



Upgrade Guide

Upgrade the Netsurion Open XDR platform

From version 9.3 to 9.4

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Abstract

The purpose of this document is to help the existing users of the Netsurion Open XDR platform to upgrade to a newer version 9.4.

Note:

The screen/ figure references are only for illustration purpose and may not match the installed product UI.

Audience

This guide is for all the admin users of the Netsurion Open XDR platform v9.3 who intend to upgrade to the Netsurion Open XDR platform v9.4.

Product Terminology

The following are the terms used throughout this guide:

- The term “Netsurion’s Open XDR platform” or “the Netsurion Open XDR platform” or “the Open XDR platform” refers to EventTracker.
- The term “Data Source Integrations” refers to Knowledge Packs.
- The term “Sensor” refers to Agent.

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1 Introduction

This guide provides instructions for upgrading the existing Netsurion’s Open XDR platform. Recommended to go through the entire procedures thoroughly before commencing the upgrade process.

1.1 System Requirements

For optimal performance, the following are the hardware and software requirements to host **the Open XDR platform**.

1.1.1 Hardware Requirements

The **minimum hardware configuration** required to install and smoothly run the Open XDR platform.

IMPORTANT

The Netsurion Open XDR platform version v9.4 installation is supported on 64-bit Operating System only.

CPU		2.80 GHz and above, 8 Core or equivalent
RAM		16GB
HDD	SSD	200 GB for application and search cache
	Non - SSD	100 GB for storing archives (varies as per data retention needs)

Note

Recommended to have 2 Partitions in Disk 1 (SSD); Partition 1 for Operating System and Partition 2 for the Open XDR platform and Search cache. The Archives are stored in a NON-SSD disk (for example, Disk 2).

1.1.2 Software Requirements

❖ The Netsurion Open XDR console

Microsoft Windows Platforms	64-bit
Server 2022	Supported
Server 2019	Supported

SQL server	64-bit
SQL Server 2019	Supported

Console Components

- Microsoft .NET Framework 4.8 and above.
- Elastic Search 7.10.2.
- Update of the latest service packs of all Microsoft Windows.

❖ The Netsurion Open XDR sensor

Microsoft Windows Platforms	32-bit	64-bit
Server 2022	Not Applicable	Supported
Server 2019	Not Applicable	Supported
Server 2016	Not Applicable	Supported
Server 2012 R2	Not Applicable	Supported
Windows 11	Not Applicable	Supported
Windows 10	Supported	Supported

Sensor Components

- Microsoft .NET Framework 3.5 and above.

Note:

Versions other than those listed above are not supported.

Web Browsers:

- Microsoft Edge Browser latest.
- Firefox Browser latest.
- Google Chrome latest.

Note:

Installing **Elasticsearch 7.10.2** will automatically install the compatible OpenJDK version 15.0.1. TLS-1.2 should be enabled for the Open XDR platform v9.4 Installation and all other protocols must be disabled.

Note:

Recommended not to install the Open XDR platform on a Domain Controller. Run the Open XDR Manager Console on a dedicated Microsoft Windows Server.

Note:

During the upgrade process, SQL and Elastic will be upgraded to the recommended version.

Note:

Only SQL Express edition is upgraded during the upgrade process. If the installed SQL version is not an Express edition, then the SQL needs to be upgraded manually before upgrading the Netsurion platform.

1.2 Supported Upgrade References

For more information on license keys or license certificates, contact Software-Support@Netsurion.com.

Only SQL 2019 (Express or licensed version) is supported when upgrading from v9.3 to v9.4. SQL Upgrade Link: <https://learn.microsoft.com/en-us/sql/database-engine/install-windows/upgrade-sql-server?view=sql-server-ver15>

Estimated time required for the upgrade and to monitor the successful upgrade.

It takes you between 60 and 90 minutes to complete the upgrade process.

