Manually upgrade ESET Security Management Center to the latest version of ESET PROTECT (Windows)

Steef | ESET Nederland - 2021-01-14 - Reacties (0) - ESET PROTECT

Issue

- Upgrade ESET Security Management Center (ESMC) manually to the latest version of ESET PROTECT

Details

Before you start:

 Are you a Linux user? Upgrade ESET Remote Administrator 6.5 (and later) for Linux to the ESET PROTECT 8

If you use an ESET PROTECT Proxy component, upgrade your infrastructure with ESET PROTECT Proxy.

The ESET PROTECT Server component only supports 64-bit operating systems. If you are running ESET PROTECT on a 32-bit machine, you need to migrate to a 64-bit machine before the upgrade to ESET PROTECT 8.x.

If you have an earlier unsupported database installed (MySQL 5.5 or MSSQL 2008), upgrade your database to a compatible database version before upgrading the ESET PROTECT Server.

Solution

Prerequisites

Before upgrading to ESET PROTECT, make sure that all ESET PROTECT installation prerequisites are met.



Upgrade to ESET PROTECT is only possible from ERA 6.5 and later or ESMC

You must have ESET Remote Administrator (ERA) version 6.5 and later or ESMC to upgrade to ESET PROTECT. Check which version of ERA you have installed.

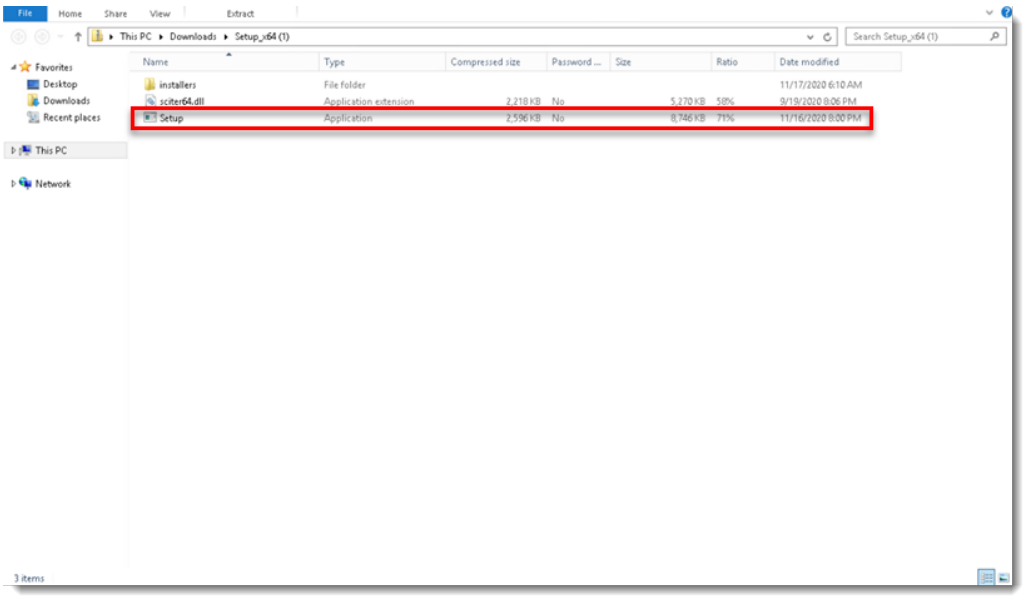
Perform a full backup of ESMC 7:

- **Database**: Follow [KB6725] Create a backup of the ESET Security Management Center database (7.x) to back up the ESMC database.
- **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\EraServerApplicationData\Configuration.

