Process to be followed after applying the Update in the Manager Console

Upgrade the EventTracker Agent Update using EtaDataDispatcher.exe utility.

Pre-requisite: To run EtaDataDispatcher Utility, in the Agent system, Remedial Actions should be enabled, before applying the update. The user can use this dispatcher utility to deploy Agent updates from ET8XUAXX-XXX onwards.

NOTE: For 8.2 user(s), it's not required to enable the Remedial actions, if the customer has applied the Service Pack 2 (Update-ET82U17-064).

- Select the **EtaDataDispatcher.exe** utility kept in the `\\install directory\Prism Microsystems\EventTracker\Agent`.
- Right-click and select 'Run as administrator'.

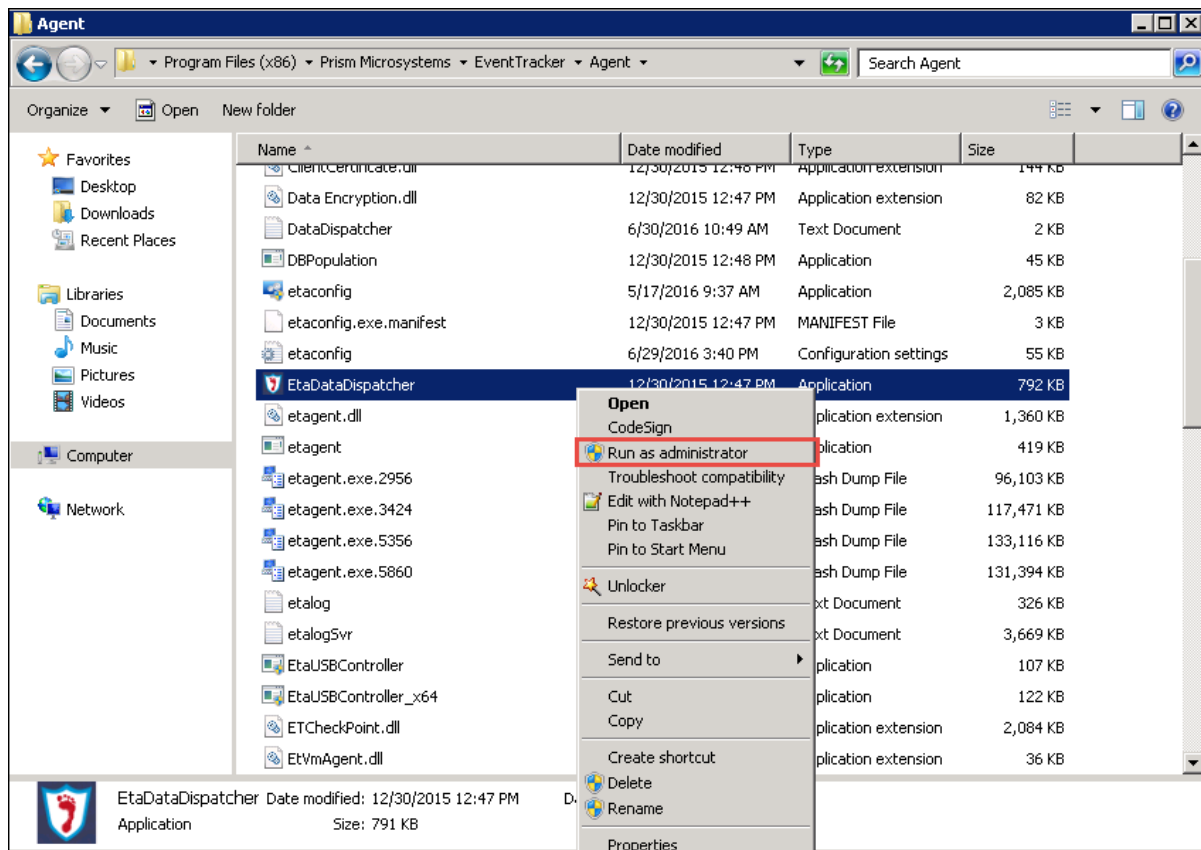


Figure: 1

- Select the checkbox for the option '**Send Execute Script**' and browse the '**ET8XUAXX-XXX.bat**' file from the [\\install directory\Prism Microsystems\EventTracker\RemoteInstaller\Script](#).
- Browse the agent update '**ET8XUAXX-XXX.exe**' which needs to be run at the Agent system, in the '**Send Script Data**' option.

