

# UPGRADING TO STRM 2009.2

## RELEASE 2009.2

APRIL 2010

This document provides information for upgrading to STRM 2009.2 including:

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

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### Pretesting Your System

Before you upgrade to STRM 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 pretest during non-peak hours.

To pretest your system:

**Step 1** Log in as root.

**Step 2** Download and mount the STRM 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 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
```

Go to [Step 3](#).

**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 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.

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## Before You Begin

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

**Step 1** 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.*

**Step 2** Remote Event Processors

**Step 3** Remote Event Collectors

**Step 4** Classification Engines

**Step 5** Flow Processors**Step 6** Flow Collector

Before you upgrade to STRM 2009.2, note the following:

- To upgrade to STRM 2009.2, you must be running STRM 2009.1, including the latest patches. If you are not, download and install STRM 2009.1 from the Juniper customer support web site. In the STRM user interface, click **Help > About** to view version information.
- The upgrade process validates the disk space required for your STRM 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 sessions to avoid access errors in your log file.



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

- Make sure that you have Java Runtime Environment installed on your desktop system, not the STRM appliance. You can download Java version 1.6.0\_17 x86 at the following web site: <http://java.sun.com/>.
- After the upgrade process is complete, some of your DSM and scanner plug-ins must be updated to STRM 2009.2 versions. For more information, go to the Juniper customer support web site.
- If your deployment includes DSMs or scanners installed using an .rpm file, the following error appears in the log files after you upgrade your system to STRM 2009.2:

```

ErrorStream ExecuteAutoUpdate-Deploy: Can't load
'/opt/qradar/
perl5libs/lib/site_perl/5.6.1/i686-linux-thread-multi/auto/XML/Parser/Expat/Expat.so' for module XML::Parser::Expat: /opt/
qradar/perl5libs/lib/site_perl/5.6.1/i686-linux-thread-multi/
auto/XML/Parser/Expat/Expat.so: wrong ELF class: ELFCLASS32
at
/usr/lib64/perl5/5.8.8/x86_64-linux-thread-multi/DynaLoader.p
m line 230

```

This error does not affect the upgrade process or system functionality and can be ignored.

- If you want to maintain your current configuration, you must first upgrade to STRM 2009.2 and then back up your configuration and data prior to performing a fresh installation on this system. For information on backing up your system, see the *STRM Administration Guide*. For more information on installing STRM 2009.2, see the *STRM Installation Guide*.

## Upgrading Appliances to STRM 2009.2

To upgrade your appliances to STRM 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** Create the **/store/iso** folder:

```
mkdir /media/cdrom
```

**Step 3** Go to the Juniper customer support web site to access the STRM 2009.2 download:

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

**Step 4** Copy the file to the **/store/iso** folder on your system.

**Step 5** Mount the ISO:

```
mount -o loop /store/iso/<ISO name> /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 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 from 6.3.0-<build> to 6.3.1-<build>.
Continue (Y/[N])?
```

**Step 8** To continue, enter **y**.

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

```
OK: Completed preparation of system.
```

**Step 9** 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>.
```

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## Clearing the Cache


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

To clear your cache and access the STRM interface:



**Note:** Make sure that you have Java Runtime Environment installed on your desktop system. 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 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 have only 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.

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

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Published: 2010-04-01