

Upgrade Guide

Upgrade the Netsurion Open XDR platform

From version 9.3 to 9.4

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Abstract

The purpose of this document is to help the existing users of the Netsurion Open XDR platform to upgrade to a newer version 9.4.

Note:

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

Audience

This guide is for all the admin users of the Netsurion Open XDR platform v9.3 who intend to upgrade to the Netsurion Open XDR platform v9.4.

Product Terminology

The following are the terms used throughout this guide:

- The term "Netsurion's Open XDR platform" or "the Netsurion Open XDR platform" or "the Open XDR platform" refers to EventTracker.
- The term "Data Source Integrations" refers to Knowledge Packs.
- The term "Sensor" refers to Agent.



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1 Introduction

This guide provides instructions for upgrading the existing Netsurion's Open XDR platform. Recommended to go through the entire procedures thoroughly before commencing the upgrade process.

1.1 System Requirements

For optimal performance, the following are the hardware and software requirements to host **the Open XDR platform**.

1.1.1 Hardware Requirements

The **minimum hardware configuration** required to install and smoothly run the Open XDR platform.

IMPORTANT

The Netsurion Open XDR platform version v9.4 installation is supported on 64-bit Operating System only.

CPU		2.80 GHz and above, 8 Core or equivalent
RAM		16GB
חחו	SSD	200 GB for application and search cache
ΠUU	Non - SSD	100 GB for storing archives (varies as per data retention needs)

Note

Recommended to have 2 Partitions in Disk 1 (SSD); Partition 1 for Operating System and Partition 2 for the Open XDR platform and Search cache. The Archives are stored in a NON-SSD disk (for example, Disk 2).

1.1.2 Software Requirements

The Netsurion Open XDR console

Microsoft Windows Platforms	64-bit				
Server 2022	Supported				
Server 2019	Supported				
SQL server	64-bit				
SQL Server 2019	Supported				
Console Components					
Microsoft .NET Framework 4.8 and above.					
• Elastic Search 7.10.2.					
• Update of the latest service packs of all Microsoft Windows.					

***** The Netsurion Open XDR sensor

Microsoft Windows Platforms	32-bit	64-bit
Server 2022	Not Applicable	Supported
Server 2019	Not Applicable	Supported
Server 2016	Not Applicable	Supported
Server 2012 R2	Not Applicable	Supported
Windows 11	Not Applicable	Supported
Windows 10	Supported	Supported

Sensor Components

• Microsoft .NET Framework 3.5 and above.

Note:

Versions other than those listed above are not supported.



Web Browsers:

- Microsoft Edge Browser latest.
- Firefox Browser latest.
- Google Chrome latest.

Note:

Installing **Elasticsearch 7.10.2** will automatically install the compatible OpenJDK version 15.0.1. TLS-1.2 should be enabled for the Open XDR platform v9.4 Installation and all other protocols must be disabled.

Note:

Recommended not to install the Open XDR platform on a Domain Controller. Run the Open XDR Manager Console on a dedicated Microsoft Windows Server.

Note:

During the upgrade process, SQL and Elastic will be upgraded to the recommended version.

Note:

Only SQL Express edition is upgraded during the upgrade process. If the installed SQL version is not an Express edition, then the SQL needs to be upgraded manually before upgrading the Netsurion platform.

1.2 Supported Upgrade References

For more information on license keys or license certificates, contact <u>Software-Support@Netsurion.com</u>.

Only SQL 2019 (Express or licensed version) is supported when upgrading from v9.3 to v9.4. SQL Upgrade Link: <u>https://learn.microsoft.com/en-us/sql/database-engine/install-windows/upgrade-sql-server?view=sql-server-ver15</u>

Estimated time required for the upgrade and to monitor the successful upgrade.

It takes you between 60 and 90 minutes to complete the upgrade process.

1.3 Prerequisites

- Must have the latest Windows updates installed.
- The Netsurion Open XDR platform version below v9.3 must first be upgraded to v9.3.
- The Netsurion Open XDR platform version v9.3 must have the latest available updates.



1.4 Common Procedures for all Upgrades

Before beginning the upgrade process, make certain that you have all the necessary components in place.

1.4.1 Pre-upgrade process

• It is recommended to first export all the custom settings using Export Import Utility, and then install the latest Open XDR platform version v9.4.

Note:

There is no need to export all policy settings because all the categories included in any earlier versions will be retained.

- Recommended to upgrade the Manager before proceeding with the upgrade of the sensors.
- For CM and CP set up, upgrade CM (Collection Master) first, and then upgrade CP (Collection point).
- Before the upgrade process, back up the DSI (Data Source Integration) integrator folder located in the Manager installed path (Install path\Prism Microsystems\EventTracker\Agent).

Note:

Ensure to disable all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to <u>How to Reconfigure Integrator During Upgrade Netsurion</u> for more details.

• For v9.3, back up the database from **the Open XDR platform Control Panel > Diagnostics** interface.

Note:

Refer Generating a backup of the Database details section for more details.

- If your company logo is incorporated into the Open XDR platform, then take a backup of the .jpg file of your company logo before uninstalling the Open XDR platform. It is required to replace the backed up image file after installing the Open XDR platform.
- Backup all **Custom Categories** such as, Alerts (as well as verify the 'Export E-mail Settings' check box), Filters, and Reports using the Export Import Utility.
- Make note of the custom changes made in the 'Trusted List' (Agent Configuration > Network Connections > Suspicious Traffic Only (SNAM) > Trusted List).