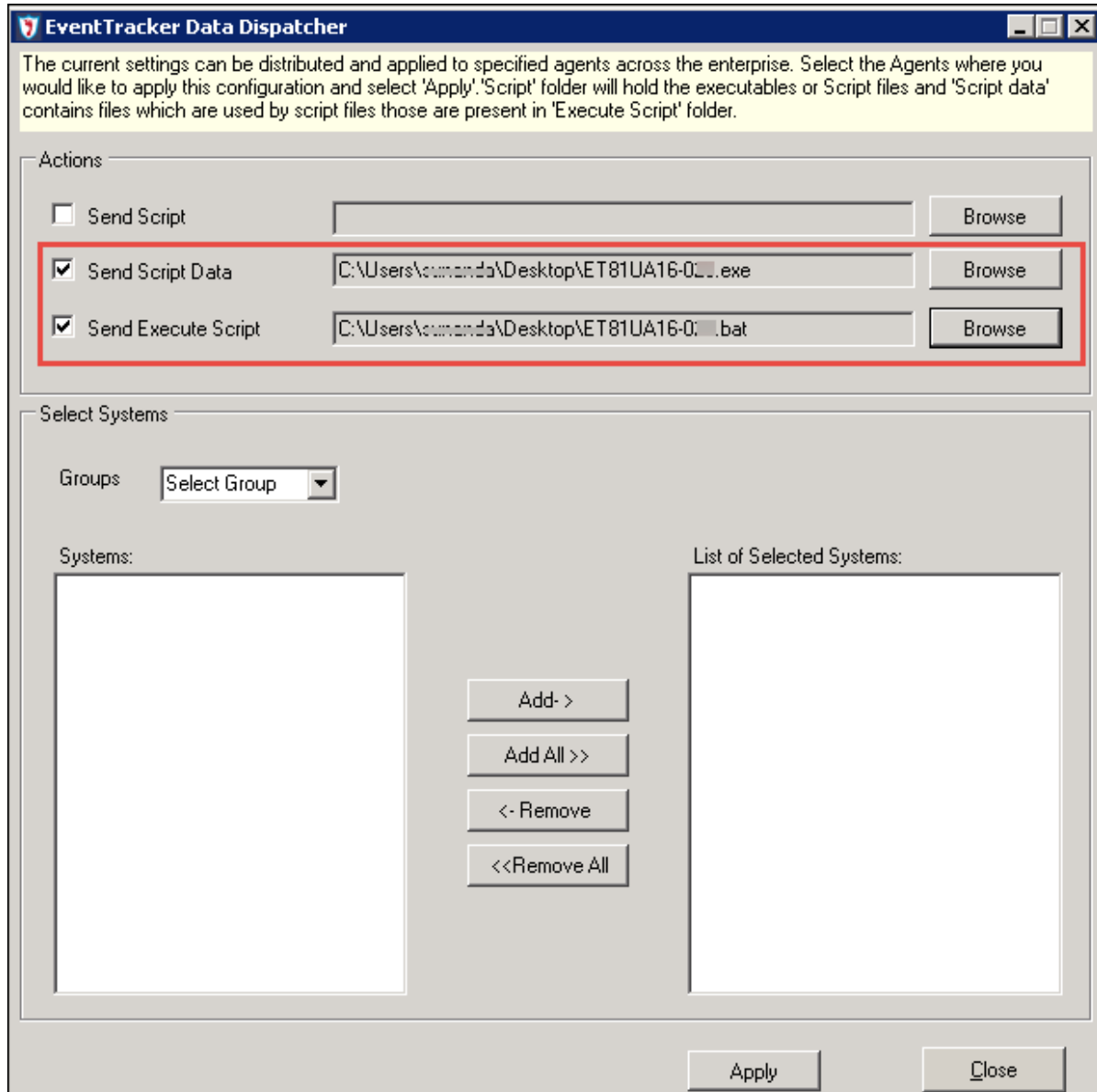


Figure: 2

- Select the **Group** from the dropdown list and choose the target system to which you wish to deploy the agents.

