

Release Notes

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WinCollect 7.3.1 Patch 4 Release Notes

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Installing WinCollect Agent V7.3.1 Patch 4

WinCollect Agent V7.3.1 patch 4 release updates the JSA WinCollect Agent to display the build number so that you can easily determine which WinCollect agents are updated.

Supported Windows operating systems

- Windows Server 2022 (including Core)
- Windows Server 2019 (including Core)
- Windows Server 2016 (including Core)
- Windows 10 (most recent)



NOTE: WinCollect is not supported on versions of Windows that moved to End Of Support by Microsoft. After software is used beyond the Extended Support End Date, the product might still function as expected; however, Juniper does not make code or vulnerability fixes to resolve WinCollect issues for older operating systems. For more information, see the [Juniper Secure Analytics WinCollect User Guide](#).

Juniper Statement for WinCollect supported versions

Supported software versions for Juniper WinCollect are the latest version (n) and latest minus one (n-1). Therefore, the two newest versions of WinCollect are the versions that JSA support suggests with any support tickets (cases) that are opened. To prevent issues, it is important that you, as an administrator, keep WinCollect deployments updated when new versions are posted to [Downloads - Juniper Support](#).

Prerequisites for the WinCollect V7.3.1 Patch 4 upgrade

See [Table 1 on page 1](#) for the summary of pre-requisite JSA versions and the corresponding WinCollect 7 versions.

Table 1: Pre-requisite JSA versions and the corresponding WinCollect 7 versions

WinCollect Release Version	< = JSA 7.5.0 Update Package 3	JSA 7.5.0 Update Package 4 - > Update Package 7 Interim Fix 04	JSA 7.5.0 Update Package 8 - > Update Package 11	> = JSA 7.5.0 Update Package 12
WinCollect 7.3.1 Patch 1	Yes	No	No	No

Table 1: Pre-requisite JSA versions and the corresponding WinCollect 7 versions (Continued)

WinCollect Release Version	< = JSA 7.5.0 Update Package 3	JSA 7.5.0 Update Package 4 - > Update Package 7 Interim Fix 04	JSA 7.5.0 Update Package 8 - > Update Package 11	> = JSA 7.5.0 Update Package 12
WinCollect 7.3.1 Patch 2	No	Yes	No	No
WinCollect 7.3.1 Patch 3	No	No	Yes	No
WinCollect 7.3.1 Patch 4	No	No	No	Yes

For WinCollect 7 managed, only the versions listed above are currently supported. Please contact [Juniper Support page](#) for possible upgrade paths if you are on an unsupported version.

To ensure full compatibility with all WinCollect managed features, Customers must be running the WinCollect version specified for their corresponding JSA version.



NOTE: Customers should be aware that any disruptions caused by the upgrade of the WinCollect configserver does not affect event collection but only the configuration management of the WinCollect Agents.

JSA version prerequisites

WinCollect V7.3.1 Patch 4 supports JSA V7.5.0 Update 12 or later. WinCollect V7.2.5 is the minimum version required to upgrade to JSA V7.3.x (any patch level).



TIP: The WinCollect version for managed agents can be found in the **Agent** list on the **Admin** tab.

Before you begin

To upgrade existing WinCollect agents, you must be an administrator.

Follow these guidelines:

- To avoid access errors in your log file, close all open JSA sessions.
- Verify that all changes are deployed on your appliances.

- Ensure that you schedule adequate maintenance time.

Installing the SFS file forces Tomcat to restart on the JSA Console, which logs out JSA users and stops any reports that are running in the background.

- To prevent a host from being updated, the **Enable Automatic Updates** field must be set to **false** before you install the SFS file to the Console.
- Install the WinCollect Agent SFS file only on the JSA Console appliance. Installing the WinCollect Agent update SFS on a managed host results in an error message.