1.4.2 Post-upgrade process

• If you had configured SSL (HTTPS) in the earlier version, then the configuration details will not get retained after the upgrade to v9.4.

Note:

Ensure to reconfigure the SSL (HTTPS). Refer <u>Securing IIS Web Server with SSL</u> guide for more details.

- If the user has configured the JSON file in DLA Manager in the earlier version, the user will need to reconfigure it after upgrading.
- After upgrading the Collection Master, the user may notice inconsistencies in the Reports/ Log Search/ Cab received status (Admin > Collection Master > Archives status) until the database migration is complete.
- 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 complete.

Note:

It is important to spend some time verifying all the 'Scheduled Reports' that are generated.

2 Upgrading to the Netsurion Open XDR platform version v9.4

The Upgrade process is parted into two,

Upgrade Process - Quick View	is for the users who are quite familiar with the upgrade procedure and the fundamental system configuration details.
Upgrade Process - Detailed View	is for the users who are performing the upgrade for the first time and includes a step-by-step procedure.



2.1 Upgrade Process - Quick View

This section provides a quick insight to the upgrade process.

Note:

This section is for the system administrators and the experts familiar with the Open XDR platform and the upgrade process. It is presumed that the user has enough knowledge of the system and the configuration process.

Upgrading to the Netsurion Open XDR platform v9.4

1. Uninstall the previous version v9.3 of the Open XDR platform.

Note:

Recommended to retain the old configuration and data before uninstalling the version v9.3. Refer to the <u>Pre-upgrade process</u> section for more details.

- 2. Restart the Open XDR manager server or system.
- 3. Run the v9.4 Open XDR installation package and click **Yes** to proceed with the upgrade.

EventTracker Pre-Install Check		×	
Previous installation configuration has been detected, would you like to upgrade ?			
	Yes No		

4. Configure the service accounts if the archives or reports are stored in the network path.

Note:

Refer Configuring Service Accounts section for more details.

5. Update the Trusted List with the changes you noted before upgrading the Open XDR platform.

Note:

Refer the procedure specified in <u>Pre-upgrade process</u> section for more details.



6. Upgrade all windows sensors using 'System Manager'.

Note:

If the **Auto agent update** is enabled on the console, all the reporting sensors are automatically upgraded to latest version.

7. After upgrading to the Open XDR platform v9.4, place the DSI integrator folder retained prior to the upgrade process in the Manager installed location.

Note:

Ensure to start all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to <u>How to Reconfigure Integrator During Upgrade Netsurion</u> for more details. Refer to the <u>Pre-upgrade process</u> section for more details.

2.2 Upgrade Process - Detailed View

This section describes the entire upgrade procedure.

Note:

This section is for the users upgrading the Open XDR platform for the first time.

2.2.1 Generating a backup of the Database

Perform the following procedure to back up the database.

Note:

Refer to the Pre-upgrade process section to retain the old configuration and data.

- 1. Go to the Open XDR Control Panel and double-click Diagnostics.
- 2. In **Diagnostics**, click **Backup** to go to the Backup & Restore window.



3. In Backup & Restore, click Browse and locate the folder you require to back up and click Backup now.

📲 Backup & Restore	×
Backup Backup to Browse B	
Maximum number of backup files 64	
Backup now as read only	
Schedule	
Scheduled backup	
✓ at 0 ÷ : 0 ÷ hrs	
on 🗸	
ORestore	
Restore from Browse	
Save Restore Close	

After the backup, navigate to the back up folder and the file generated with the .bkp extension is used for restoring the details.

Close/ terminate all the Open XDR platform components.

- Before upgrading the Open XDR platform to version v9.4, all Open XDR platform components present in the system, such as the Open XDR Control Panel and even RDP (Remote Desktop Protocol) sessions, must be closed or terminated.
- If any of the previous Open XDR platform components is open during the uninstallation, the Open XDR platform prompts you to close the program and then click the **Retry** button to resume the uninstallation process.



2.2.2 Uninstalling the Netsurion Open XDR platform version v9.3

- 1. Uninstalling the Open XDR platform version v9.3 can be performed in any of the following two ways,
 - Go to Control Panel > Programs > Programs and Features, right-click the Netusrion Open XDR platform (EventTracker), and then click Uninstall. (OR),
 - Go to Start > Programs > Prism Microsystems, click the Netusrion Open XDR platform (EventTracker Control Panel\ EventTracker Configuration), and then right-click and click Uninstall.

The Open XDR platform pops-up the **Uninstall EventTracker** window to confim to retain the data and configurations.

2. Keep the default selection to retain the data and configurations, and click **Clean** to proceed with the unistallation process.



3. Then, click **Yes** to confirm and uninstall the Open XDR platform.





4. After the successful uninstallation of v9.3 Open XDR platform, in the **Uninstall EventTracker** window, click **View Log** to verify the log details.