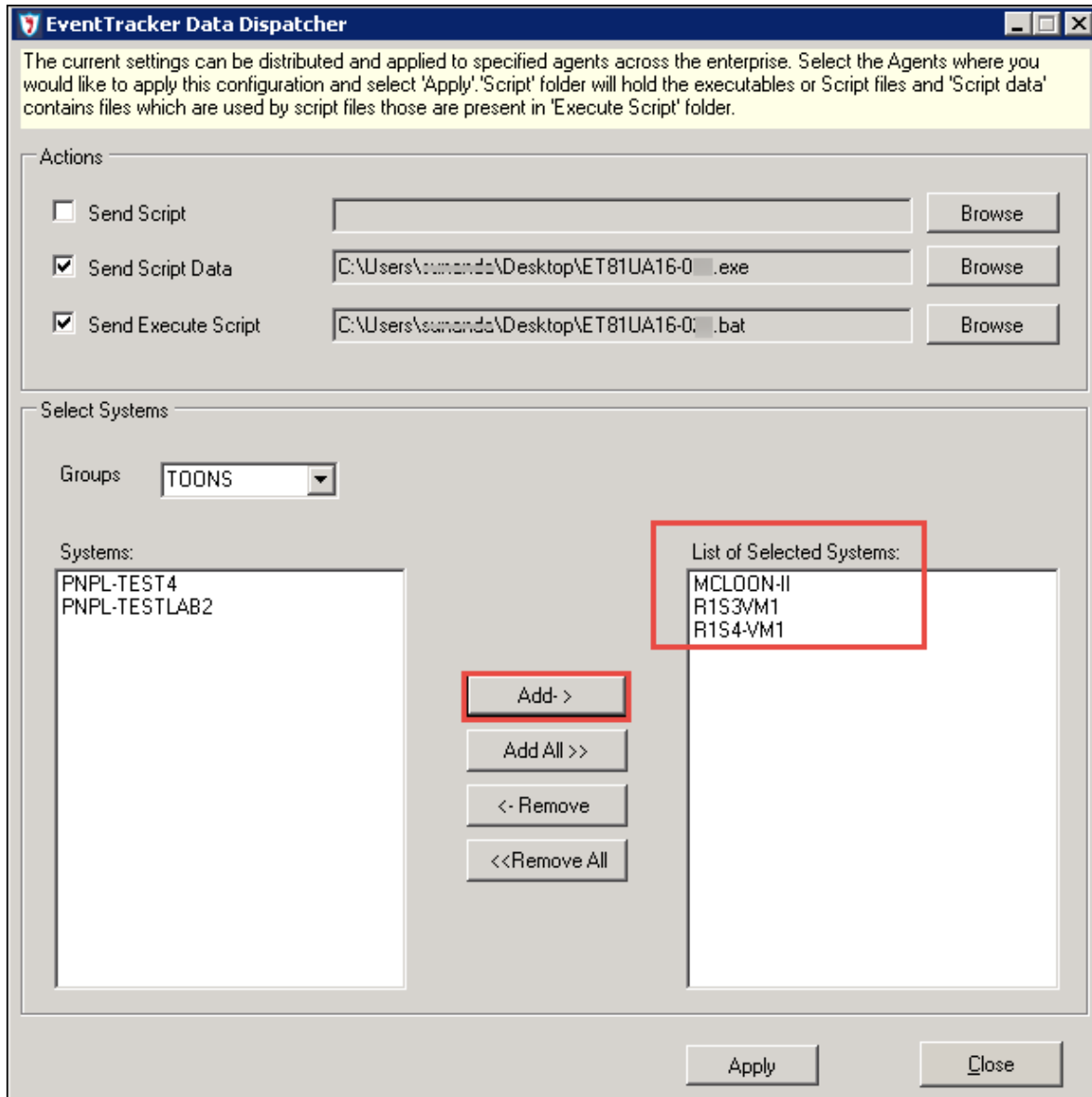


Figure: 3

- Select the systems and click the **Add** button, to add it to the **List of selected systems** box. This is shown in the figure above.
- Click the **Apply** button for applying the changes.

The below message gets displayed.

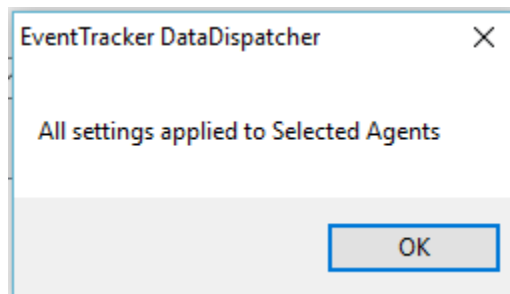


Figure: 4

- Click **OK**.

****IMPORTANT**

- The **Send Script** (if selected), **Send Script Data** and **Send Execute Script** in the **Action** pane get retained.
- The Systems within the group selected also get retained in the **Systems** pane.
- The Systems selected on **List of Selected Systems** pane will not be retained.

This is shown in the figure below:

