

ESET Tech Center

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Upgrade ESET Remote Administrator 6.3 and later to ESET Security Management Center 7

Anish | ESET Nederland - 2018-09-12 - Comments (0) - ESET Security Management Center

Issue

- Upgrade individual ERA components (Agent, Server, Proxy) to ESMC
- Resolve CREplicationModule errors by upgrading to the latest version

Solution



Linux users: [Upgrade ERA/ESMC to the latest version on a Linux Operating System.](#)

Do you use ERA Proxy?

Read [this Online Help topic for upgrading infrastructure with ERA 6 Proxy.](#)

Prerequisites

Upgrade to ESMC 7 is possible only from ERA 6.3 and later

You must have ESET Remote Administrator (ERA) version 6.3 and later to upgrade to ESET Security Management Center 7. [Check which version of ERA you have installed.](#)

- Perform a full backup of ERA.
 - **Database:** Review specific instructions from the software publisher on how to [perform a back up operation for your supported database type and version](#).
 - **Configuration:** Copy the Startupconfiguration.ini file, located at: C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\.
 - **Certificates:** Export the [Certification Authorities](#) and [Peer Certificates](#).
 - **Mobile Device Connector:** If this component is used, copy the Startupconfiguration.ini located at: C:\ProgramData\ESET\RemoteAdministrator\MDMCore\Configuration.
- ESMC Web Console requires that you [install Java 8](#) on the machine where ERA Web Console is installed.

[Perform a manual component-based upgrade of ERA](#)

I. Upgrade ERA Server and Web Console

1. [Download the necessary ESMC 7 component installers.](#) ESMC Server, Agent, RD

Sensor and Web Console are required. Download any other installers as needed. Do not rename downloaded .msi installer files.

2. Stop Apache Tomcat. Navigate to your %TOMCAT_HOME%\bin directory (for example, C:\Program Files\Apache Tomcat\Tomcat7\bin) and double-click **tomcat7w.exe**.
3. Back up the folder C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era and all of its contents.
File location will differ on 32-bit systems:
On 32-bit systems, the "Program Files (x86)" folder is named "Program Files".
4. Copy the EraWebServerConfig.properties configuration file located at: C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\era\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config\EraWebServerConfig.properties.
5. Delete the contents of the original C:\Program Files(x86)\Apache Software Foundation\Tomcat 7.0\webapps\era folder (including the era.war file).
6. In the downloaded installer files from Step 1, locate the era.war file and extract it to: C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era.
7. Move the EraWebServerConfig.properties configuration file from Step 4 to: C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps\era\WEB-INF\classes\sk\eset\era\g2webconsole\server\modules\config.
8. Double-click **Server_x64.msi**. Follow the [ESMC Server installation process](#). Specify these database connection settings:
 - If you installed using the all-in-one installer, in the **Database** drop-down menu, select **MS SQL Server via Windows Authentication** and click **Next**.
 - If you used an existing MS SQL Server/MySQL, select the connection type defined during installation. An administrative privileged database connection (user) is required when connecting to the ESMC Server database. Click **Next**.
9. Complete the installation of ESMC Server.
10. Start the Apache Tomcat service. Depending on your system configuration, allow up to 40 seconds for the service to start.

11. Open ESET Security Management Center Web Console (ESMC Web Console) in your web browser and log in. [How do I open ESMC Web Console?](#)
12. Continue to Part II. below to upgrade other ERA components.

II. Upgrade other ERA Components to ESMC

1. Manually upgrade the ESET Rogue Detection Sensor (RD Sensor).
2. Upgrade the ERA Agent(s) to ESET Management Agent(s). Choose the appropriate upgrade method below for your ERA/ESMC structure:
 - Use Component Upgrade task in section III below. This is the recommended method.
 - Run the **Agent_x64.msi** or **Agent_x64.msi** installer locally on each client.
 - [Create a Run Command client task](#). This method is recommended for advanced users or if the **Component upgrade** task is unsuccessful.

III. Upgrade ERA Agents using Component upgrade task

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Navigate to **Client Tasks > New**.
3. Enter a **Name** for the new task and select **Security Management Center Components Upgrade** in the **Task** drop-down menu. Click **Continue**.
4. To select the reference ESMC Server version for the upgrade, click **<Choose server>**. Do not select **Automatic reboot** check box.
5. Do not create a trigger, click **Finish** and **Close**.
6. Click **Computers**.
7. Click the ESMC Server machine and click **Run Task** in the drop-down menu.
8. Click **Add Tasks** and select the upgrade task from step 3.
9. Click **Finish** to run the upgrade task immediately.

When the task is finished on the ESMC Server machine, verify it still connects and works properly. Wait an hour to see if any problems occur. Afterward, you can upgrade the rest of the agents. If you are running a larger network, with hundreds or more client computers:

- Choose a sample of clients for a test update (include at least one client for each operating system/bit category) and run the task.
- We recommend using [Apache HTTP Proxy](#) (or any other transparent web proxy with enabled caching) to limit network load. The test client machines will trigger the download/caching of the installers. When the task is ran again, the installers will be distributed to client computers directly from the cache.
- After a successful test update, proceed with the rest of your clients. Alternatively, target the group to **All**. Upgrade is not performed on computers that have already been upgraded.
- If you are using ERA Proxy, do not upgrade clients behind Proxy, before [a suitable proxy solution is set up](#).

If the component upgrade is not working properly, try upgrading Agents using Run Command Client task.

[Agent upgrade using Run Command Client task](#)