

ESET Tech Center

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How to upgrade ESET PROTECT to 8.1

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Issue

- How to Upgrade ESET PROTECT 8.0x to ESET PROTECT 8.1

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ESET Protect installed on Windows

Upgrade, migration and reinstallation procedures

There are different ways to upgrade, migrate and reinstall your ESET PROTECT Server and other ESET PROTECT components.

Warning

- Make sure that you have a [supported operating system](#) before upgrading to ESET PROTECT 8.0.
- ESET PROTECT Server component version 8.0 is not compatible with 32-bit machines (x86 architecture). Upgrading a 32-bit Server machine from versions 6.5-7.0 to 8.0 will fail.
- If you have already run the upgrade and now your system is not working, you need to manually reinstall all ESET PROTECT components to the original version.
- If you want to upgrade, you need to migrate your current ESET PROTECT to a 64-bit machine, and after successful migration, you can run the upgrade task.
- ESET PROTECT 8.0 uses [LDAPS as the default protocol for Active Directory synchronization](#). If you upgraded from versions 6.5-7.1 on a Windows machine to ESET PROTECT 8.0 and you were using the Active Directory synchronization, synchronization tasks will fail in ESET PROTECT 8.0.

1. Upgrade from ERA 5 generation

The direct upgrade is not supported - see [Migration from ERA 5.x](#).

2. Upgrade from ERA 6.5 or ESMC 7.x to the ESET PROTECT version 8.0

Select one of the upgrade procedures:

Upgrade procedure	Operating system	Comment
Components Upgrade task in the Web Console	Windows/Linux	
ESET PROTECT 8.0 All-in-one installer	Windows	This is the recommended upgrade option if the existing installation was performed via the All-in-one installer (you have default installations of MS SQL database and Apache Tomcat).
Manual component-based upgrade	Linux	Linux instructions for advanced users.

If your infrastructure utilizes the ERA Proxy component, see the [documentation](#) on Proxy migration before the upgrade.

Note

To look up what version of each ESET PROTECT component you are running, verify your ESET PROTECT Server version. Navigate to the [About](#) page in the ESET PROTECT Web Console, and see the following [Knowledgebase article](#) for a list of all ESET PROTECT component versions by ESET PROTECT Server.

3. Migrate or reinstall ESET PROTECT 8 from one server to another

[Migrate from one server to another](#) or [reinstall an ESET PROTECT Server](#).

Important

If you plan to migrate from one ESET PROTECT Server to a new server machine, you must export/back up all Certificate Authorities as well as the ESET PROTECT Server Certificate. Otherwise, none of the ESET PROTECT components will be able to communicate with your new ESET PROTECT Server.

4. Other procedures

[Change an IP address or hostname](#) on an ESET PROTECT Server.