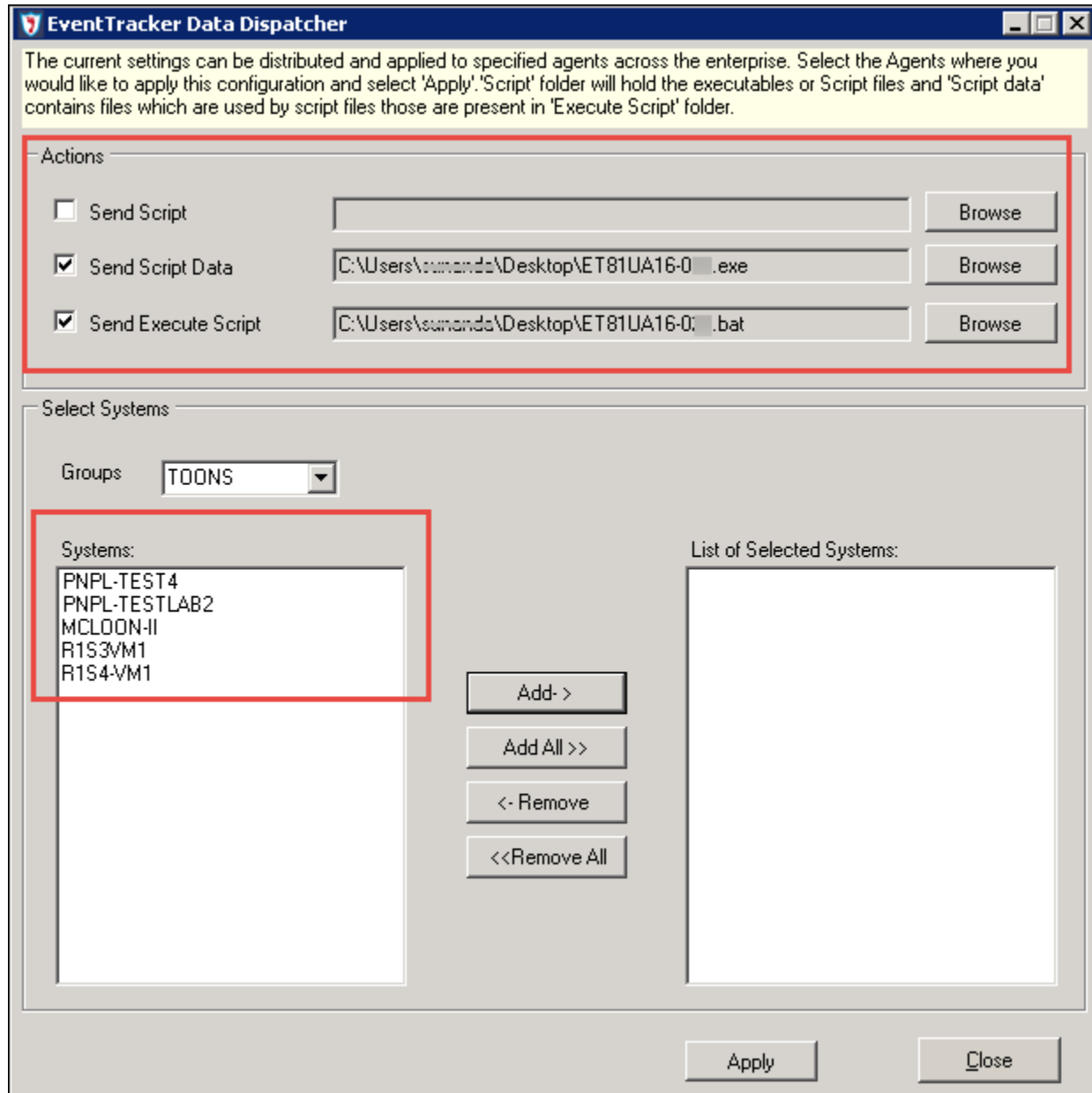


Figure: 5

NOTE: The above mentioned UI changes will be available only after the user applies the **Update: ET81U16-031 (v8.1) and ET82U16-020 (v8.2).**

Steps to verify the deployment status in the Manager console

- Selected files will be copied to the Agent\Config folder with the respective system, user and domain name. (CASPER@Karen@TOONS)
- To confirm whether the files were transferred to the targeted agent systems, go to the `\\install directory\Prism Microsystems\EventTracker\Agent\Config` and check the folders: 'ExecuteScript' and 'ScriptData'. The respective folders should be empty.
- If the selected scripts and executables are still in the folder, the agent might be down or not reachable.