Uninstall EventTracker		>
D:\Program Files (x86)\Prism Microsystems\WCWindows\SrvShell.exe Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\UpdateUtility-Log.txt Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwCompare.exe Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwCompare.exe Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwCompare.exe manifest Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwWin.dll Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwIn.dll Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwIn.dll Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwIn.dll Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwIn.exe.manifest Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwPolicyViewer.exe Deleted. D:\Program Files (x86)\Prism Microsystems\WCWindows\WcwWrap.dll Deleted. D:\Program File		~
Uninstalled elasticserch service. Elasticsearch data path: D:VProgram Files (x86)\Prism Microsystems\EventTracker\Cache C:VProgram Files\Elasticsearch-7.2.1\data Deleted C:VProgram Files\Elasticsearch-7.2.1\data Deleted C:VProgram Files\Elasticsearch-7.2.1\jdk Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted C:VProgram Files\Elasticsearch-7.2.1\jb Deleted		
Uninstallation of Event Tracker Successful!	END	
	View Log	

Rebooting the System/ Server

After the unistallation, it is required to restart the Open XDR Manager Server or the System.

Perform the following steps,

- **1.** Close all the open applications on the desktop.
- 2. Go to Start > Power and click Restart from the drop-down list.



2.2.3 Installing the Netsurion Open XDR version v9.4

- 1. Run the v9.4 Open XDR installation package via **Run as Administrator**.
- **2.** A pop-up window appears to upgrade the Open XDR platform setup with the previously installed configuration. Click **Yes** to proceed.

EventTracker Pre-Install Check				
i	Previous installation configuration has been detected, would you like to upgrade ?			
	Yes No			

Installation Procedure

The Installation process involves the following procedures,

- Preinstallation checks
- EventTracker 9.4 Setup Program
- Configuring the Open XDR platform version v9.4
- Configuring Service Accounts



The Netsurion Open XDR platform Preinstall Check

1. The Open XDR platform launches the Pre-Install Check window. Click **Next** to continue with the process.



2. In the License section, (read the agreement,) click Accept to acknowledge and proceed with the process.

EventTracker Pre-Install Check ×					
	Netsurion.				
	License Agreement	_			
Welcome	Please read the following license agreement carefully.				
License					
Hardware Summary	NETSURION LLC END USER SOFTWARE AND HARDWARE LICENSE AGREEMENT	1			
Install Type	NOTICE - THIS END USER LICENSE AGREEMENT ("EULA" OR "AGREEMENT") IS A LEGAL DOCUMENT BETWEEN NETSURION				
Prerequisite	LLC. ("NETSURION" OR "LICENSOR") AND THE LEGAL ENTITY THAT ACQUIRED THE NETSURION SOFTWARE AND/OR HARDWARE FOR USE BY AN END USER ("YOU", "YOUR", "CUSTOMER" AND "LICENSEE").				
Install	READ THIS BEFORE INSTALLING. LISING OR OTHERWISE ACCESSING NETSURION'S PROPRIETARY HARDWARE OR				
Define User Group	SOFTWARE, INCLUDING SOFTWARE AS A SERVICE ("SaaS"), TRIAL OR EVALUATION AND ACCOMPANYING DOCUMENTATION.				
Define User	THE HARDWARE AND ANY STANDALONE SOFTWARE THAT IS PROVIDED WITHOUT HARDWARE FOR USE ON YOUR	L			
Summary	HARDWARE, INCLUDING VIRTUAL MACHINE ("VM") SOFTWARE OR ENDPOINT SOLUTIONS ("ENDPOINT") (COLLECTIVELY, "SOFTWARE"), ANY SOFTWARE AS A SERVICE, AND OTHER SUBSCRIPTION-BASED SERVICES.				
	THE SOFTWARE IS CORVERSITED AND IS LICENSED, NOT SOLD, TO YOU BY NETSURION, BY CLICKING ON THE "ACCERT"				
	OR "I AGREE" (OR EQUIVALENT) BUTTON OR SIGNING BELOW, OPENING THE PACKAGE, DOWNLOADING, INSTALLING,				
	CREATING AN ORCHESTRATOR ACCOUNT, USING OR OTHERWISE ACCESSING THE SOFTWARE OR SERVICES, INDICATES THAT YOU HAVE READ, UNDERSTAND, ACCEPT, AGREE TO BE BOUND BY THE TERMS AND CONDITIONS, AND WARRANT				
	THAT YOU HAVE THE AUTHORITY TO BIND THE LEGAL ENTITY IF AT ANY TIME YOU DO NOT ACCEPT THESE TERMS, YOU				
	MUST IMMEDIATELT DELETE THE SUFTWARE, AND CENSE USING ON ACCESSING THE SUFTWARE AND/ON HARDWARE.				
	IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE THE AUTHORITY TO BIND SUCH LEGAL ENTITY TO THE TERMS AND CONDITIONS OF THIS				
		10			
Quit	< Back Accept				



3. In the **Hardware Summary** section, it may take a few seconds to fetch the hardware details and a processing icon appears during the data collection process. Click **Next** to proceed.

EventTracker Pre-Install Check ×						
	Netsurion.					
Welcome License Hardware Summary Install Type Prerequisite Install Define User Group Define User Summary	Machine Name IP Address MAC Address Processor RAM Network Connectivity OS Version Disk space	UTINELUUM UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE UTINE				
Quit		< Back	Next >			

4. In the **Prerequisite** section, click **Next** to proceed with the installation of the softwares that are not installed.

