Migrate the ESET Open Virtual Appliance (OVA) from an earlier version of 6.x to the latest

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 6.x

https://support.eset.com/kb5725

Issue

You have an earlier version (6.x) of ESET Virtual Appliance (OVA) and would like to migrate it to the latest version
Client task failed to update Virtual Appliance ERA Proxy, follow the instructions for manual update

Migration to version 6.3 only!

The steps below only apply to version 6.3 ERA Virtual Appliance. Click here for instructions to migrate ERA VA to the latest 6.5 version.

Solution

Version 6.x only!

The steps below only apply to version 6.x business products.

I. Backup your current Virtual Appliance

1. Shut down your current Virtual Appliance (if it is running) using the command below:

   In the console type `shutdown -h now`

2. Make a clone of your current Virtual Appliance.

II. On the cloned Virtual Appliance

Two types of Virtual Appliance upgrade

1. Upgrade ESET Remote Administrator to the latest version, export the database and then import it to the new Virtual Appliance **(recommended)**

2. Upgrade ESET Remote Administrator to the latest version only (note that fixes and upgrades of the OS will not be present)

1. Start the cloned Virtual Appliance.

2. Make note of the IP address and name of the old Virtual Appliance. This information should be on the main screen of the appliance (if not, exit the console and view the `ovf.xml` by using the following command: `nano ovf.xml` to see all of the settings).

3. Get the UUID of the old Virtual Appliance by following the steps below:

   ### Server configuration only

   This step can only be completed if the Virtual Appliance is configured as a server; otherwise, the file mentioned above will not exist.

   a. Once in the console, type: `nano /etc/opt/eset/RemoteAdministrator/Server/config.cfg` to open an editor.

   b. Make note of the Product Instance ID - you will need this later.

4. Upgrade ERA to the latest version on the cloned Virtual Appliance.

   To upgrade ERA Server manually, follow the steps in this knowledgebase article.

Troubleshooting

The following log files can be used to troubleshoot the ERA Virtual Appliance.

`/root/appliance-configuration-log.txt`
`/var/log/eset/RemoteAdministrator/EraServerInstaller.log`
`trace.log`, `status.html` and `last-error.html` located in `/var/log/eset/RemoteAdministrator/Server/`
`/var/opt/eset/RemoteAdministrator/Server/Dumps/`

5. Stop ESET Remote Administrator Server (ERA Server) to prevent potential data loss using the following command:

   ```
   service eraserver stop
   ```

6. Export the ERA database using the `mysqldump` command (customize when MySQL username or password is different):

   ```
   mysqldump -u root –p --add-drop-database --routines era_db > era.sql
   ```

7. Open SFTP Client and log in with the following information:

   Hostname or IP address: from step 2
   Port: 22
   Username: root
   Password: (if unknown, try **eraadmin**)

8. Navigate to `/root` and copy **era.sql** to a temporary directory on your local computer.

9. Shut down your old Virtual Appliance using the command below:

   a. In the console, type: `shutdown -h now`

III. On the new Virtual Appliance

1. Deploy the new Virtual Appliance.

2. Exit to the console by following the steps below:

    a. Press **Enter** and type in your password (if unknown, try **eraadmin**).

    b. Press **Enter** twice.

    c. Select **Exit console**.



Figure 3-1

3. Once at the console, view `ovf.xml` using the following command: `nano ovf.xml` (if you have already configured the new Virtual Appliance, skip this step):

    a. Edit the hostname to be the same as the previous appliance.

    b. Edit the IP of the appliance to match the IP address of your old virtual appliance.

    c. Press **Ctrl** + **X** to exit the editor.

    d. Press **Y** to save the file.



Figure 3-2

4. In some cases, a restart of the Virtual Appliance will be needed to complete configuration. To do so, use the command below:

    In the console, type: `reboot`

5. Stop ESET Remote Administrator Server (ERA Server) and Apache Tomcat to prevent potential issues. Use the following commands:

    ```
    service eraserver stop

    service tomcat6 stop
    ```
    (the Apache Tomcat service may also be named `tomcat7` or `tomcat`)

6. In the console, type: `nano /etc/opt/eset/RemoteAdministrator/Server/config.cfg` and then follow the steps below:

> ### Server configuration only
> This step can only be completed if the Virtual Appliance is configured as a server. If it is not, the file shown above will not exist.

   a. Edit **Product Instance ID** to be the ID from the previous Server.

   b. Press **Ctrl** + **X** to exit this editor.

   c. Press **Y** to save the file.

7. Open **SFTP Client** and navigate to */root* and copy **era.sql** from the temporary directory to the above directory.

8. Import the .**sql** file from your backup using the following command:

```
mysql -u root -p era_db < era.sql
```

9. Start the services in order using the following commands:

```
service tomcat6 start
service eraserver start
```

10. Attempt to open the ESET Remote Administrator Web Console (6.x) and verify that ESET Remote Administrator is working:

```
https://IPAddressOfYourVA:8443/
```

> ### If unsuccessful, restore and use your old Virtual Appliance

If you are still unable to resolve your issue, please email ESET Technical Support.

- Tags
- ERA 6.x
- Migration
- Upgrade
- Virtual Appliance