1.3 Prerequisites

- Must have the latest Windows updates installed.
- The Netsurion Open XDR platform version below v9.3 must first be upgraded to v9.3.
- The Netsurion Open XDR platform version v9.3 must have the latest available updates.

1.4 Common Procedures for all Upgrades

Before beginning the upgrade process, make certain that you have all the necessary components in place.

1.4.1 Pre-upgrade process

- It is recommended to first export all the custom settings using Export Import Utility, and then install the latest Open XDR platform version v9.4.

Note:

There is no need to export all policy settings because all the categories included in any earlier versions will be retained.

- Recommended to upgrade the Manager before proceeding with the upgrade of the sensors.
- For CM and CP set up, upgrade CM (Collection Master) first, and then upgrade CP (Collection point).
- Before the upgrade process, back up the DSI (Data Source Integration) integrator folder located in the Manager installed path (**Install path\Prism Microsystems\EventTracker\Agent**).

Note:

Ensure to disable all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to [How to Reconfigure Integrator During Upgrade Netsurion](#) for more details.

- For v9.3, back up the database from **the Open XDR platform Control Panel > Diagnostics** interface.

Note:

Refer [Generating a backup of the Database details](#) section for more details.

- If your company logo is incorporated into the Open XDR platform, then take a backup of the .jpg file of your company logo before uninstalling the Open XDR platform. It is required to replace the backed up image file after installing the Open XDR platform.
- Backup all **Custom Categories** such as, Alerts (as well as verify the 'Export E-mail Settings' check box), Filters, and Reports using the Export Import Utility.
- Make note of the custom changes made in the 'Trusted List' (**Agent Configuration > Network Connections > Suspicious Traffic Only (SNAM) > Trusted List**).

1.4.2 Post-upgrade process

- If you had configured SSL (HTTPS) in the earlier version, then the configuration details will not get retained after the upgrade to v9.4.

Note:

Ensure to reconfigure the SSL (HTTPS). Refer [Securing IIS Web Server with SSL](#) guide for more details.

- If the user has configured the JSON file in DLA Manager in the earlier version, the user will need to reconfigure it after upgrading.
- After upgrading the Collection Master, the user may notice inconsistencies in the Reports/ Log Search/ Cab received status (Admin > Collection Master > Archives status) until the database migration is complete.
- After upgrading the Collection Point, the user may not be able to view the exact cab transfer status in (Admin > Collection Point Configuration > Manage archives) until the database migration is complete.

Note:

It is important to spend some time verifying all the 'Scheduled Reports' that are generated.

2 Upgrading to the Netsurion Open XDR platform version v9.4

The Upgrade process is parted into two,

Upgrade Process - Quick View	is for the users who are quite familiar with the upgrade procedure and the fundamental system configuration details.
Upgrade Process - Detailed View	is for the users who are performing the upgrade for the first time and includes a step-by-step procedure.

2.1 Upgrade Process - Quick View

This section provides a quick insight to the upgrade process.

Note:

This section is for the system administrators and the experts familiar with the Open XDR platform and the upgrade process. It is presumed that the user has enough knowledge of the system and the configuration process.

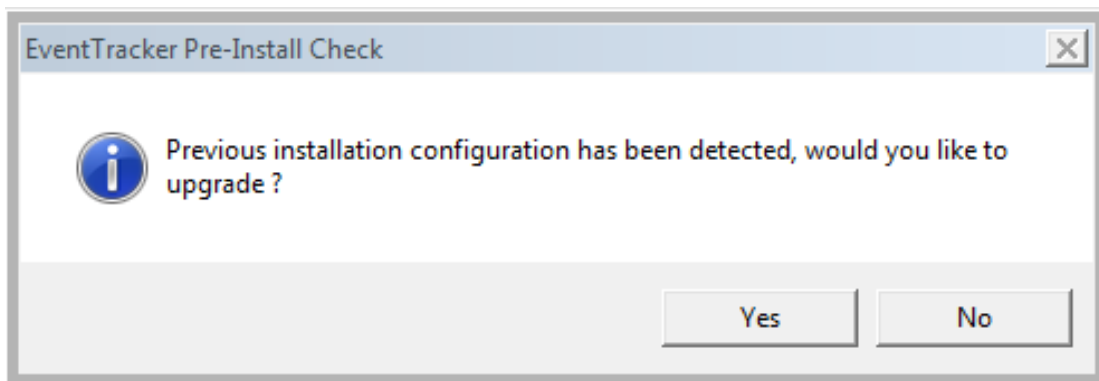
Upgrading to the Netsurion Open XDR platform v9.4