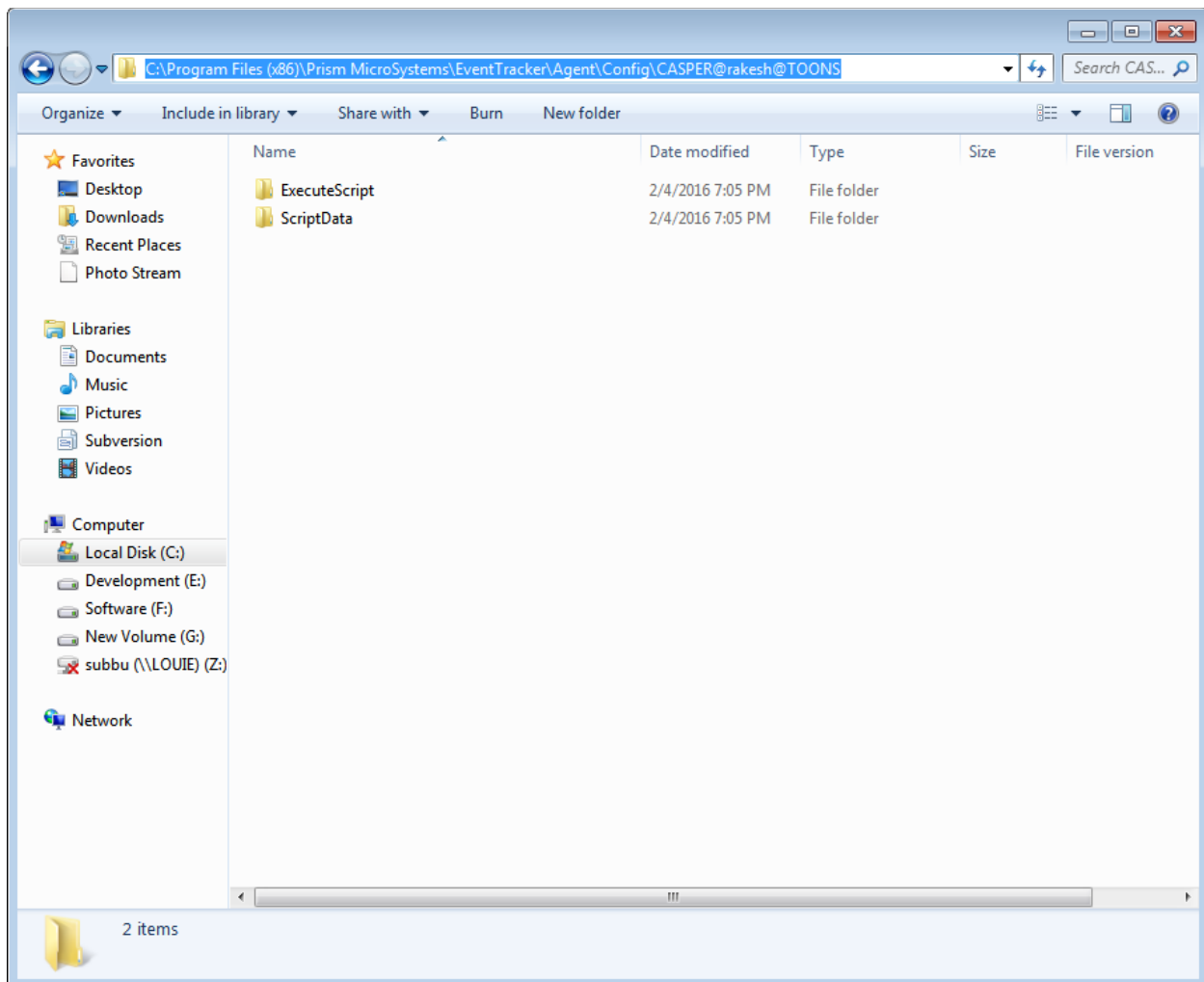


Figure: 6

Steps to verify the upgrade status in the Remote Agent system

- Traverse to `\\install directory\Prism Microsystems\EventTracker\Agent\ExecuteScript` and verify whether the files are copied in the agent system as shown below.

The batch file will be present in the folder `\\install directory\Prism Microsystems\EventTracker\Agent\ExecuteScript`

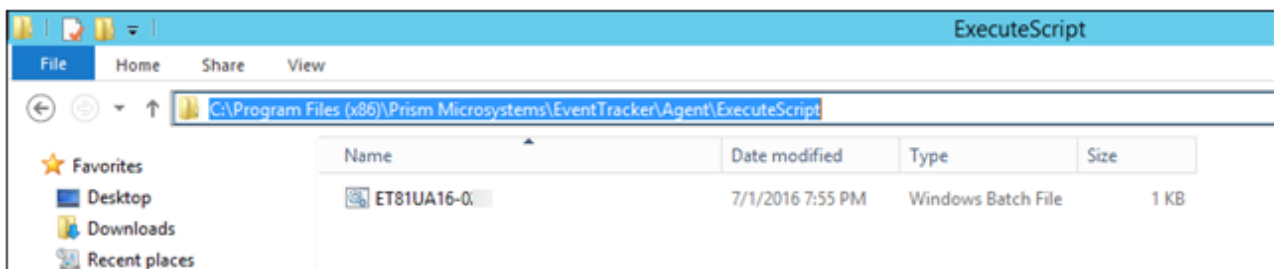


Figure: 7

The executable file will be present in `\\install directory\Prism Microsystems\EventTracker\Agent\ScriptData`.