Note:

The **Prerequisite** section lists all of the required softwares, as well as their status (Installed or Not Installed) adjacent to it.

EventTracker Pre-Install Check ×					
Netsurion.					
Welcome	Prerequisites that a	re needed:			
License Hardware Summary	N	Microsoft .NET Framework (4.8.03761)	Installed		
Install Type	Microsoft	IIS (Version 10.0)	Installed		
Install Define User Group		Windows Installer (5.0)	Installed		
Define User		SQL ODBC Driver (12.2.5543.11)	Installed		
	\geq	PowerShell (5.1.17763.1)	Installed		
	😽 elastic	Elasticsearch (7.10.2)	Not Installed		
	SQL Server	Microsoft SQL Server 2019 Express Edition (15.)	Not Installed		
Quit		< Back	Next >		



5. In the **Install** section, click **Next** to proceed with the installation of the requisite softwares.

As per the Prerequisite section (in the previous step), the installation status for the Elasticsearch and Microsoft SQL Server 2019 Express Edition is listed as **Not Installed**. As a result, the installation process is carried out for the Elasticsearch and Microsoft SQL Server 2019 Express Edition in the Install section.

entTracker Pre-Install Check			
	Netsurion.		
Welcome License Hardware Summary Install Type Prerequisite Install Define User Group Define User Summary	[Downloading Elasticsearch] 14 MB downloaded out of 253 MB, 5% complete Note: In case the installer prompts for a restart/reboot of the system, please do so. Failing to do so, might make the system unusable. Once that is done please run this setup again. View Details		
Quit	<back next=""></back>		

Sample Image representation for installing Elasticsearch

Sample Image representation for installing SQL Server

ventTracker Pre-Install	i Check	
	Netsurion.	
Welcome License Hardware Summary Install Type Prerequisite Install Define User Group Define User	[Downloading Microsoft SQL Server 2019 Express Edition] 78 MB downloaded out of 255 MB, 30% complete Note: In case the installer prompts for a restart/reboot of the system, please do so. Failing to do so, might make the system unusable. Once that is done please run this setup again. Hide Details	
Summary	Installing : Elasticsearch (may take up to 5 minute(s)) Download and instal/upgrade : Easticsearch (may take up to 5 minute(s)) Downloading completed : Elasticsearch Installing : Elasticsearch Elasticsearch (may take up to 5 minute(s)) Starting installation using file : C:\Event TrackerSetup\SQLEXPR_2019_x64.exe.zip [Downloading Microsoft SQL Server 2019 Express Edition] 12 MB downloaded out of 255 MB, 5% complete [Downloading Microsoft SQL Server 2019 Express Edition] 38 MB downloaded out of 255 MB. 10% complete. [Downloading Microsoft SQL Server 2019 Express Edition] 51 MB downloaded out of 255 MB, 25% complete [Downloading Microsoft SQL Server 2019 Express Edition] 51 MB downloaded out of 255 MB, 25% complete [Downloading Microsoft SQL Server 2019 Express Edition] 64 MB downloaded out of 255 MB, 30% complete [Downloading Microsoft SQL Server 2019 Express Edition] 76 MB downloaded out of 255 MB, 30% complete	
Quit	< Back	Next >



Upgrade to SQL Server 2019			_		\times
Install Setup Files					
If an undete for SOL Server	Cature is forward and an affind to be included in	the constants will be installed			
If an update for SQL Server	Setup is found and specified to be included,	the update will be installed.			
Install Setup Files					
Upgrade Progress					_
	Task	Status			_
	Scan for product updates	Completed			_
	Download Setup files	Skipped			_
	Extract Setup files	Skipped			_
	Install Setup files	in Progress			_
		< Back	Next >	Cancel	
Lingrade to SOL Server 2019			_		~
Upgrade to SQL Server 2019			-		×
Upgrade to SQL Server 2019			_		>
Upgrade to SQL Server 2019			_	· 🗆	>
Upgrade to SQL Server 2019			_		>
Upgrade to SQL Server 2019			_		>
Upgrade to SQL Server 2019 Upgrade Progress			-		>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress			_	· .	>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress			_	· _	>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates	64.		>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			;
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			;
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates	64.		
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates	_64.		;
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates	64.		
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates	_64.		>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			;
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates			;
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : SqImsirc_NotifyFeatureStates	_64.		
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates			>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates	64.		>
Upgrade to SQL Server 2019 Upgrade Progress Upgrade Progress	Install_conn_info_loc_Cpu64_1033_Ac	tion : Sqlmsirc_NotifyFeatureStates		Canc	el

Note:

The **Installation process** varies for different softwares as we see above in the sample representations provided for the Elasticsearch and Microsoft SQL Server 2019 Express Edition.



6. In the **Summary** section, verify all the details and click **Install** to proceed with the Installation process.

		Netsurion.	
Welcome	EventTracker Archive Drive	C:\Program Files (x86)\Prism Microsystems\EventTracker\Archives	
License	EventTracker Program Drive	C:\Program Files (x86)\Prism Microsystems\EventTracker	
Hardware Summary	Elasticsearch Data Drive	C:\Program Files (x86)\Prism Microsystems\EventTracker\Cache	
nstall Type	Elasticsearch	Elasticsearch [7.10.2](Installed)	
Prerequisite	Network Adapters	172.00.9.147-005056808758	
nstall	Operating System Version	Microsoft Windows Server 2019 Datacenter	
Define User Group Define User	Hard Disk Summary	C: Total 149 GB, Free 126 GB	1
Summary			
	Event Tracker User Group	<undefined></undefined>	
	Event Tracker Administrator User	<undefined></undefined>	
	Internet Information Services	IIS[Version 10.0] (Installed)	
	Microsoft SQL Server	Microsoft SQL Server 2019 Express Edition(Installed)	
	Please check : [C:\EventTracker	-Preinstall-Check_005056B0B7D8.log] for more details.	