1. Uninstall the previous version v9.3 of the Open XDR platform.

Note:

Recommended to retain the old configuration and data before uninstalling the version v9.3. Refer to the [Pre-upgrade process](#) section for more details.

2. Restart the Open XDR manager server or system.
3. Run the v9.4 Open XDR installation package and click **Yes** to proceed with the upgrade.



4. Configure the service accounts if the archives or reports are stored in the network path.

Note:

Refer [Configuring Service Accounts](#) section for more details.

5. Update the Trusted List with the changes you noted before upgrading the Open XDR platform.

Note:

Refer the procedure specified in [Pre-upgrade process](#) section for more details.

6. Upgrade all windows sensors using 'System Manager'.

Note:

If the **Auto agent update** is enabled on the console, all the reporting sensors are automatically upgraded to latest version.

7. After upgrading to the Open XDR platform v9.4, place the DSI integrator folder retained prior to the upgrade process in the Manager installed location.

Note:

Ensure to start all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to [How to Reconfigure Integrator During Upgrade Netsurion](#) for more details. Refer to the [Pre-upgrade process](#) section for more details.

2.2 Upgrade Process - Detailed View

This section describes the entire upgrade procedure.

Note:

This section is for the users upgrading the Open XDR platform for the first time.

2.2.1 Generating a backup of the Database

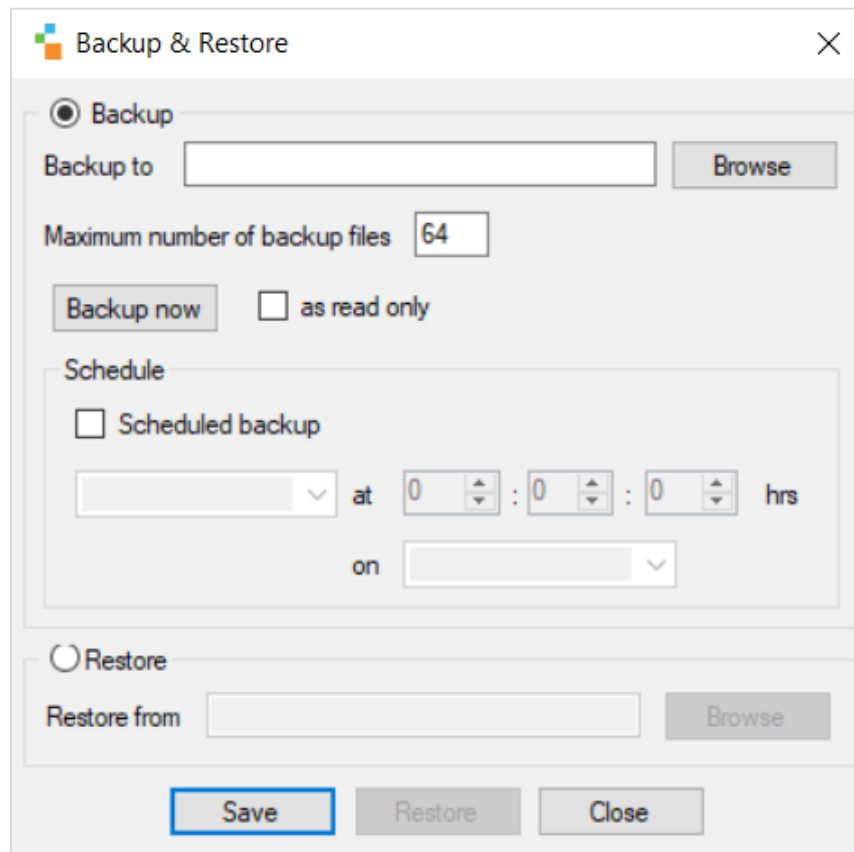
Perform the following procedure to back up the database.