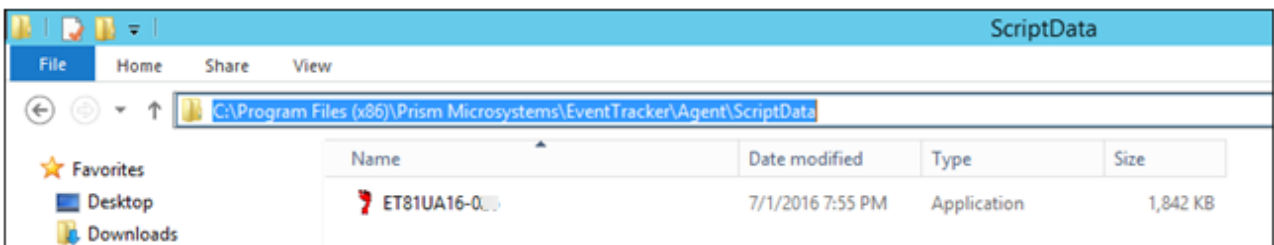


Figure: 8

- Also the 'PatchBackupDir' folder gets created.
- The 'UpdateUtility-Log.txt' under `\\install directory\Prism Microsystems\EventTracker\Agent` will have the update install state detail as shown below:

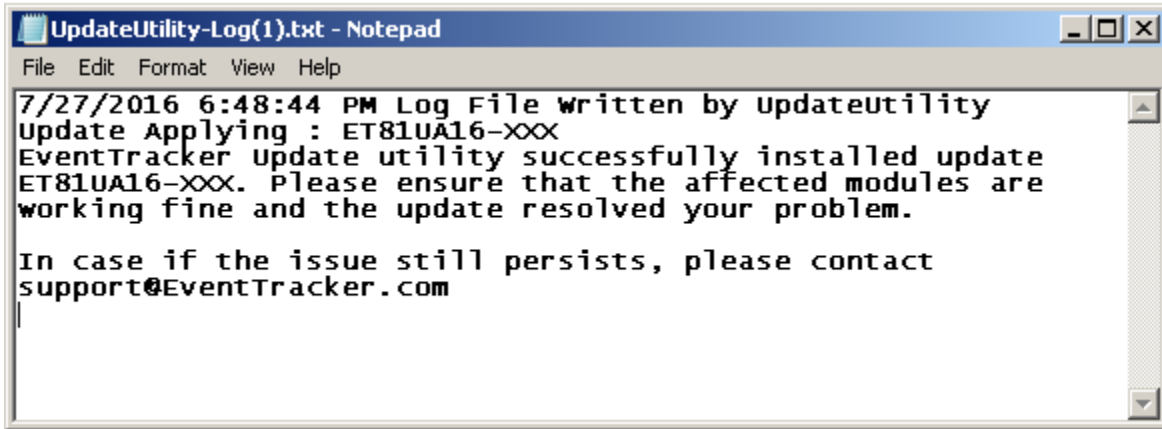


Figure: 9

- On successful Update execution 'etalog.txt' present in the agent directory will contain the detail of the execution status.