EventTracker 9.4 Setup Wizard

The Open XDR platform displays the **EventTracker - InstallShield Wizard**.

Netsurion.	
© Copyright 2522 Martinution. All Flights Reserved.	
	EventTracker - InstallShield Wizard
	EventTracker Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
	Extracting: EventTracker.msi
	Go to Settings to activate Windows.
	Vetscrion.



1. In EventTracker - InstallShield **Welcome** window, click **Next** to proceed with the Open XDR platform setup process.



2. In Select a Certificate File window, click Browse and locate the appropriate certificate file (the file with .cer extension), and then click Next.

🔀 EventTracker 9.4			×
Select a Certificate File Please provide a certificate file		Nets	urion.
C:\Users\sudha.r\Downloads\Even	tTracker1612835148.cer		Browse
InstallShield	< Back	Next >	Cancel



3. In Select Components window, select the required component details and click Next.

🔀 EventTracker 9.4	×
Select Components Select EventTracker components from the options below.	Netsurion.
Click on an icon in the list below to change how a feature is	installed. Feature Description Complete framework capable of log management, change audit.
Install to: C:\Program Files (x86)\Prism Microsystems\ InstallShield	Change
Help Space < Back	Next > Cancel

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



4. In Select EventTracker Console Type window, the previously selected Console Type option will be selected by default (retains the option as opted in version v9.3). Click Next to proceed.



5. The **Ready to Install the Program screen** provides the summary of the details, the installation path, console type, and the selected features. Verify and click **Install** to install the selected components.





6. In the **Installation is finished** window, select the required option details and click **Finish** to conclude the installation process.

🛃 EventTra	cker 9.4			×
EventTra	cker installation is finished		Netsu	rion.
Options				
	Import existing event log ent Event logs from this machine v	r ies. vill be imported.		
	Add a shortcut to the deskto Add EventTracker Control Pane	p. el to the desktop.		
	Add EventTracker Diagnostics Helps to notify problems about	s as a startup pro EventTracker if any	gram.	
The Ins	tallShield Wizard has successfully	installed EventTrack	er. Cli <mark>c</mark> k Finish to ex	it the wizard.
InstallShield .				
		< <u>B</u> ack	<u>F</u> inish	Cancel

Configuring the Netsurion Open XDR platform version v9.4

1. In the EventTracker Configuration interface, specify the appropriate user credentials (the existing) in the User Name and Password fields, and then click OK.

Line Tracker :: Configuration	×
Netsurion.	
User Credentials	User Authentication
User Name contoso\meghS-\$//	O Local Account
Password	• Active Directory
EventTracker Group G-EventTracker-Testing	Database Authentication
<i>Note:</i> For "Active Directory" authentication enter user name and pa domain user and for "Local Account" authentication enter loca name and password. User must be administrator on this system	OK Cancel ssword of a al system user em. Refer <u>install quide</u> .



Note:

If required, in **Database Authentication**, select the **Enable** check box to allow authentication for the database.

After successful validation, a message window pops-up stating the credentials successfully validated.

2. Click **OK** to coninue with configuring the application settings.



3. Configure the service accounts if the archives or reports are stored in the network path.

Note:

Refer the <u>Configuring Service Accounts</u> section for more details.

- **4.** Verify that the Categories, Alerts, Filters, are updated and intact.
- **5.** After upgrading to the Open XDR platform v9.4, place the DSI integrator folder retained prior to the upgrade process in the Manager installed location.

Note:

Ensure to start all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to <u>How to Reconfigure Integrator During Upgrade Netsurion</u> for more details. Refer to the <u>Pre-upgrade process</u> section for more details.

6. Upgrade all the Windows sensors using the System manager.

Note:

The Open XDR sensor upgrade is necessary to keep the sensors up to date with the manager system.

Note:

If the **Auto agent update** is enabled on the console, all the reporting sensors are automatically upgraded to latest version.

7. Log in to the Open XDR platform, hover over the Admin menu and click Systems to go to the Systems Manager interface.



8. In the Systems interface, select the required group or system to upgrade the sensor.

Note:

Refer <u>Upgrading Sensors for a Group</u> section to upgrade the sensors for a group or the <u>Upgrading</u> <u>Sensor for a System</u> section to upgrade the sensor for a system, and then proceed with the next step.

- Upgrading Sensors for a Group
 - a. In the **Systems** interface, from the **All Groups** pane, click the required domain or the group name, and then click the gear **\$\$** icon and select **Upgrade agent** from the drop-down list.