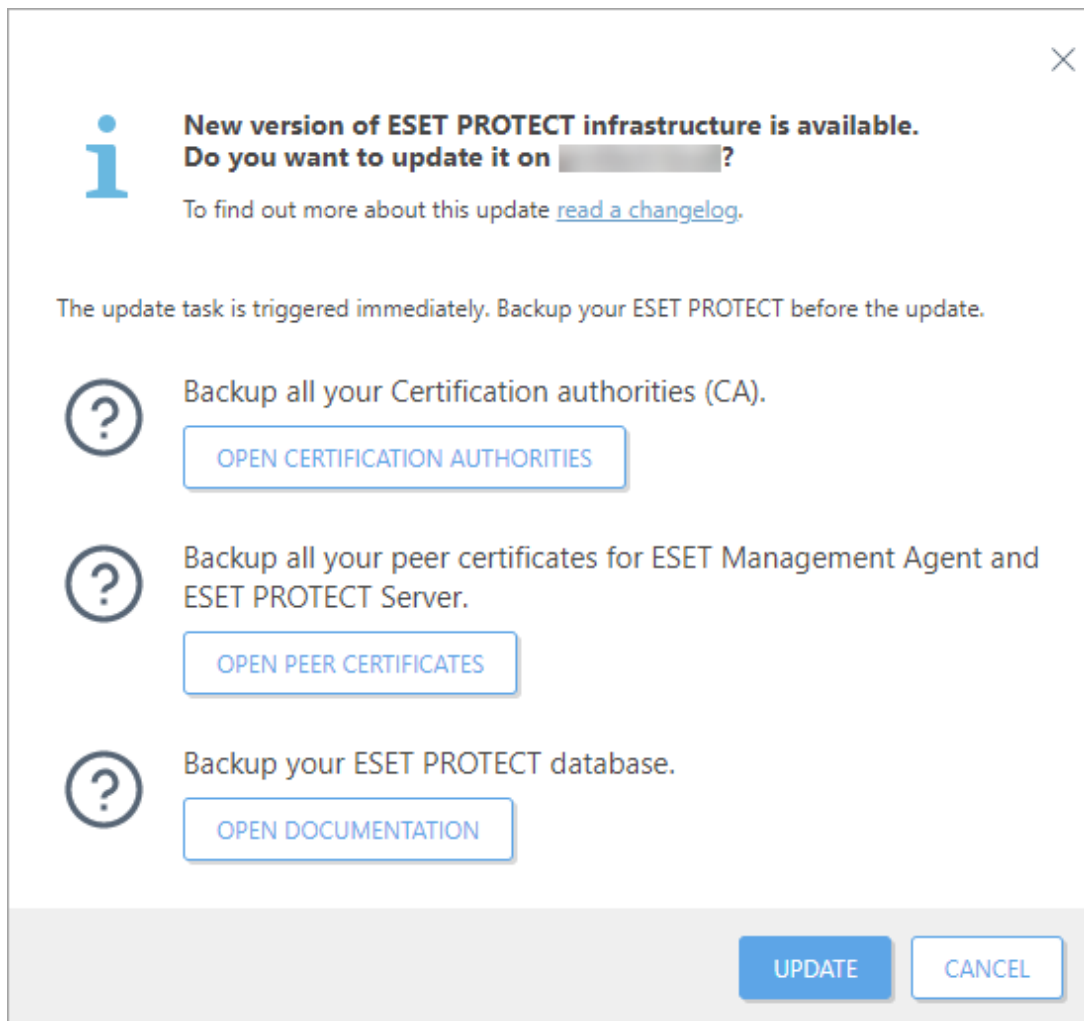
Important

Significant changes will happen [after an upgrade from ERA 6.5](#) to ESET PROTECT version 8.0.

Update ESET Protect

ESET PROTECT Server regularly checks for available updates to ESET PROTECT infrastructure.

When an update is available, a popup window appears:



You can read about the changes in the available ESET PROTECT update by clicking [read a changelog](#).

If you do not select to update, you can display the update popup window by clicking Help > Update Product:



Note

Only the users who can run [ESET PROTECT Components Upgrade](#) client task can see the update notification

1. Click the Open Certification Authorities button and [back up all your CAs](#).
2. Click the Open Peer Certificates button and [back up all your certificates](#).
3. Click the Open Documentation button and [back up the ESET PROTECT database](#).
4. Click the Update button.
5. Select the check box I accept the terms of the application End User License Agreement and acknowledge the Privacy Policy. See [End User License Agreement \(EULA\), Terms of Use and Privacy Policy for ESET products](#) for more information.
6. Click the Update button. An upgrade of your ESET PROTECT Server is scheduled - in Tasks you can find a new client task that upgrades ESET PROTECT components on the computer where ESET PROTECT Server is installed. You will be logged out of the Web Console when the upgrade starts. You can log in after the upgrade completes.

To update ESET PROTECT components on the devices connected to ESET PROTECT Server to the latest version, you can trigger [ESET PROTECT Components Upgrade](#) task directly from the update popup window.

ESET PROTECT 8.1 supports the [automatic upgrade of ESET Management Agent](#) on managed computers.

Pull database from other server

This feature allows you to pull the ESET PROTECT database from an existing ESET PROTECT VA running in your infrastructure. It is only supported on the ESET PROTECT Server, not on the other components (MDM, ERA Proxy 6.x). It is convenient when [upgrading](#) your ERA/ESMC VA to the latest ESET PROTECT VA, or if you want to migrate your ESET PROTECT VA.