Note:

Refer to the [Pre-upgrade process](#) section to retain the old configuration and data.

1. Go to the **Open XDR Control Panel** and double-click **Diagnostics**.
2. In **Diagnostics**, click **Backup** to go to the Backup & Restore window.

3. In **Backup & Restore**, click **Browse** and locate the folder you require to back up and click **Backup now**.



The screenshot shows a 'Backup & Restore' dialog box with the following elements:

- Backup Section:**
 - Radio button selected for 'Backup'.
 - 'Backup to' text box with a 'Browse' button.
 - 'Maximum number of backup files' text box containing '64'.
 - 'Backup now' button.
 - 'as read only' checkbox (unchecked).
- Schedule Section:**
 - 'Scheduled backup' checkbox (unchecked).
 - Time field: [] at 0 : 0 : 0 hrs.
 - 'on' []
- Restore Section:**
 - Radio button for 'Restore'.
 - 'Restore from' text box with a 'Browse' button.
- Bottom Buttons:** 'Save', 'Restore', and 'Close' buttons.

After the backup, navigate to the back up folder and the file generated with the .bcp extension is used for restoring the details.

Close/ terminate all the Open XDR platform components.

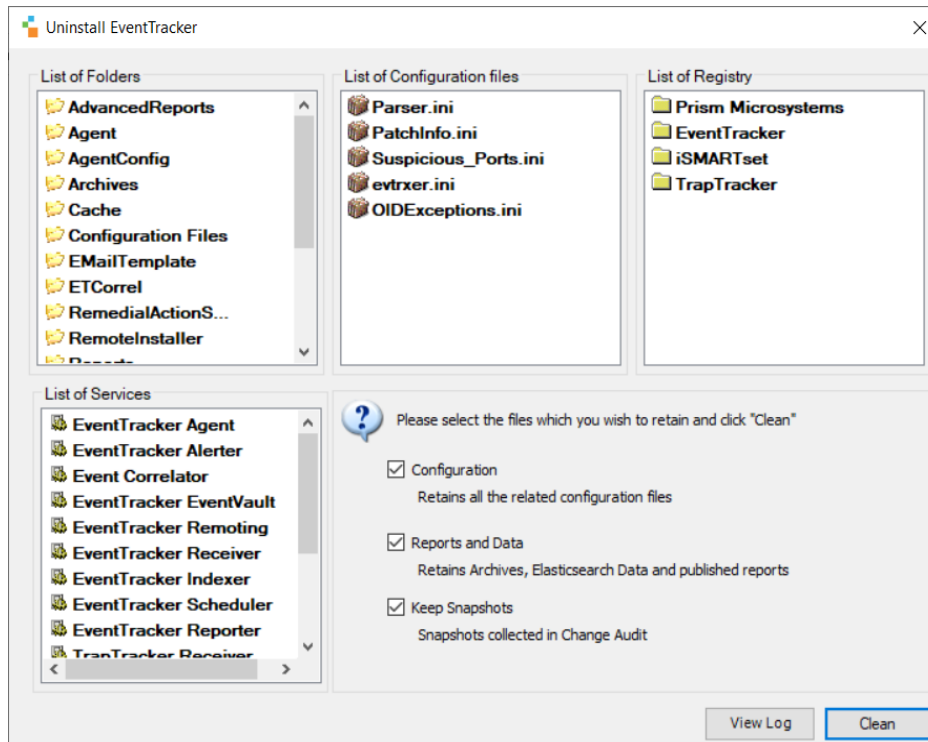
- Before upgrading the Open XDR platform to version v9.4, all Open XDR platform components present in the system, such as the Open XDR Control Panel and even RDP (Remote Desktop Protocol) sessions, must be closed or terminated.
- If any of the previous Open XDR platform components is open during the uninstallation, the Open XDR platform prompts you to close the program and then click the **Retry** button to resume the uninstallation process.

