

# JUNIPER NETWORKS

# UPGRADING TO STRM LM 2008.3

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This document provides information for upgrading to STRM LM 2008.3 including:

- [Before You Begin](#)
- [Upgrading to STRM LM 2008.3](#)
- [Troubleshooting Your Upgrade](#)
- [Clearing the Cache](#)

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

- Console



**Caution:** *You must complete the upgrade process on your STRM LM Console first and you must be able to access the STRM LM user interface on your desktop system before upgrading other systems in your deployment.*

- Remote Event Processors
- Remote Event Collectors

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### Before You Begin

Before you upgrade to STRM LM 2008.3, note the following:

- To upgrade to STRM LM 2008.3, you must be running STRM LM 2008.2R2. If you are not running STRM LM 2008.2R2, contact Juniper Networks Customer Support for assistance with your upgrade.
- Make sure you close all open STRM LM sessions, including all instances of the Administration Consoles.
- After the upgrade process is complete, you must re-apply all DSM and scanner plug-ins. To obtain the latest release 2008.3 plug-ins, see the Juniper Customer Support web site.
- If you use an NSF storage solution, you must enable the upgrade pause feature using the `touch /etc/pause_upgrade` command before starting the upgrade process. This allows you to manually re-add the configuration files after the

operating system has been re-installed. For more information about re-adding NSF configuration files, contact Customer Support.

- Make sure that you have Java Runtime Environment installed on your desktop system, not the STRM LM appliance. You can download Java version 1.5.0\_15 at the following web site: <http://javasun.com/>

## Upgrading to STRM LM 2008.3

To upgrade to STRM LM 2008.3:



**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 Customer Support web site to access the STRM LM 2008.3 file:  
`https://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** Run the command “`mkdir /store/iso`” and “`mkdir /media/cdrom`” on the 2008.2.r2 system. Copy the full ISO file to the server running 2008.3 to the /store/iso directory.
- Step 4** Mount the ISO file using the “loop” option  
`mount -o loop /store/iso/<path_to_iso_file> /media/cdrom`
- Step 5** Enter the following command:  
`/media/cdrom/setup`  
 The End User License Agreement (EULA) appears.
- Step 6** Read the information in the window. Press Spacebar to advance each window until you have reached the end of the document. Type **yes** to accept the agreement, and then press Enter.
- Step 7** The following prompt appears:  
`About to upgrade your STRM LM from 2008.2r2 to 2008.3. Continue (Y/[N])?`
- Step 8** To continue, enter **y**.  
 After several minutes, the upgrade pauses and the following message appears:  
`OK: Completed preparation of system.  
 Press ENTER to reboot and proceed with the upgrade.`
- Step 9** Press Enter.
- Step 10** Your system reboots and the upgrade continues. After a few minutes, log into your STRM system to verify if the upgrade process is complete. To verify the setup process, enter the following command:  
`tail -f /var/log/setup-6.2.0.*/qradar_qsetup.log`
- Step 11** When the upgrade is complete, the following message appears:

Wed Mar 4 19:04:59 GMT 2009: Really done now.

## 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 7](#) and restart the upgrade process.

For additional assistance, contact Juniper Networks Customer Support.

## 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 desktop system. You can download Java version 1.5.0\_15 at the following web site: <http://javasun.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 LM 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 LM.

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

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