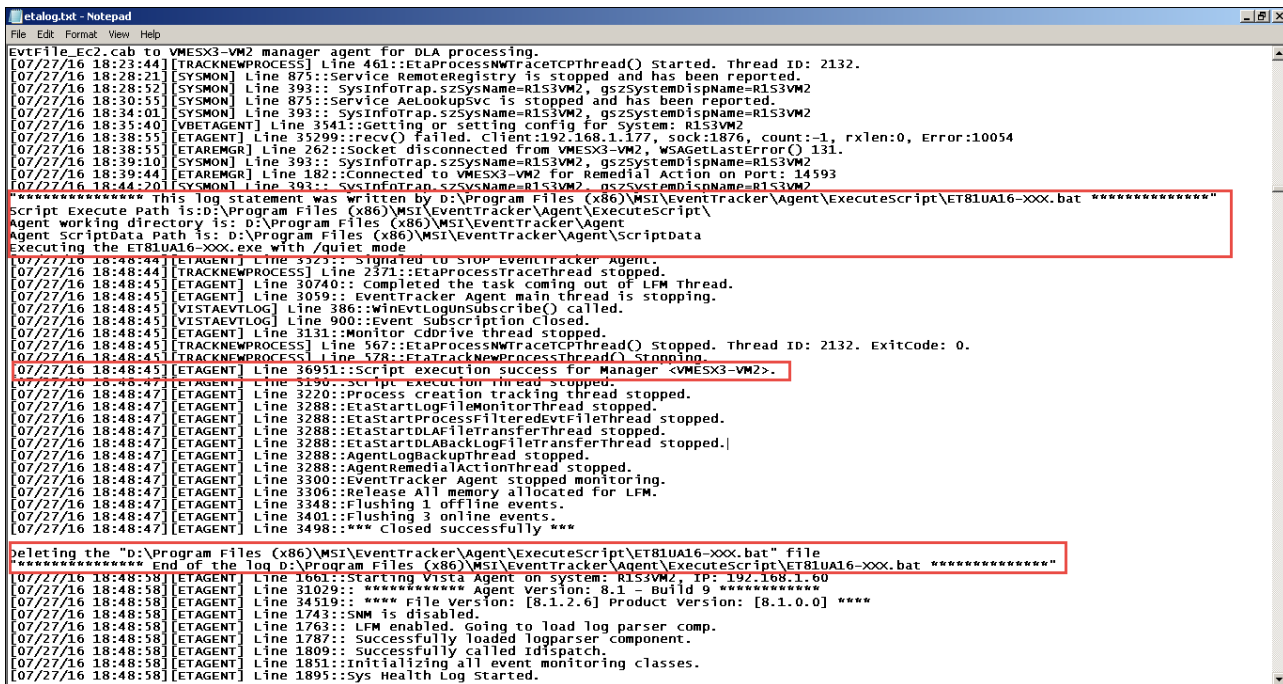


Figure: 10

'All' and 'Custom' option in EventTracker Data Dispatcher

Only for v8.2

After applying the Update-ET82U17-064, the EventTracker Data Dispatcher window gets updated with a new options like 'All' and 'Custom' under select System pane. When the 'All' option is

selected, all the systems will get listed. For **'Custom'** option, the user can create his/her customized list of systems in .txt format and can browse the file. A figure is shown below:

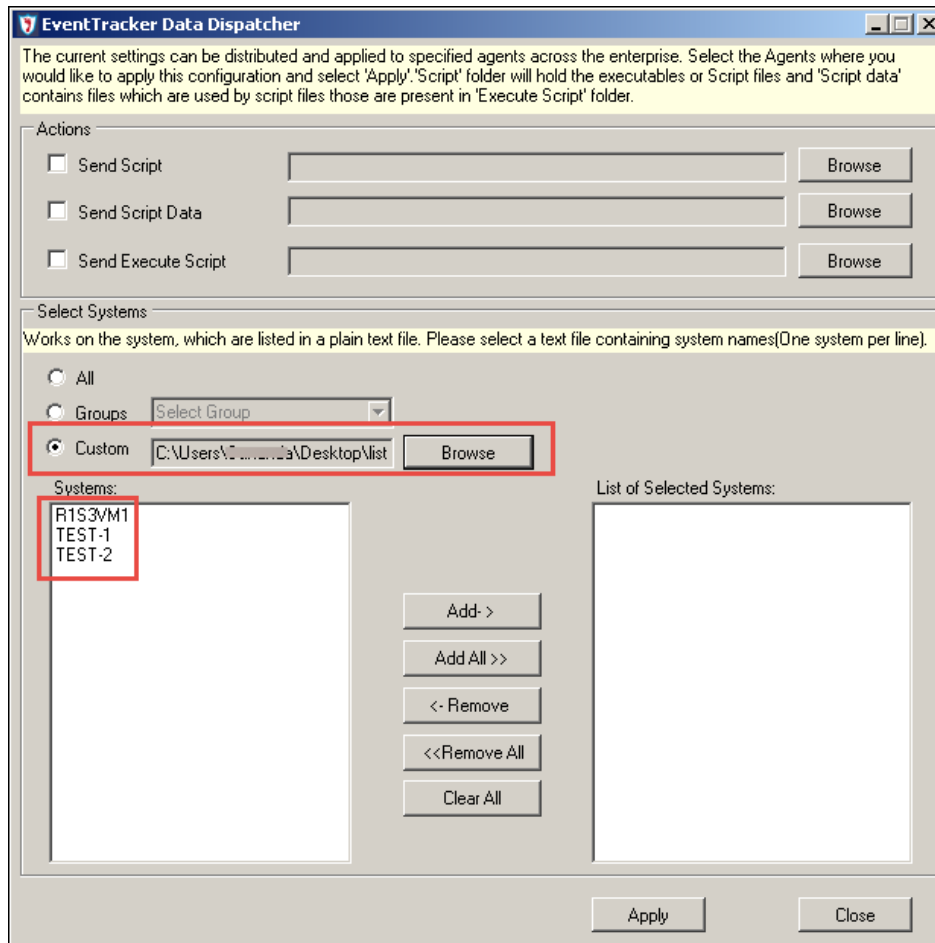


Figure: 11

Silent ETDataDispatcher upgrading process after applying the Update: ET82U17-064 (For v8.2)

- For silent installation, the user will first have to create an xml file with the tag patterns shown below:

```
1 <EtaDataDispatcherParams>
2     <Script></Script>
3     <ScriptData></ScriptData>
4     <ExecuteScript></ExecuteScript>
5     <Systems></Systems>
6 </EtaDataDispatcherParams>
```

Figure: 12

- Now, copy the location path and the file name for the respective tags.

For example:

```
<Script>C:\Users\Karen\Desktop\silent\silent.ps1</Script>
```

Similarly,

1. For the **ScriptData** tag, provide the full path along with the script file name.
2. For **ExecuteScript** tag, provide the full path along with the exe name.
3. And for the **Systems** tag, enter the systems name separated by semi-colon (;).