2.2.2 Uninstalling the Netsurion Open XDR platform version v9.3

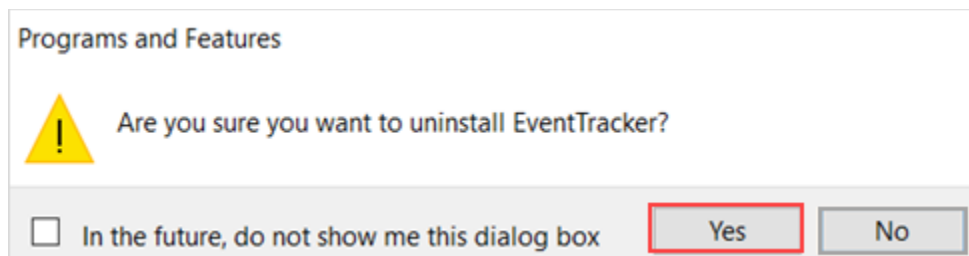
1. Uninstalling the Open XDR platform version v9.3 can be performed in any of the following two ways,
 - Go to **Control Panel > Programs > Programs and Features**, right-click the Netusrion Open XDR platform (**EventTracker**), and then click **Uninstall**. (OR),
 - Go to **Start > Programs > Prism Microsystems**, click the Netusrion Open XDR platform (**EventTracker Control Panel\ EventTracker Configuration**), and then right-click and click **Uninstall**.

The Open XDR platform pops-up the **Uninstall EventTracker** window to confirm to retain the data and configurations.

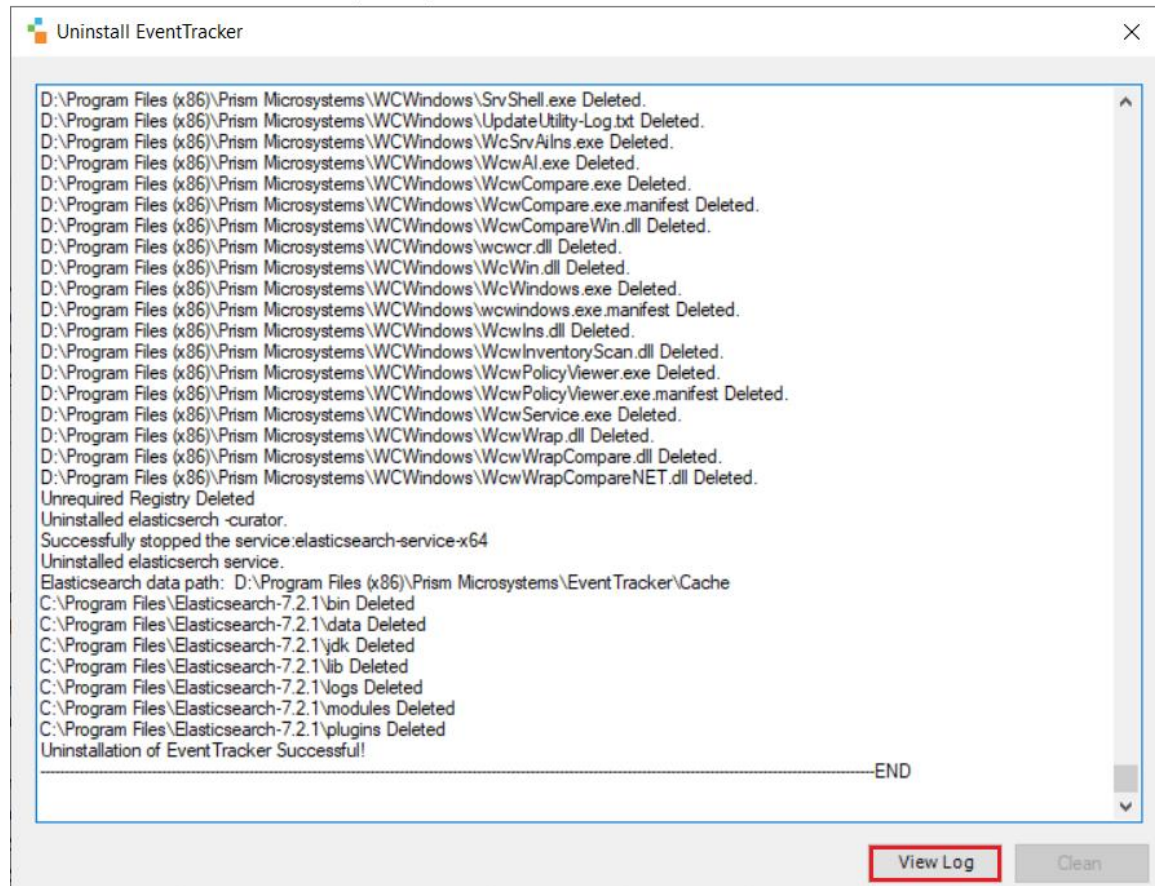
2. Keep the default selection to retain the data and configurations, and click **Clean** to proceed with the unistallation process.