WinCollect upgrade procedure

Install WinCollect V7.3.1 Patch 4 only on the JSA Console. The console appliance replicates all required files to other JSA appliances in the deployment. The SFS contains protocol updates and WinCollect Agent software to remotely update Windows hosts with WinCollect V7.3.1 Patch 4.



NOTE: If you are using stand-alone mode, you must download and install the WinCollect Patch Installer V7.3.1 patch 4 for each Windows host and install the update locally on each agent.

WinCollect Patch Installer V7.3.1 Patch 4 Links:

- 7.5.0-QRADAR-wincollect-standalone-patch-installer-7.3.1-122.exe

WinCollect Agent update links:

- 7.5.0-QRADAR-AGENT-wincollect-7.3.1-122.x64.exe
- 7.5.0-QRADAR-AGENT-wincollect-7.3.1-122.x86.exe

For more information about stand-alone mode, see [What's New in WinCollect](#).

Procedure

These instructions are intended for standard (managed) upgrades of WinCollect.

1. Download a WinCollect Agent (V7.3.1) bundle (.SFS) from the [Downloads - Juniper Support](#) for your JSA version:



TIP: The WinCollect version can be found in the Agents section.

- JSA 7.5.x: 750_QRadar_wincollectupdate-7.3.1-122.sfs



NOTE: The installation process restarts services on the console, which creates a gap in event collection until services restart. Schedule the WinCollect upgrade during a maintenance window to avoid disrupting users.

2. Use SSH to log in to your Console as the root user.
3. For initial installations, create the `/storetmp` and `/media/updates` directories if they do not exist. Type the following commands:

```
mkdir /media/updates
```

```
mkdir /storetmp
```

4. Using a program such as WinSCP, copy the downloaded SFS file to `/storetmp` on your JSA console.
5. To change to the `/storetmp` directory, type the following command: **`cd /storetmp`**
6. To mount the SFS file to the `/media/updates` directory, type the following command:

```
mount -o loop -t squashfs <patch file sfs name>.sfs /media/updates
```

Example:

```
mount -t squashfs -o loop 750_QRadar_wincollectupdate-7.3.1-43.sfs /media/updates
```

7. To run the patch installer, type the following command: `/media/updates/installer`



NOTE: To proceed with the WinCollect Agent update, you must restart services on JSA to apply protocol updates. The following message is displayed:

WARNING: Services need to be shut down in order to apply patches.
This will cause an interruption to data collection and correlation.

Do you wish to continue (Y/N)?

8. Type Y to continue with the update.

During the update, the SFS installs new protocol updates. If your Secure Shell (SSH) session is disconnected while the upgrade is in progress, the upgrade continues. When you reopen your SSH session and run the installer again, the patch installation resumes. After the installation is complete, services are restarted, and the user interface is available.



NOTE:

During installation, the following message is displayed:

Patch 144249

This patch includes a new version of the WinCollect Configuration Server. For this new version to run properly, the event collection service needs to be restarted. If you choose to not restart the service, agents cannot get new configurations and code updates until you restart it.

Choices:

- Restart event collection service at the end of the patch installation, on the Console and on all managed hosts patched from the Console.
- Do not restart event collection service yet. You will need to restart it in the user interface (Advanced > Restart Event Collection Services).
- Abort patch

After you choose an option, the patch installation continues. When it is complete, press the Enter key to exit the patch screen.

9. If you selected the second option in step 8, you must complete the following steps:

In the JSA admin settings, click:

- **Advanced > Deploy Full Configuration**
- **Advanced > Restart Event Collection Services**

10. To unmount the SFS file from the Console, type the following command: `umount/media/updates`
11. (Optional) Verify that WinCollect agents are configured to accept remote updates:
 - a. Login to JSA.
 - b. On the navigation menu, click **Data Sources**
 - c. Click the WinCollect icon.
 - d. Review the **Automatic Updates Enabled** column and select WinCollect agents that have a **False** value.
 - e. Click **Enable/Disable Automatic Updates**.

