

# JUNIPER NETWORKS STRM UPGRADING TO STRM 2008.2

## RELEASE 2008.2

JUNE 2008

This document provides information for upgrading to STRM 2008.2 including:

- [Before You Begin](#)
- [Upgrading to STRM 2008.2r2](#)
- [Troubleshooting Your Upgrade](#)
- [Installing Japanese Support](#)
- [Clearing the Cache](#)

You must upgrade the systems in your deployment in the following order:

- Console



**Caution:** *The upgrade process must be complete on your STRM Console and you must be able to access the STRM user interface on your system hosting the Console before you upgrade any other systems in your deployment.*

- Remote Event Processors
- Remote Event Collectors
- Classification Engines
- Flow Processors
- Flow Collectors



**Caution:** *If your deployment consists of non-standard hardware configurations, please contact Juniper Networks Customer Support for assistance with your upgrade. Non-standard hardware configurations may include non-Dell based Intel servers, unsupported network interface cards, hardware RAID controllers, or external data storage. For information on STRM appliances and hardware, see the STRM Installation Guide.*

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### Before You Begin

Before you upgrade to STRM 2008.2, note the following:

- To upgrade to STRM 2008.2, you must be running STRM 2008.1. If you are not running STRM 2008.1, contact Juniper Networks Customer Support for assistance with your upgrade.
- Make sure you log out of STRM and any instance of the STRM Administration Console.
- Make sure all browsers are closed during the upgrade process.

- Make sure you upgrade all systems in your deployment hosting VIS components. If you do not upgrade these systems, error messages may appear in the log files until the affected systems are upgraded.
- Custom configuration to the crontab is not maintained after the upgrade. The default crontab configuration is applied by the upgrade process. We recommend that you backup your crontab configuration prior to the upgrade using the `crontab -l > /tmp/crontab_backup` command. However, after the upgrade, do not replace the default crontab configuration with the backup version since this results in lost changes for STRM 2008.2. You must re-apply your custom crontab configuration after the upgrade process.
- Make sure that all systems upgrading to STRM 2008.2 include a minimum of 36 GB drives.
- We recommend that all systems include a minimum of 8 GB of memory. Note that most STRM appliances will not complete the upgrade process if your system includes less than 8 GB of memory.
- Make sure that you have Java Runtime Environment installed on your system. You can download Java version 1.5.0\_12 at the following web site: <http://java.com/>.

## Upgrading to STRM 2008.2

To upgrade to STRM 2008.2 from STRM 2008.1:



**Note:** Before you begin the upgrade process, make sure you review the [Before You Begin](#) section. This section outlines requirements that must be satisfied before you begin the upgrade process.

**Step 1** Go to the Juniper Networks web site to access the STRM 2008.2 software:

`http://www.juniper.net/support`

**Step 2** Click the Management Software link and log in. Go to the Security Threat Response Manager Link to download the software.

**Step 3** Copy the file to the /tmp folder on your system.

**Note:** Make sure you copy the appropriate upgrade file for your operating system to the /tmp folder.

**Step 4** Log in as root.

**Step 5** Create the folder **/media/cdrom** as follows:

`mkdir /media/cdrom`

**Step 6** Run the following command:

`mount -t iso9660 -o loop /tmp/STRM2008.2.iso /media/cdrom`

**Step 7** Enter the following command:

`./media/cdrom/setup`

**Step 8** Read the messages and answer the prompts.

The following prompt appears:

```
About to upgrade your STRM from 2008.1 to 2008.2. Continue
(Y/[N])?
```

**Step 9** To continue, enter `y`.

If STRM was previously upgraded, a prompt appears informing you that a previous backup was found.

**Step 10** Enter `y` to proceed with the upgrade.

If the current operating system kernel is older than the version in the upgrade, a prompt appears informing you this kernel will be replaced.

**Step 11** Enter `y` to proceed with the upgrade.

Wait for upgrade process to complete. This process may require up to several minutes, depending on your system. When the process is complete, a message appears:

```
Upgraded Security Threat Response Manager from version
2008.2.0.41 to version 2008.2.r2.45.
```

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## Troubleshooting Your Upgrade

If there are problems with the upgrade, you may encounter one of the following error messages. If you do, follow the solution provided:

- **ERROR: Failed to run 'licenseconverterrunner.sh' script ! Please contact customer support for assistance with this error.**

Solution: Contact customer support for assistance with this error.

- **ERROR: Failed to run upgrade process!**

Solution: Go to [Step 7](#) and restart the upgrade process. However, if after you run the `./setup` command, the following error appears:

- **Kernel mismatch, running is 2.6.9-55.0.6.ELsmp and installed is 2.6.9-67.ELsmp. Please reboot and try again.**

Solution: Enter the `reboot` command to reboot your system. Once the system has rebooted, go to [Step 3](#) and restart the upgrade process.

For additional assistance, contact Juniper Networks Customer Support.

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## Installing Japanese Support

You can install a separate plug-in to provide Japanese character support in the STRM Reports interface. Once you install the plug-in located on the Qmmunity web site, your Report templates will be replaced to ensure the appropriate font and characters appear in the Reports interface.



**Note:** To display reports in PDF format, Adobe Acrobat may require the installation of a Japanese plug-in to view your reports. For more information, see your Adobe documentation.

To install the Japanese plug-in on an STRM appliance:

- Step 1** Upgrade STRM.
- Step 2** Go to the Juniper Networks web site to download the plug-in:  
**<http://www.juniper.net/support>**
- Step 3** Click the Management Software link and log in. Go to the Security Threat Response Manager Link to download the plug-in.
- Step 4** Install the plug-in:  
**`rpm -Uvh <path to RPM>/japanese-support-6.1.2-<build>_ctrh.i386.rpm`**

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## Clearing the Cache

You need to clear your cache before you access the STRM interface:



**Note:** Make sure that you have Java Runtime Environment installed on your system. You can download Java version 1.5.0\_12 at the following web site: <http://java.com/>.

To clear your Java cache:

- Step 1** On your desktop, select **Start > Run**. The Run window appears.
- Step 2** In the Open field, enter **javaws**. The Java Application Cache Viewer appears.
- Step 3** Click **OK**.
- Step 4** Click the **User** tab.
- Step 5** Select all STRM Admin Console entries.
- Step 6** Click **Remove Selected Entries**.

To clear the cache of your web browser:



**Note:** Before you clear the cache, make sure you only have one instance of your browser open. If you have multiple versions of your browser open, the cache fails to clear.

- Step 1** If you are using Internet Explorer 6.0, select **Tools > Internet Options > Delete Files**.
- Step 2** If you are using Internet Explorer 7.0, select **Tools > Internet Options > General > Delete > Delete Files**.
- Step 3** If you are using Mozilla Firefox, select **Tools > Options > Advanced > Network > Clear Now**.



**Note:** If you are using Mozilla Firefox, you **must** clear the cache in Internet Explorer as well as in Mozilla Firefox.

Now you can log in to STRM.

For more information on accessing and using STRM, see the *STRM Users Guide* or *STRM Administration Guide*.

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Part Number 530-25622-01