

JUNIPER NETWORKS

UPGRADING TO STRM 2008.3

RELEASE 2008.3

JANUARY 2009

This document provides information for upgrading to STRM 2008.3 including:

- [Before You Begin](#)
- [Upgrading to STRM 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 Console first and you must be able to access the STRM user interface on your desktop system before upgrading other systems in your deployment.*

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

Before You Begin

Before you upgrade to STRM 2008.3, note the following:

- To upgrade to STRM 2008.3, you must be running STRM 2008.2R2. If you are not running STRM 2008.2R2, contact Juniper Networks Customer Support for assistance with your upgrade.
- Make sure you close all open STRM sessions, including all instances of the Administration Consoles.
- Make sure all browsers are closed during the upgrade process.
- Make sure you upgrade all systems in your deployment hosting Vulnerability Assessment Integration System (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 2008.3. You must re-apply your custom crontab configuration after the upgrade process.
- Make sure that you have Java Runtime Environment installed on your desktop system, not the STRM appliance. You can download Java version 1.5.0_15 at the following web site: <http://javasun.com/>.

Upgrading to STRM 2008.3

To upgrade to STRM 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 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** Run the command `# md5sum STRM2008.3.iso`. Ensure that the md5 value matches the .iso download value on the support site. If the values vary, the iso image is corrupted. Go to [Step 2](#) and download the software again.
- Step 5** Mount the ISO file using the “loop” option.
`mount -o loop /store/iso/<path_to_iso_file> /media/cdrom`
- Step 6** Enter the following command:
`/media/cdrom/setup`
 The End User License Agreement (EULA) appears.
- Step 7** 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 8** The following prompt appears:
`About to upgrade your STRM from 2008.2r2 to 2008.3. Continue (Y/[N])?`

Step 9 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 10 Press Enter.

Step 11 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 12 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 8](#) 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.

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 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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