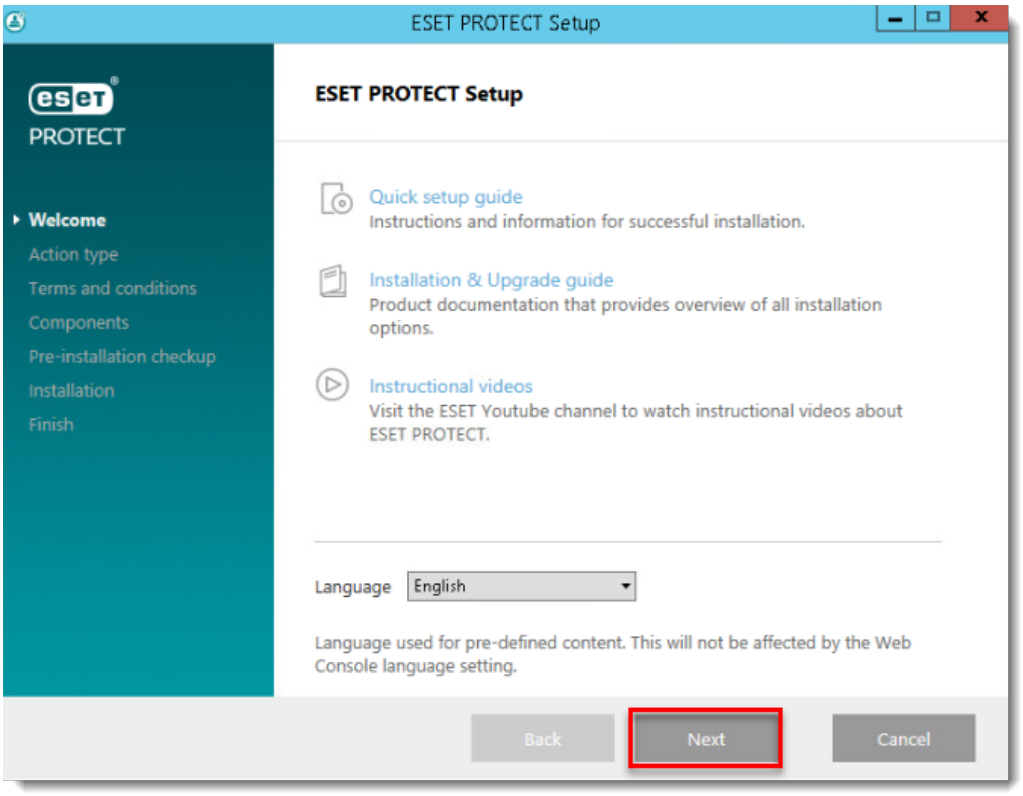
Upgrade to ESET PROTECT

1. Click the link below to download the ESET PROTECT installer for Windows:
   Download ESET PROTECT installer

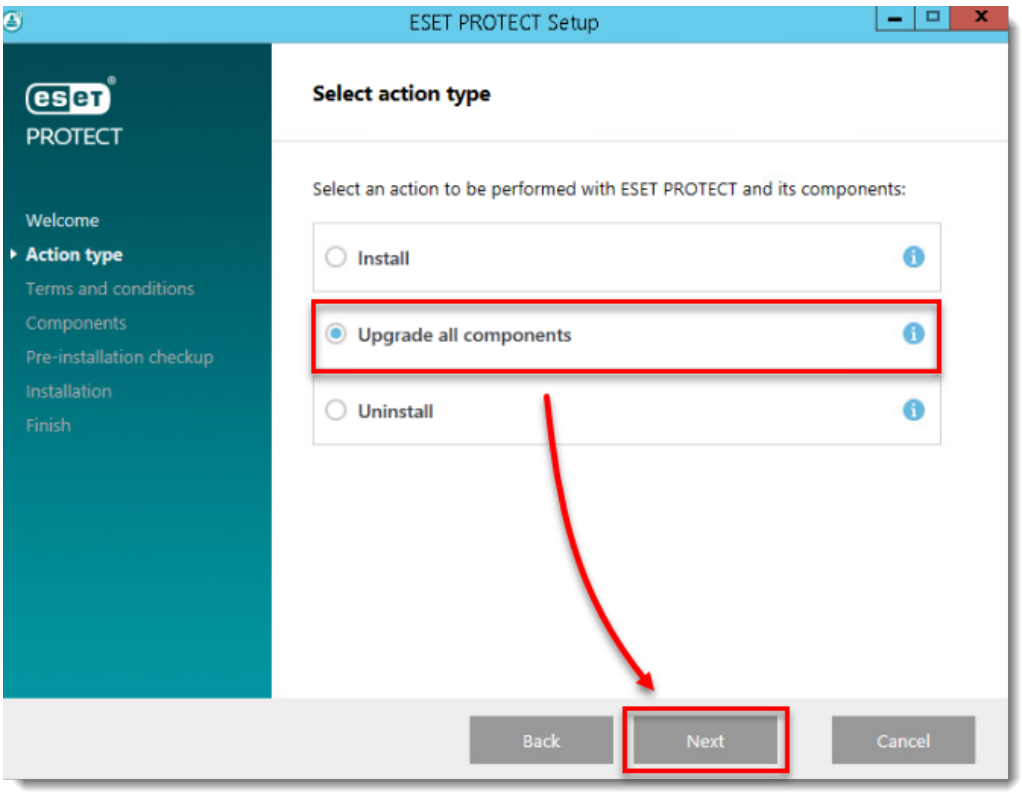
2. Run the installer file *Setup.exe*.