Systems			🕈 / Admin / Systems
2	Details Succes	17 Managed 17	7 92-Build 12 3 93-Build 5 2
Non Reporting Systems Systems not reporting since the last 24 hours	Edit Status Move systems rous sensor requests	Managed vs Unmanaged Managed/Unmanaged system count	EventTracker Sensor Version Version by count
Groups	Uninstall agent/Stop poll Upgrade agent		
Create Group Delete Group	Restart agent service Non Reporting Systems Search Computers	System Report Auto Discover Source type C	Managed: 17
	Query for agent version Remove agent components		Page size Sort by columns
Search Groups	Manage asset value Ouevy for anent undate info		25 Y Computer Y
All Groups	of 1 > co		
Default Domain Controllers	Computer	Type Port EventTracker version	Last event received time IP Address
EventTracker	0		Jan 06 05:20:20 PM
Firewall Devices	0	AND 1998 -	Jan 05 10:01:24 PM

In the Upgrade Remote agent(s) window, the following three options are available,

Upgrade Remote agent(s)		×
Select systems and agent type		
All systems in the selected group		
O Take systems from text file	Browse	
(One system per line)		
Agent Type 🗋 EventTracker 📋 Change Audit		
O Specific systems in the selected group		
	Cancel Ba	ck Next Advanced Upgrade



b. Choose the appropriate option and select the required **Agent Type** to upgrade the sensors.

Options	Description
All systems in the selected group	• Click this option to upgrade all the sensors available in the selected group.
Take systems from the text file	 Browse for the text file holding sensor system names for which you require to upgrade. The text file should contain one system name per line. If you desire to select this option, then create the text file to select the sensor system names.
Agent Type	Select the appropriate sensor type to upgrade.EventTrackerChange Audit
Specific systems in the selected group	Out of all the sensor systems available in the group, select a specific sensor system(s) to upgrade.

c. After selecting the appropriate details click **Next** to proceed.

• Upgrading Sensor for a System

a. In the **Systems** interface, from the **Computer** list, click the gear icon (located corresponding to the remote system's name) for which you require to upgrade the sensor, and then click **Upgrade Agent** from the drop-down list.

Site:					Managed: 17	7
				Page size	Sort by columns	
Type here Q				25	✓ Computer	~
< 1 of 1 > GO						
Computer	Туре	Port	EventTracker version	Last event received time	e IP Address	
ETTVM8.A2022-04	2022			Jan 06 05:20:20 PM	172.28.9.153	\mathbf{Q}
ETTVM8UR2522-04.mpt.local-Agent,33	2022	14505	9.3 - Build 5	Jan 12 06:39:39 PM	Details	\$
ETTVM8U2022-04.mpi.local-Agent_30-0LA	2022	14505		Jan 05 10:01:24 PM	Install agent/Start poll	\$
ETTVM8LR2522-04-Apert,33	2022	14505	9.3 - Build 5	Jan 05 09:44:19 PM	Uninstall agent/Stop poll	\$
ETTVMBLR2022-04-Apert,93-0LA	2022	14505		Jan 05 09:45:19 PM	Manage asset value	\$
ETTVM8U822012-2	2022	14505	9.4 - Build 4	Jan 12 06:39:33 PM	Upgrade agent	\$
ETTVMBLR22012-2-OLA	2022	14505		Dec 27 10:17:32 AM	Remove agent components	\$
ethimblesc7.mplilocal@R155.VM4-Agent_S2.VM8ARE	VMWare	14505	9.2 - Build 12	Jan 12 06:39:15 PM	Restart agent service	\$
ethimblinic7.mplilocal@R155-VM4-Agent_S2-VM8ARE-DLA	VMWare	14505		Jan 08 06:02:48 AM	Agent service status	\$
RISIVAQ	2019	14505	9.4 - Build 4	Jan 12 06:40:17 PM	Query for agent version	\$
RISIVMO OLA	Unknown	14505		Jan 11 04:46:32 PM	Query for agent update info	\$
R152VM2-Apert_32	2019	14505	9.2 - Build 12	Jan 11 04:44:55 PM	Enable syslog relay	\$
R152VM2-Apert,32-DLA	2019	14505		Jan 06 04:35:58 PM	Disable syslog relay	\$
R155-VM4	2012 R2			Jan 07 02:22:45 AM	172.28.9.28	\$



b. In the **Upgrade Remote agent(s)** pop-up window, select the required sensor type check box, and then click **Next**.

grade Remote agent(s)						
Agent(s) will be upgraded on the	e following remote computer(s).					
Computer	EventTracker			Change a	udit	
	Select "Next" to proceed.					
	C	Cancel	Back	Next	Advanced	Upgra

- **9.** Next, select the appropriate option for the method of upgrade.
 - Choose the Windows Domain Network option and specify the details for user credentials;

Windows Domain Ne	etwork				
Account	meghs-\$//	(ex. mydomain\administrator)			
Password	******				
Confirm Password	•••••				
Choose 'Ungrade (Over IP' option to upgrade th	e agent which is outside the domain			
Choose 'Upgrade (Dver IP' option to upgrade th	e agent which is outside the domain.			
Choose 'Upgrade (Dver IP' option to upgrade th	e agent which is outside the domain.			
Choose 'Upgrade C Deploy WinSCP Install default Remed EventTracker :	Dver IP' option to upgrade th	e agent which is outside the domain.			
Choose 'Upgrade C Deploy WinSCP Install default Remed EventTracker :	Dver IP' option to upgrade th	e agent which is outside the domain.			