Results

Managed WinCollect agents with automatic updates enabled are updated and restarted. The amount of time it takes a managed agent to update depends on the configuration polling interval for the agent and the speed of the network connection between the Console and the agent.

In smaller deployments, updates take a few minutes. However, larger WinCollect deployments might take an hour or two to fully update. By default, agents request configuration updates every 5 minutes when the WinCollect agent has the **Enable Automatic Updates** option set to **true**. You can log in to JSA and review the agent list to verify that agents with enabled updates display **7.3.1.xx** in the **Version** column. After one hour passes, you can review whether any WinCollect agents still show older agent versions in JSA.

JSA V7.5 RPMs contained in the WinCollect SFS installer

When the WinCollect SFS file is installed on the JSA Console appliance, the following RPM files are installed.

- AGENT-WINCOLLECT-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectConfigServer-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectFileForwarder-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectJuniperSBR-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftDHCP-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftDNS-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftExchange-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftIAS-7.5-20250325185939.noarch.rpm

- PROTOCOL-WinCollectMicrosoftIIS-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftISA-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectMicrosoftSQL-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectNetAppDataONTAP-7.5-20250325185939.noarch.rpm
- PROTOCOL-WinCollectWindowsEventLog-7.5-20250325185939.noarch.rpm

This information is for reference only. Don't install these RPMs themselves; instead, contact [Juniper Support page](#) for any installation issues.

Installation Wrap-up

1. After the patch completes and you have exited the installer, type the following command:

umount /media/updates

2. Clear your browser cache before logging in to the Console.
3. Delete the SFS file from all appliances.
4. For administrators with managed WinCollect 7 agents, upgrades to JSA 7.5.0 Update Package 16 require WinCollect version 7.3.1 Patch 4. Depending on your upgrade path, you might be required to update your WinCollect agent version on the Console.
5. To run AQL queries that use geographic data or the flags on the Log Activity tab, update to the latest database from Maxmind after you upgrade to JSA 7.5.0 Update Package 16.

Results

A summary of the software update installation advises you of any managed host that were not updated. If the software update fails to update a managed host, you can copy the software update to the host and run the installation locally.

After all hosts are updated, administrators can send an email to their team to inform them that they will need to clear their browser cache before logging in to the JSA.

Clearing the Cache

After you install the patch, you must clear your Java cache and your web browser cache before you log into the JSA appliance.

Before you begin

Ensure that you have only one instance of your browser open. If you have multiple versions of your browser open, the cache might fail to clear.

Ensure that the Java Runtime Environment is installed on the desktop system that you use to view the user interface. You can download Java version 1.7 from the Java website: <http://java.com/>.

About this task

If you use the Microsoft Windows 7 operating system, the Java icon is typically located under the Programs pane.

To clear the cache:

1. Clear your Java cache:
 - a. On your desktop, select **Start > Control Panel**.
 - b. Double-click the Java icon.
 - c. In the Temporary Internet Files pane, click **View**.
 - d. On the Java Cache Viewer window, select all **Deployment Editor entries**.
 - e. Click the Delete icon.
 - f. Click **Close**.
 - g. Click **OK**.
2. Open your web browser.
3. Clear the cache of your web browser. If you use the Mozilla Firefox web browser, you must clear the cache in the Microsoft Internet Explorer and Mozilla Firefox web browsers.
4. Log in to JSA.

Known Issues and Limitations

The known issues in the WinCollect Agent 7.3.1 patch 4 are listed below:

- When upgrading from JSA Update Package 12 to Interim Fix 01/Interim Fix02 then attempting to immediately update WinCollect configserver, the WinCollect RPMs may not be updated.
- Deploy fails due to ownership change when a file is moved from staging to deployed.

Resolved Issues

The issues resolved in the WinCollect Agent 7.3.1 patch 4 are listed below:

- JSA: WinCollect 7.3.1-43 SFS contains Secure boot install script block preventing configserver updates.
- Wincollect can generate two instances of the same event with two different event type values.