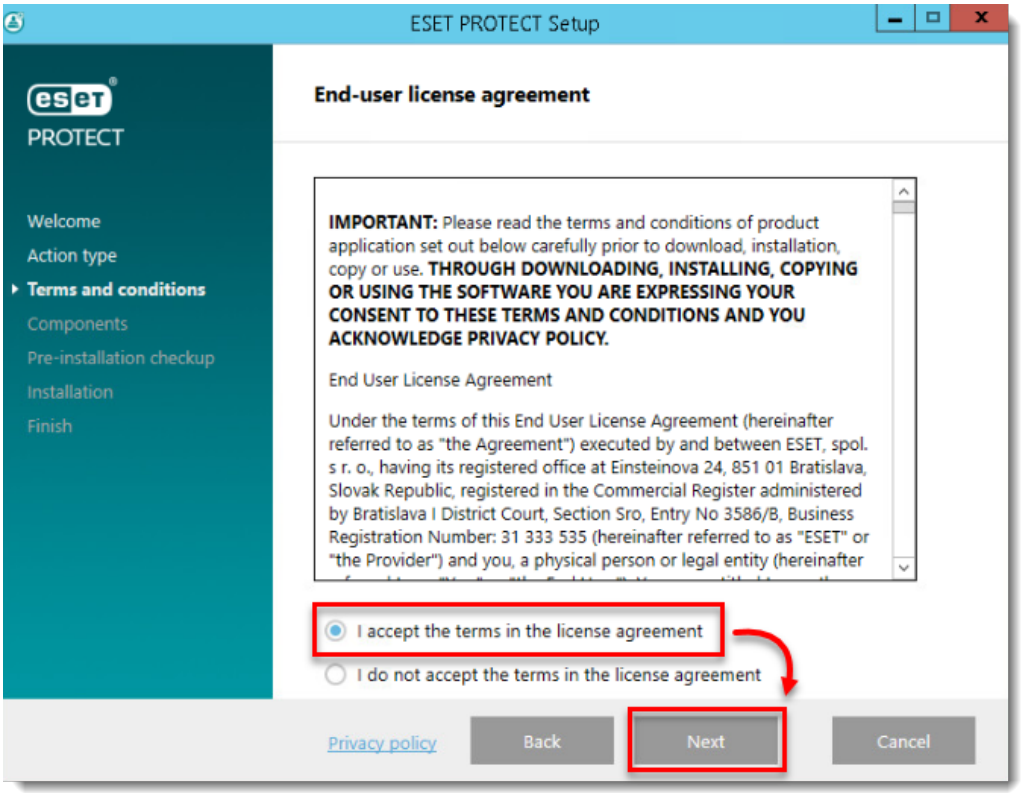
3. Click **Next.**



4. Select **Upgrade all components** and click **Next**.



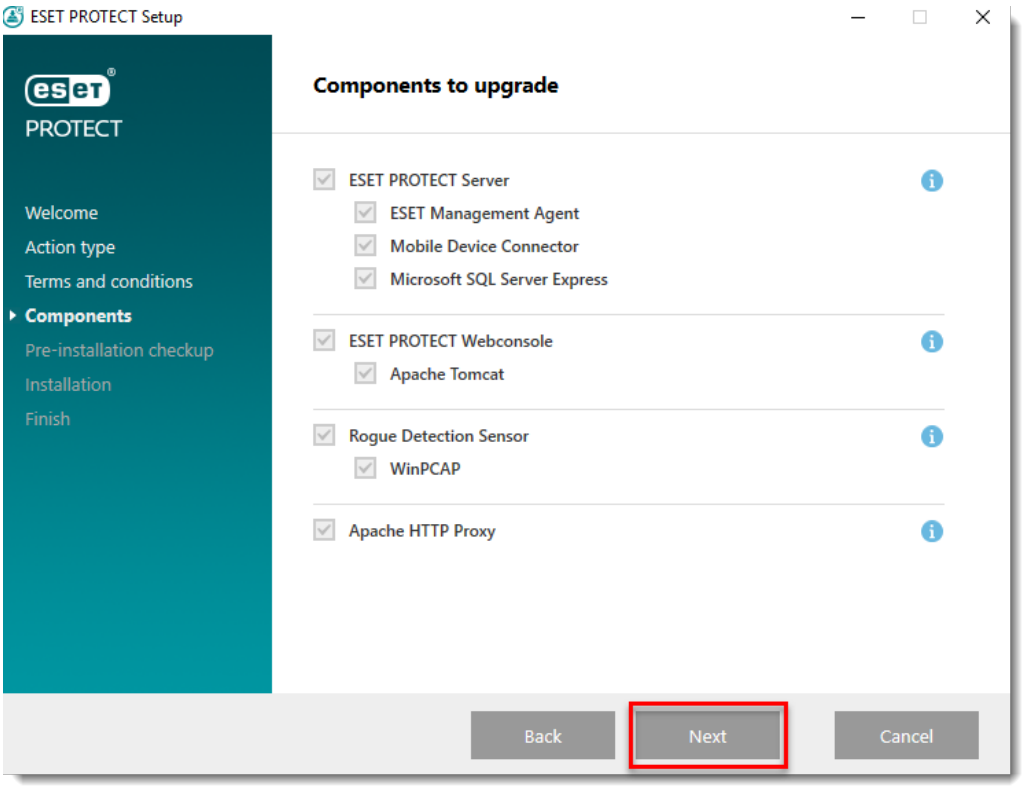
5. Read the End-User License Agreement, click **I accept the terms in the License Agreement** and then click **Next**.