 (OR) choose the Upgrade over IP (Non-Windows Domain) option if the remote sensor is in a non-trusted domain or the remote system is not accessible using Windows file sharing.

	t(s)	>
Select the metho	d of upgrade.	-
O Windows Domain N	etwork	
Account	(ex. mydomain\administrator)	_
Password		
Confirm Password		_
Upgrade over IP (No	on Windows Domain)	
Choose 'Upgrade	Over IP' option to upgrade the agent which is outside the domain.	
Choose 'Upgrade	Over IP' option to upgrade the agent which is outside the domain.	
Choose 'Upgrade ' Deploy WinSCP	Over IP' option to upgrade the agent which is outside the domain. fial Action EXEs on this system	
Choose 'Upgrade	Over IP' option to upgrade the agent which is outside the domain. dial Action EXEs on this system ①	
Choose 'Upgrade Deploy WinSCP Install default Remed EventTracker :	Over IP' option to upgrade the agent which is outside the domain. dial Action EXEs on this system ①	

- **10.** Select the following check box to install as required (which is optional).
 - a. Select Install default Remedial Action EXEs on this system check box to install the remedial action scripts.

Note:

Remedial Action are scripts or executable files launched at either the sensor 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. This may be installed at the sensor side also, during deployment via the System manager.

 Click OK or Cancel in the pop-up message window to enable or disable the above selected feature and click Upgrade.



The sensor will be upgraded on the selected machine with the default etaconfig.ini configurations.



b. Select **Deploy WinSCP** check box to install the WinSCP exe.

Note:

If this option is enabled, a WinSCP exe will get installed on the remote agent in the below directory \EventTracker\Agent.

Deploy WinSCP						
Install default Remedial Action EXEs on this system 🛈						-
EventTracker :						
Select 'Upgrade' to proceed.						
	Cancel	Back	Next	Advanced	Upgrade	•

11. If required, in the **Upgrade Remote Agent** window, click **Advanced** (located below) to set a more specific configuration while upgrading the sensor.

Deploy WinSCP	
\Box Install default Remedial Action EXEs on this system $\textcircled{0}$	
EventTracker :	
Select 'Upgrade' to proceed	d.
	Cancel Back Next Advanced Upgrade

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

Note:

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

Jpgrade Rem	ote agent(s)							:
Apply co After events a To apply a pre You can also s	nfiguration are collected, they are processed a edefined configuration, select 'Cu select 'Default' and configure late	it the Manager. stom' and specify the file. r.						
Default	O Custom config Select File	etaconfig.ini	~					
		Select	'Upgrade' to proceed.					
				Cancel	Back	Next	Advanced	Upgrade



The custom configuration will provide the templates you created in Sensor configuration along with two more predefined templates.

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

13. Select the required **Custom config** file from the drop-down list and click **Upgrade**.

Upgrade Remote agent(s)					×
Apply configuration					
After events are collected, they are processed at the Manager. To apply a predefined configuration, select 'Custom' and specify the file. You can also select 'Default' and configure later.					
○ Default					
Select 'Upgrade' to proceed.					
	Cancel	Back	Next	Advanced	Upgrade

A message window pops-up stating 'Agent upgrade is in progress. Check the Request status screen for updates.'.





14. Click **OK** and go to **Systems** > **Request Status** interface to view the installation status.

Systems										
Request Status	Non Reporting Systems	Search Computers	System Rep	ort	Auto Discover	Source type	C			
Site:	Group: WIN22_TES	TAGENT - WIN22_TEST	AGENT Group						Manag	ed: 2
								Page size	Sort by columns	
Type here		Q,						25 🗸	Computer	~
< 1	of 1 🔰 GO									
Computer			Туре Ро	ort	EventTracker	version	(Change audit version	Asset value	
ETTVMBLR2022-04	-Win22_TestAgent		2022 14	505	9.4 - Build 3		-		High	- \$
ETTVM8LA2522-04	-Win22_TestAgent-DLA		2022 14	505			-		High	- P

The **Request Status** interface displays all the group or system status and description details for which the sensor upgrade process is being taken care.

15. Click the **Refresh** C button located on the (top right corner of the interface) to see the latest installation status.

equest Status					
Application All	✓ Status	All 🗸	Sort by Date	~	
Purge all status olde	er than				Purge 1 C
					Status Description
Date	Group/System	Ву	Agent	Туре	Status Description
7ate an 18 02:14:57 AM	Group/System	By	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	Ву 	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	Ву	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	Ву	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	Ву	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	By	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
rate an 18 02:14:57 AM	Group/System	Ву	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Pate an 18 02:14:57 AM	Group/System	By	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.
Date an 18 02:14:57 AM	Group/System	Ву	Agent EventTracker	Type Upgrade agent	Success Upgrade done successfully.

Note:

It may take few minutes to load the status.



Configuring Service Accounts

If you require to set a UNC path (Uniform Naming Convention) for storing Archives/Reports, then you must run the service account of EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator (if available) on the user account having full permission on the set UNC path.



1. Go to Start, right-click EventTracker Configuration and click Run as administrator.

2. Provide the user credentials having the full permissions to access the shared archives folder.

Note:

Make sure the specified user credentials has the full permissions to access the archives UNC path. Ignore the above procedure if you had already configured with the required user account.

