

UPGRADING TO STRM LOG MANAGER 2009.2

RELEASE 2009.2

APRIL 2010

This document provides information for upgrading to STRM Log Manager 2009.2 including:

- [Pretesting Your System](#)
- [Before You Begin](#)
- [Upgrading to STRM Log Manager 2009.2](#)
- [Clearing the Cache](#)

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

- 1 Console



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

- 2 Remote Event Processors
- 3 Remote Event Collectors

Pretesting Your System

Before you upgrade to STRM Log Manager 2009.2, you must perform a pretest on all systems in your deployment to ensure that your system meets all system requirements for the upgrade. We recommend that you schedule the pretests during non-peak hours.

To pretest your system:

- Step 1** Log in as root.
- Step 2** Download and mount the STRM Log Manager 2009.2 software:
 - a Create the **/store/iso** folder:

```
mkdir /store/iso
```
 - b Go to the Juniper customer support web site to access the STRM Log Manager 2009.2 download:

```
http://www.juniper.net/support/
```
 - c Copy the file to the **/store/iso** folder on your system.

d Mount the ISO:

```
mount -o loop /store/iso/<ISO name> /media/cdrom
```

Step 3 Perform the pretest:

```
/media/cdrom/setup -t
```



Caution: When pretesting your system, you will be prompted to run PRETESTDOWN script after the initial PRETEST script is complete. The PRETESTDOWN script requires all services to be stopped, which results in a data outage. The PRETESTDOWN script requires all services to be stopped to test the integrity of the database. The prompt resembles the following:

```
Completed all PRETEST scripts successfully.
***** WARNING *****
About to run PRETESTDOWN scripts which will cause tomcat and
hostcontext services to be stopped and cause a data outage.
These test scripts will be run:
check_db_upgrade.sh
check_permissions.sh
***** WARNING *****
Proceed (Y/[N]) (default to N after 55 seconds)? y
Are you absolutely sure? THERE WILL BE A DATA OUTAGE!
Proceed (Y/[N]) (default to N after 55 seconds)?
```

The output of the pretest determines if your system meets the upgrade system requirements, such as:

- Memory requirements
- Partitioning
- Supported and required RPMs
- Log source limits
- Licensing
- Out of memory notifications
- Disk sentry notifications
- Invalid passwords
- Failed logins
- PostgreSQL issues
- Table constraint/key issues



Note: Third-party RPMs are not supported on STRM Log Manager systems. If the pretest indicates unsupported RPMs, remove the unsupported RPMs before upgrading your system. If the pretest indicates that required RPMs have been removed, you must re-add the required RPMs before upgrading.

If the pretest indicates a problem, contact Customer Support.

Before You Begin

Before you upgrade to STRM Log Manager 2009.2, note the following:

- To upgrade to STRM Log Manager 2009.2, you must be running STRM Log Manager 2009.1, including the latest patches. If you are not running STRM Log Manager 2009.1, download and install STRM Log Manager 2009.1 from the Juniper customer support web site. In the STRM Log Manager user interface, click **Help > About** to view version information.
- The upgrade process validates actual disk space required for your STRM Log Manager configuration and determines if enough disk space is available. If your system does not have enough free disk space, the upgrade process stops and a message appears warning you that additional disk space is required to perform the upgrade.
- Close all open STRM Log Manager sessions to avoid access errors in your log file.
- Make sure that you have Java Runtime Environment installed on your desktop system, not the STRM Log Manager appliance. You can download Java version 1.6.0_17 x86 at the following web site: <http://java.sun.com/>



Caution: Running the `template_setup.pl` script will delete any previously configured customized settings.

Upgrading to STRM Log Manager 2009.2

To upgrade to STRM Log Manager 2009.2:



Note: Before you begin the upgrade process, make sure you review the [Pretesting Your System](#) and [Before You Begin](#) sections. These sections outline requirements that must be satisfied before you begin the upgrade process.

Step 1 Log in as root.

Step 2 Go to the Juniper customer support web site to access the STRM Log Manager 2009.2 download:

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

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

Step 4 Mount the ISO:

```
mount -o loop /tmp/<name of ISO> /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 the Spacebar to advance each window until you have reached the end of the document. Type **yes** to accept the agreement, and then press Enter.

The following prompts appears:

About to upgrade your STRM Log Manager from 6.3.0-<build> to 6.3.1-<build>. Continue (Y/[N])?

Step 7 To continue, enter `y`.

After several minutes, the upgrade process pauses and the following message appears:

OK: Completed preparation of system.

Step 8 Press **ENTER** to reboot and proceed with the upgrade.

Your system reboots and the upgrade continues. After a few minutes, log in to 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
```

Wait for the upgrade process to finish. When the upgrade is complete, the following message appears:

OK: Upgraded QRadar from version 6.3.0.<build> to version 6.3.1.<build>.

Clearing the Cache


If you have trouble accessing the STRM Log Manager interface after you upgrade to STRM Log Manager 2009.2, we recommend that you clear your Java cache.

To clear your cache and access the STRM Log Manager interface:



Note: Make sure that you have Java Runtime Environment installed on your desktop system, not the STRM Log Manager appliance. You can download Java version 1.6.0_17 x86 at the following web site: <http://java.sun.com/>.

Step 1 Clear your Java cache:

- a On your desktop, select **Start > Run**.
The Run window appears.
- b In the Open field, enter **javaws -viewer**.
The Java Cache Viewer appears.
- c Select all STRM Log Manager Deployment Editor entries.
- d Click the delete  icon.

Step 2 Open your web browser.

Step 3 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.

- a If you are using Internet Explorer 7.0, select **Tools > Internet Options > General > Delete > Delete Files**.
- b 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.*

Step 4 Log in to STRM Log Manager.

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

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