6. Review ESET PROTECT components that can be upgraded and click **Next**.

Apache Tomcat upgrade

- ESET PROTECT Web Console upgrade works only if Apache Tomcat was installed via the All-in-one installer. ESET PROTECT Web Console upgrade is not supported if a custom version of Apache Tomcat is installed (manual installation of Tomcat service via *service.bat*).
- Apache Tomcat upgrade will delete the ESMC folder located in *C:\Program Files\Apache Software Foundation\[Tomcat folder]\webapps*. If you use the ESMC folder to store additional data, make sure to back up the data before upgrading.
- If *C:\Program Files\Apache Software Foundation\[Tomcat folder]\webapps* contains additional data (other than the ESMC and ROOT folders), Apache Tomcat upgrade will not take place and only the Web Console will be upgraded.

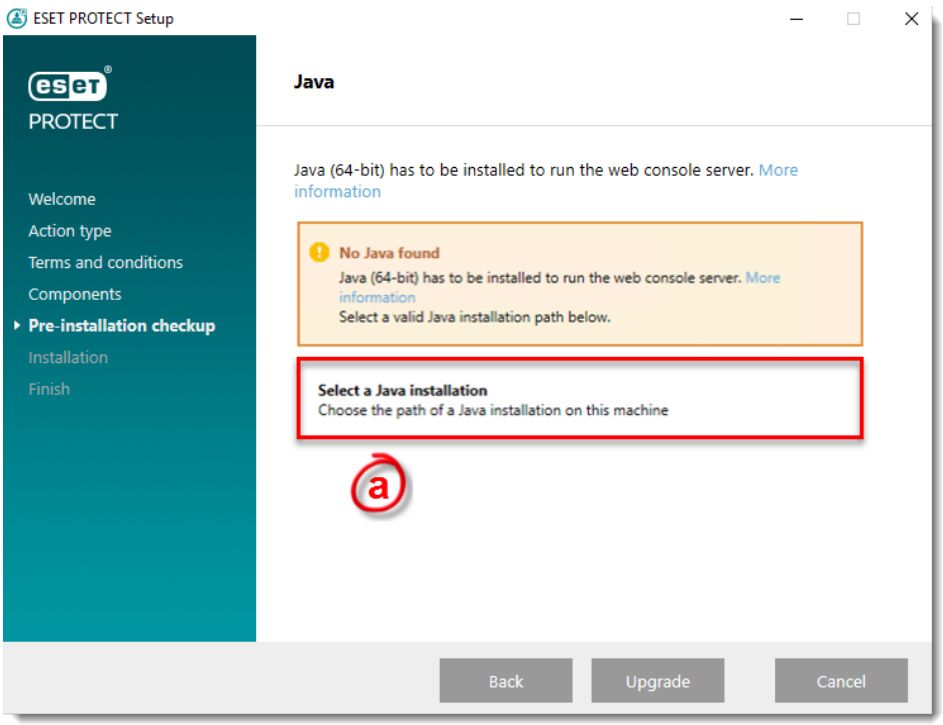


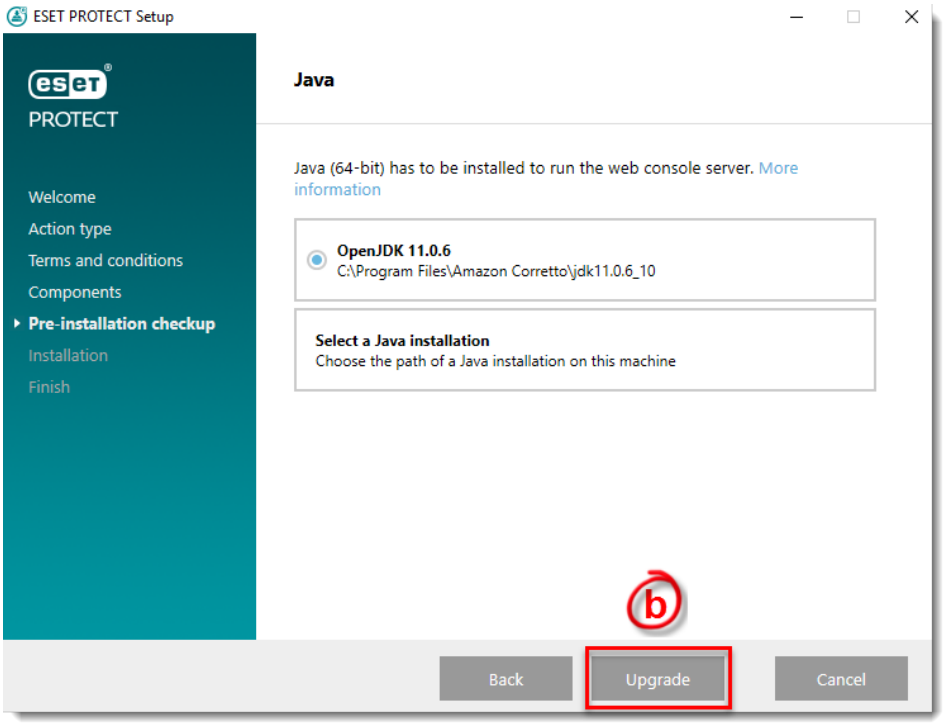
7. If you are upgrading the Web Console, make sure that 64-bit Java is installed. If you have multiple Java versions installed on your system, we recommend that you uninstall earlier Java versions (the oldest supported version is Java 8) and keep only the latest version of Java.

Oracle Java licensing

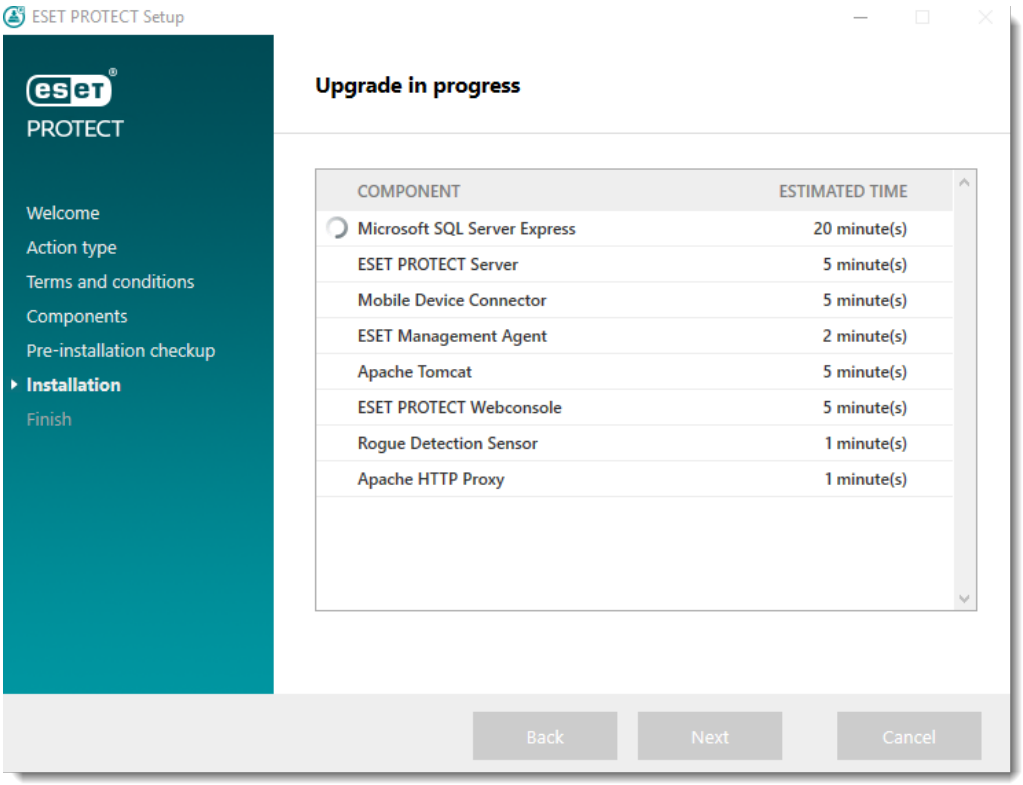
Starting January 2019, Oracle JAVA SE 8 public updates for business, commercial or production use require a commercial license. If you do not purchase a JAVA SE subscription, you can use this guide to transition to a no-cost alternative and install one of the listed supported Java editions.