3. Then, click **Yes** to confirm and uninstall the Open XDR platform.



4. After the successful uninstallation of v9.3 Open XDR platform, in the **Uninstall EventTracker** window, click **View Log** to verify the log details.



Rebooting the System/ Server

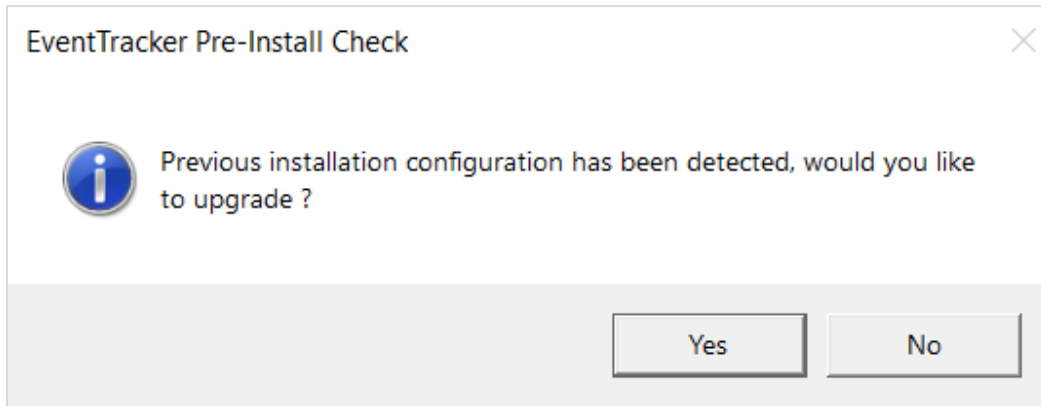
After the unistallation, it is required to restart the Open XDR Manager Server or the System.

Perform the following steps,

1. Close all the open applications on the desktop.
2. Go to **Start > Power** and click **Restart** from the drop-down list.

2.2.3 Installing the Netsurion Open XDR version v9.4

1. Run the v9.4 Open XDR installation package via **Run as Administrator**.
2. A pop-up window appears to upgrade the Open XDR platform setup with the previously installed configuration. Click **Yes** to proceed.