Important

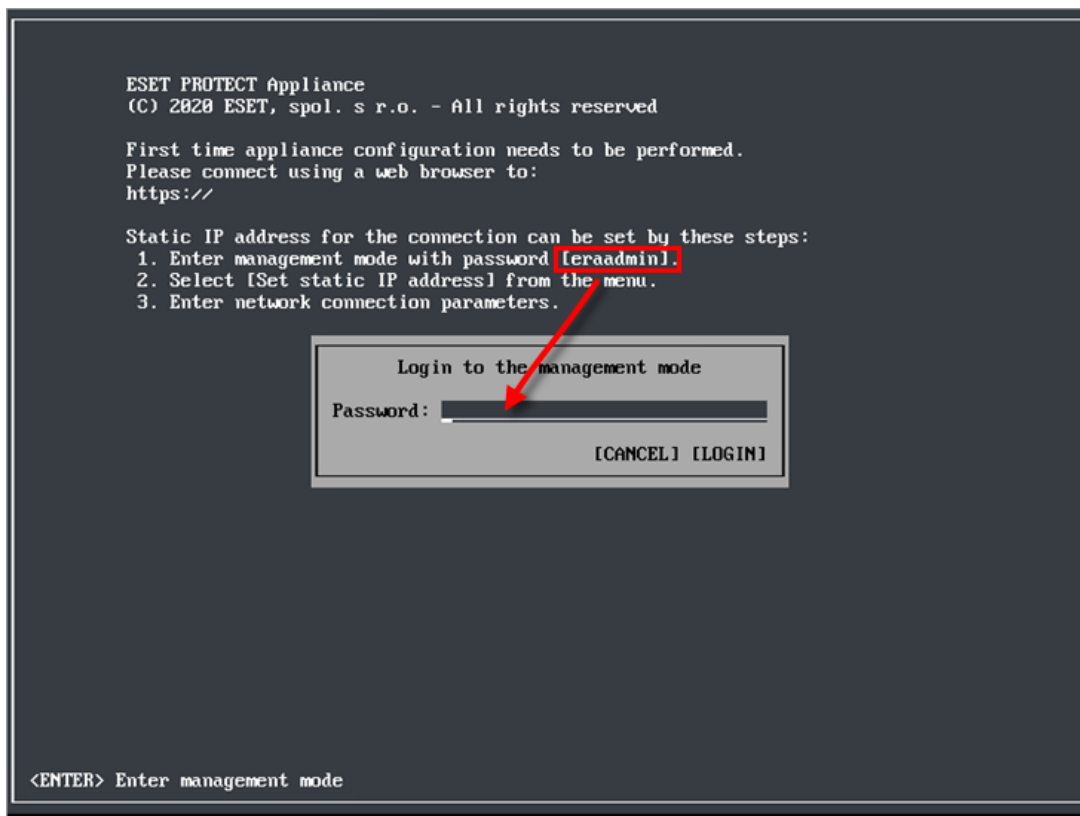
In case of migration, you need to keep your old ESET PROTECT VA accessible to apply the [hostname/IP address change policy](#) to all client computers. Otherwise, clients will not be connecting to your new ESET PROTECT VA and keep trying to connect to the old one.

Make sure to [enable SSH on your old ESET PROTECT VA](#).

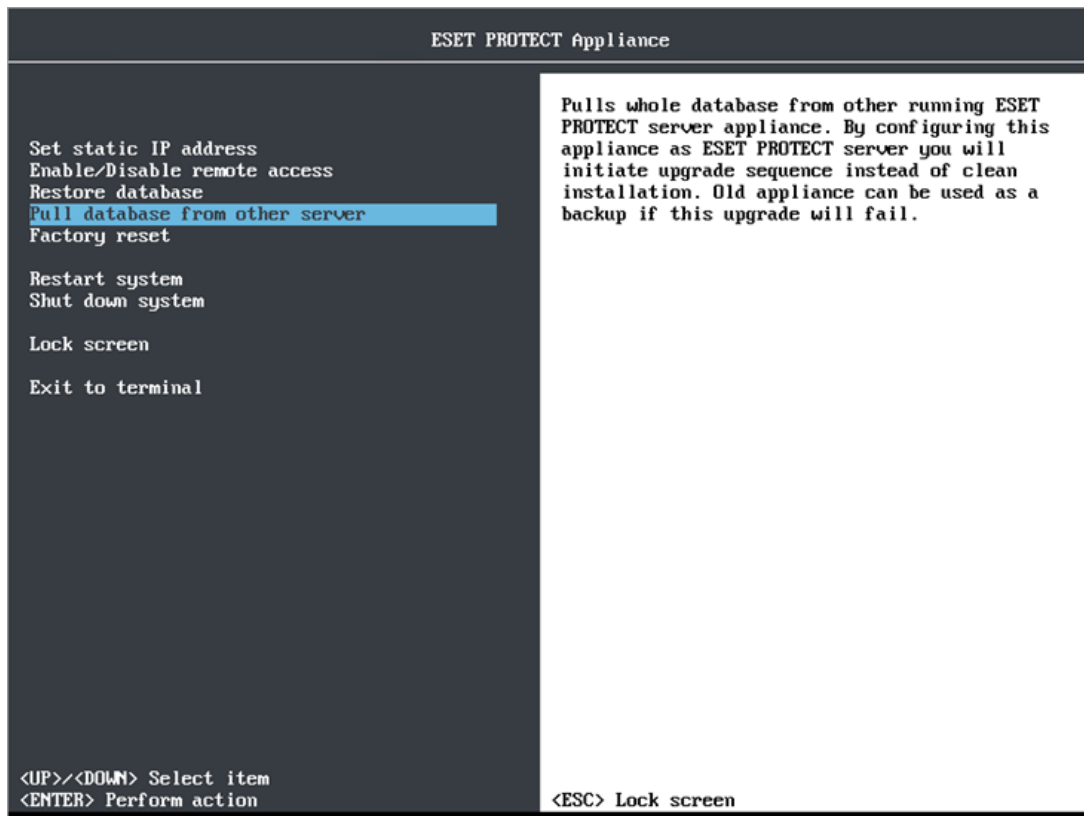
Perform a database pull only when migrating to a newer version or the same version of ESET PROTECT Server. The database structure is updated during the procedure, but this process will fail when pulling to an older server. Database pull is one of two ways how to [upgrade your VA](#).