EventTracker :: Configuration		
Netsurion.		
User Credentials	User Authentication	
User Name contoso\meghs-\$//	 Local Account 	
Password	Active Directory	
EventTracker Group	Database Authentication	
OK Cancel Note: For "Active Directory" authentication enter user name and password of a domain user and for "Local Account" authentication enter local system user name and password. User must be administrator on this system. Refer install guide.		



3. Then go to Start > Run, type services.msc and click OK.



In the **Services** window, search for EventTracker services (such as EventTracker Scheduler, EventTracker EventTracker Indexer, and Event Correlator).

4. Then, right-click the service name (for example, EventTracker EventVault service) and click Properties.

Services	11.1-				- 0	×
File Action View						
Services (Local)	Services (Local)					
	Device Association Service	Name	Description	Status	Startup Type	Loc ^
		🗟 Downloaded Maps Manager	Windows ser		Automatic (De	Ne
	Start the service	Elasticsearch 7.10.2 (elasticse	Elasticsearch	Running	Automatic	Loc
		Embedded Mode	The Embedd	5	Manual (Trigg	Loc
	Description:	Encrypting File System (EFS)	Provides the		Manual (Trigg	Loc
	Enables pairing between the system	Enterprise App Managemen	Enables ente		Manual	Loc
	and wired or wireless devices.	EventTracker Agent	Relays local I	Running	Automatic	Loc
		EventTracker Alerter	Used by Eve	Running	Automatic	Loc
		EventTracker Elasticsearch In	EventTracker	Running	Automatic	Loc
		EventTracker EventVault	An EventTrac	Running	Automatic	Loc
		EventTracker Indexer	EventTracker	Running	Automatic	Loc
		🔅 EventTracker Monitoring Da	Monitoring	Running	Automatic	Loc
		kventTracker Receiver	Enables Eve	Running	Automatic	Loc
		🤹 EventTracker Remoting	Agent install	Running	Automatic	NT
		🧟 EventTracker Reporter	Manage rep	Running	Automatic	Loc
		EventTracker Scheduler	Used by Eve	Running	Automatic	Loc
		🧛 EventTracker WatchList	An EventTrac	Running	Automatic	Loc
		🖏 Extensible Authentication Pr	The Extensib		Manual	Loc
		Sunction Discovery Provider	The FDPHOS		Manual	Loc
		Sunction Discovery Resourc	Publishes thi		Manual (Trigg	Loc
		Geolocation Service	This service		Manual (Trigg	Loc
		GraphicsPerfSvc	Graphics per		Manual (Trigg	Loc ~
		<				>
	Extended Standard					



5. In the **Properties** window, go to the **Log On** tab and choose the **This account** option.

EventTracker Receiver Properties (Local Computer) X		
General Log On Recov	very Dependencies	
Log on as:		
Local System account		
☐ Allow service to inte	eract with desktop	
⊖ This account:		Browse
Password:		
Confirm password:		
	OK Cance	Apply

6. In **This account**, provide the appropriate user credentials and click **Apply**.

Note:

In the **This account** field, the user's name must be specified in the 'domain name\username' format.

Log on as:		
 Local System account Allow service to interact with desktop 		
This account:	contoso\meghS-\$//	Browse
Password:	•••••	
Confirm password:	•••••	



7. A warning message pops-up specifying to stop and restart the service to amend the logon details. Click **OK**.



8. Then, go to the services window and stop and start the services (such as EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator) to run the services with the new log on name.

The Log On As column will display the updated service account name.

Name	Description	Status	Startup Type	Log On As
🤹 EventTracker Alerter	Used by Eve	Running	Automatic	Local System
🧟 EventTracker Elasticsearch In	EventTracker	Running	Manual	Local System
🎑 EventTracker EventVault	An EventTrac	Running	Automatic	Local System
🆏 EventTracker Indexer	EventTracker	Running	Automatic	contoso\mec
🤹 EventTracker Monitoring Da	Monitoring	Running	Automatic	Local System
🎑 EventTracker Receiver	Enables Eve	Running	Automatic	Local System
🤹 EventTracker Remoting	Agent install	Running	Automatic	contoso\me
🎑 EventTracker Reporter	Manage rep	Running	Automatic	contoso\me
🤹 EventTracker Scheduler	Used by Eve	Running	Automatic	contoso\me
🎑 EventTracker WatchList	An EventTrac	Running	Automatic	Local System

Note:

If you encounter any issues during the upgrade process, contact the <u>Software-Support@Netsurion.com</u> support team for prompt and thorough assistance.



About Netsurion

Netsurion[®] delivers an adaptive managed security solution that integrates our XDR platform with your existing security investments and technology stack, easily scaling to fit your business needs. Netsurion's managed offering includes our 24x7 SOC that operates as your trusted cybersecurity partner, working closely with your IT team to strengthen your cybersecurity posture. Our solution delivers Managed Threat Protection so you can confidently focus on your core business.

Headquartered in Ft. Lauderdale, FL with a global team of security analysts and engineers, Netsurion is a leader in Managed Detection and Response (MDR) and a Top 25 Global MSSP. Learn more at <u>www.netsurion.com</u>.

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Contact Numbers

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Software-Only Customers	Software-Support@Netsurion.com

https://www.netsurion.com/support