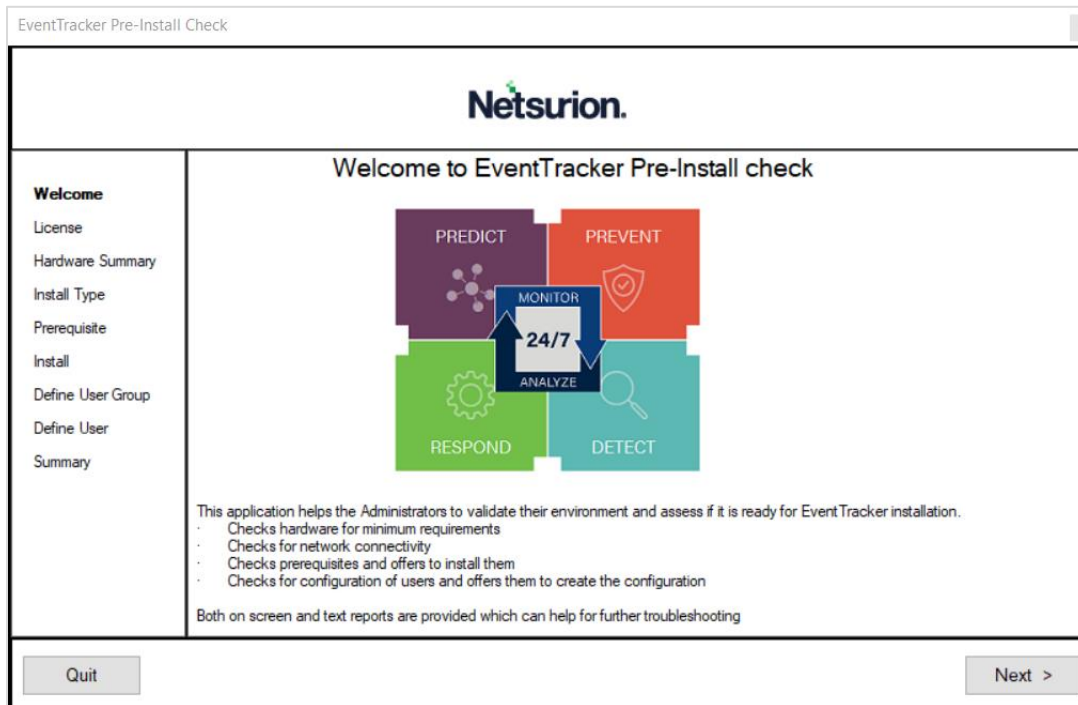
Installation Procedure

The Installation process involves the following procedures,

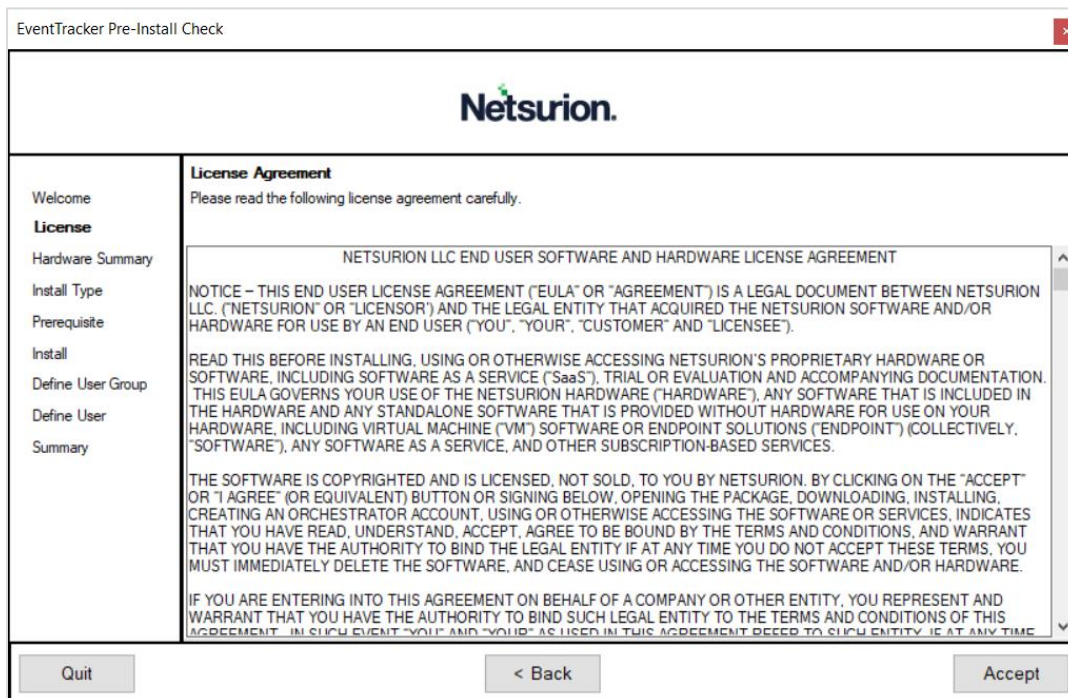
- ❖ [Preinstallation checks](#)
- ❖ [EventTracker 9.4 Setup Program](#)
- ❖ [Configuring the Open XDR platform version v9.4](#)
- ❖ [Configuring Service Accounts](#)