Note: All the following tags "Script", "ScriptData", "ExecuteScript" and "Systems" accept values separated by semicolon.

An example is shown below:

```
1 <EtaDataDispatcherParams>
2     <Script>C:\Users\Karen\Desktop\silent\silent.ps1</Script>
3     <ScriptData>C:\Users\Karen\Desktop\silent\ET82UA17-056.bat</ScriptData>
4     <ExecuteScript>C:\Users\Karen\Desktop\silent\ET82UA17-056.exe</ExecuteScript>
5     <Systems>rls4vml;test-1</Systems>
6 </EtaDataDispatcherParams>
```

Figure: 13

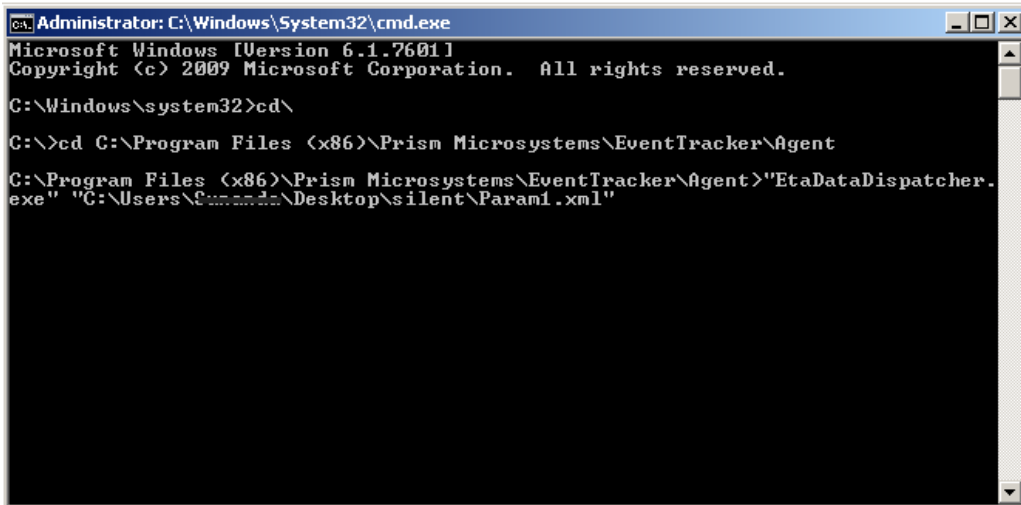
- After entering the values, save the xml file.

For silent installation through command prompt,

- Open cmd.
- Redirect control to path where EtaDataDispatcher.exe is located.
For example:
`...install directory\EventTracker\Agent`
- Type `'EtaDataDispatcher.exe'` followed by the path where you have saved the xml file in the given format:

```
'C:\Users\Karen\Desktop\silent\Param1.xml'
```

The figure is shown below:



```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd\

C:\>cd C:\Program Files (x86)\Prism Microsystems\EventTracker\Agent

C:\Program Files (x86)\Prism Microsystems\EventTracker\Agent>"EtaDataDispatcher.
exe" "C:\Users\Sunanda\Desktop\silent\Param1.xml"
```

Figure: 14

It will fetch the tag values mentioned in the xml format and copy it accordingly.

Once it gets completed, you can verify it in the mentioned path:Install directory\Prism Microsystems\EventTracker\Agent\Config folder.

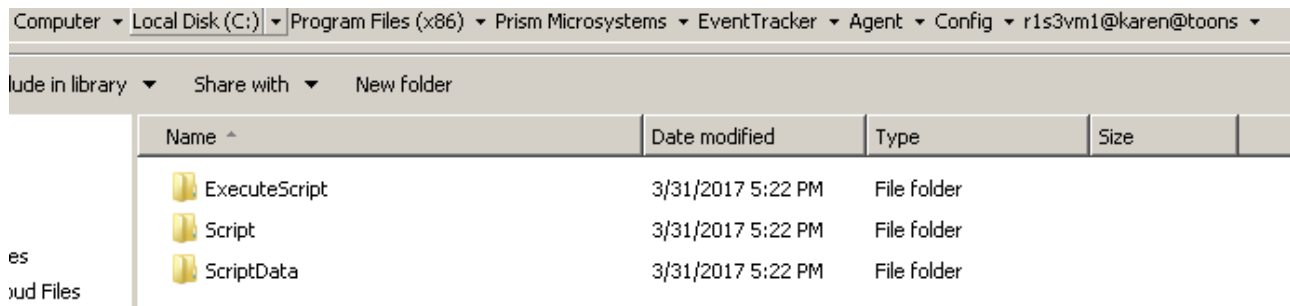


Figure: 15

- After the installation is completed, the following Event ID gets generated in the Manager console.