1. To select the already installed Java, click **Select a Java installation**, select the folder where Java is installed (with a subfolder *bin*, for example, *C:\Program Files\Amazon Corretto\jdk11.0.6_10*) and click **OK**. The installer prompts you if you have selected an invalid path.
2. Click **Upgrade** to continue or change to change the Java installation path.

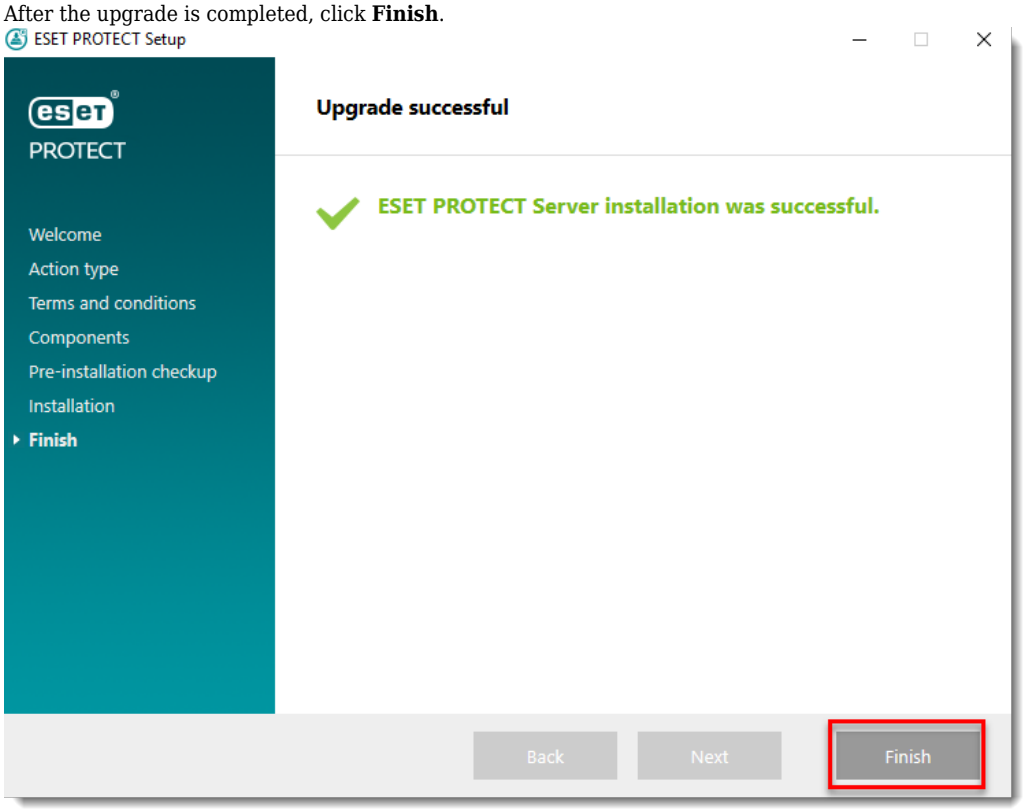




8. When the upgrade is in progress, the ESET PROTECT Installation Wizard is unresponsive. The upgrade can take longer, depending on your system configuration.



9. After the upgrade is completed, click **Finish**.



10. Open the web browser and log in to the upgraded ESET PROTECT Web Console.

Upgrade the ESMC infrastructure (Proxy, Agents):

Continue with the upgrade of ESMC Proxy to Apache HTTP Proxy and ESMC Agents to ESET Management Agents on the client computers.