# **ESET Tech Center**

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

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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 <u>manual update</u>

Migration to version 6.3 only!

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

# Solution

## Version 6.x only!

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

- I. <u>Backup your current Virtual Appliance</u>
  - 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/conf ig.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 <u>knowledgebase article</u>.

## Troubleshooting

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

/root/appliance-configuration-log.txt
/var/log/eset/RemoteAdministrator/EraServe
rInstaller.log
trace.log, status.html and lasterror.html located
in /var/log/eset/RemoteAdministrator/Server
/
/var/opt/eset/RemoteAdministrator/Server/D
umps/

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. <u>Deploy</u> 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.

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#### 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.

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#### 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.c fg 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  ${\boldsymbol{Y}}$  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</pre>

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

service tomcat6 start service eraserver start

10. Attempt to <u>open the ESET Remote Administrator Web</u> <u>Console (6.x)</u> 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 <u>email</u> <u>ESET Technical Support.</u>

Tags ERA 6.x Migration Upgrade Virtual Appliance