To perform a database pull, follow the steps below:

1. [Deploy a new ESET PROTECT VA](#), but do not configure it yet.
2. Open the VM's console and on the main screen, press Enter on your keyboard to Enter management mode of your newly deployed ESET PROTECT VA.
3. Type eraadmin and press Enter twice to login.



4. Select Pull database from other server using the arrow keys and press Enter.



5. Enter database root password on the remote ESET PROTECT VA you want to pull the ESET PROTECT database from (your old ESET PROTECT VA). If you are only using one password on your old ESET PROTECT VA, type it here.

6. Enter connection to remote ESET PROTECT VA (SSH) - type user name (root) and your old ESET PROTECT VA hostname or IP address in the following format: root@IPaddress or root@hostname

7. If you are asked about The authenticity of host, type yes. Otherwise, ignore this step.

8. Type the VM password of your old ESET PROTECT VA and press Enter. The message Remote ERA Server database was backed up will be displayed when backup operations are complete.

Note

The amount of time needed for backup and restore operations to complete will vary depending on database size

9. Type the VM password of your old ESET PROTECT VA again. You might be asked to enter the password multiple times during copying, depending on the time it takes to copy the database.

10. Wait until the database is restored.

```
Enter database root password on remote ERA server:
Enter connection to remote ERA server appliance in format 'root@hostname'.
SSH connection: root@10.1.

Connecting ...
The authenticity of host '10.1. (10.1.)' can't be established.
ECDSA key fingerprint is 5b:60:dd:bf:d7:bd:a5:00:8d:3d:99:a6:58:17:9f:21.
Are you sure you want to continue connecting (yes/no)? yes
Warning: Permanently added '10.1.' (ECDSA) to the list of known hosts.
root@10.1.'s password:

Trying to stop remote ERA server (you may see errors as we are trying different methods) ...
bash: line 2: stop: command not found
Redirecting to /bin/systemctl stop eraserver.service

Backing up remote ERA server database ...

Starting remote ERA server (you may see errors as we are trying different methods) ...
bash: line 8: start: command not found
Redirecting to /bin/systemctl start eraserver.service

Remote ERA server database was backed up. Press Enter to continue.

Copying backup to local appliance ...
root@10.1.'s password:
era-upgrade-backup.sql          100% 2994KB   2.9MB/s   00:00

Restoring ERA database ...

Restoral of remote database backup finished. Shutdown remote appliance and configure this appliance
with same parameters. Press Enter to continue.
```

11. If you are performing an upgrade: After a successful ESET PROTECT database pull, shut down old ESET PROTECT VA to decommission it.

Important

- We recommend that you keep your old ESET PROTECT VA long enough before you verify that the new instance is functioning correctly.
- We strongly recommend that you do not uninstall the old ESET PROTECT VA Server using an uninstallation script. This uninstallation procedure will dissociate (remove) all licenses from the new ESET PROTECT VA Server database as well. To prevent this behavior, delete the old ESET PROTECT VA Server database (DROP DATABASE) before the uninstallation

12. [Configure your new appliance:](#)

- Upgrade - configure your new VA exactly the same as your previous ESET PROTECT VA.
- Migration - change the configuration to suit a new domain ([configure](#) or [rejoin](#) domain) or network properties, for example, if you have moved your ESET PROTECT VA to a different network.

Note

Make sure all data is preserved, all clients are connecting to your new server and your ESET PROTECT VA behaves the same way as the previous one.