# **ESET Tech Center**

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# 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, <u>upgrade your infrastructure with ESET</u> <u>PROTECT Proxy</u>.

**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), <u>upgrade</u> <u>your database</u> to a <u>compatible database version</u> before upgrading the ESET PROTECT Server.

# Solution

# **Prerequisites**

Before upgrading to ESET PROTECT, make sure that all <u>ESET PROTECT installation</u> 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. <u>Check which version of ERA you have installed</u>.

#### 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 <u>Certification Authorities</u> and <u>Peer Certificates</u>.
- Mobile Device Connector: If this component is used, copy the Startupconfiguration.ini located at: C:\ProgramData\ESET\RemoteAdministrator\MDMCore\EraServerApplicationData\Con figuration.

# Upgrade to ESET PROTECT

- 1. Click the link below to download the ESET PROTECT installer for Windows: <u>Download ESET PROTECT installer</u>
- 2. Run the installer file *Setup.exe*.

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3. Click Next.

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eser PROTECT	ESET PROTECT Setup
<ul> <li>Welcome</li> <li>Action type</li> <li>Terms and conditions</li> <li>Components</li> <li>Pre-installation checkup</li> <li>Installation</li> <li>Finish</li> </ul>	<ul> <li>Quick setup guide Instructions and information for successful installation.</li> <li>Installation &amp; Upgrade guide Product documentation that provides overview of all installation options.</li> <li>Instructional videos Visit the ESET Youtube channel to watch instructional videos about ESET PROTECT.</li> </ul>
	Language English Language used for pre-defined content. This will not be affected by the Web Console language setting.
	Back Next Cancel

4. Select Upgrade all components and click Next.

8	ESET PROTECT Setup	- 🗆 X
eser PROTECT	Select action type	
	Select an action to be performed with ESET PROTECT and	its components:
<ul> <li>Welcome</li> <li>Action type</li> <li>Terms and conditions</li> </ul>	Install	0
Components Pre-installation checkup	Upgrade all components	0
Installation Finish	O Uninstall	0
	Back Next	Cancel

 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.

ESET PROTECT Setup		_		×
eset <sup>®</sup> PROTECT	Components to upgrade			
Welcome Action type Terms and conditions	ESET PROTECT Server         ESET Management Agent         Mobile Device Connector         Microsoft SQL Server Express		0	
<ul> <li>Components</li> <li>Pre-installation checkup</li> <li>Installation</li> </ul>	ESET PROTECT Webconsole       Image: Apache Tomcat		0	
Finish	Rogue Detection Sensor       WinPCAP		6	
	Apache HTTP Proxy		0	
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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 <u>this guide</u> to transition to a no-cost alternative and install one of the listed supported Java editions.

- 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.

ESET PROTECT Setup CSCT PROTECT	Upgrade in progress	×
Welcome Action type Terms and conditions Components Pre-installation checkup • Installation Finish	COMPONENT Microsoft SQL Server Express ESET PROTECT Server Mobile Device Connector ESET Management Agent Apache Tomcat ESET PROTECT Webconsole Rogue Detection Sensor Apache HTTP Proxy	ESTIMATED TIME         20 minute(s)         5 minute(s)         5 minute(s)         2 minute(s)         5 minute(s)         1 minute(s)         1 minute(s)         1 minute(s)
	Back	Next Cancel

9. After the upgrade is completed, click **Finish**. (3) ESET PROTECT Setup

ESET PROTECT Setup	– 🗆 X	
eser PROTECT	Upgrade successful	
Welcome Action type Terms and conditions Components Pre-installation checkup Installation Finish	<b>ESET PROTECT Server installation was successful.</b>	
	Back Next Finish	

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

# Upgrade the ESMC infrastructure (Proxy, Agents):

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