The Netsurion Open XDR platform Preinstall Check

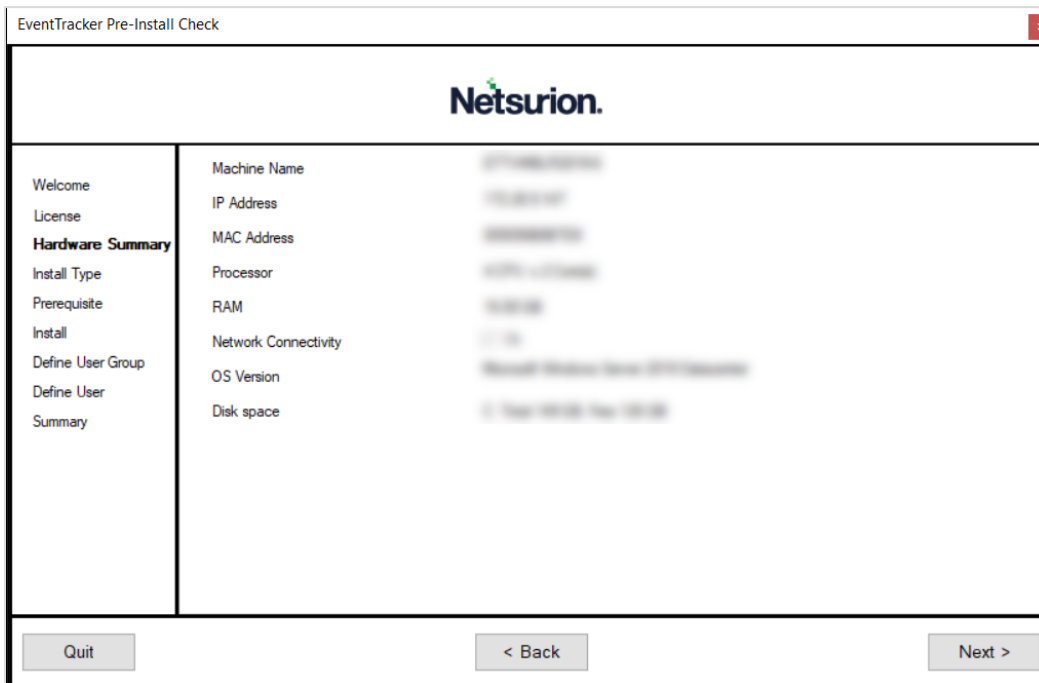
1. The Open XDR platform launches the Pre-Install Check window. Click **Next** to continue with the process.



2. In the **License** section, (read the agreement,) click **Accept** to acknowledge and proceed with the process.



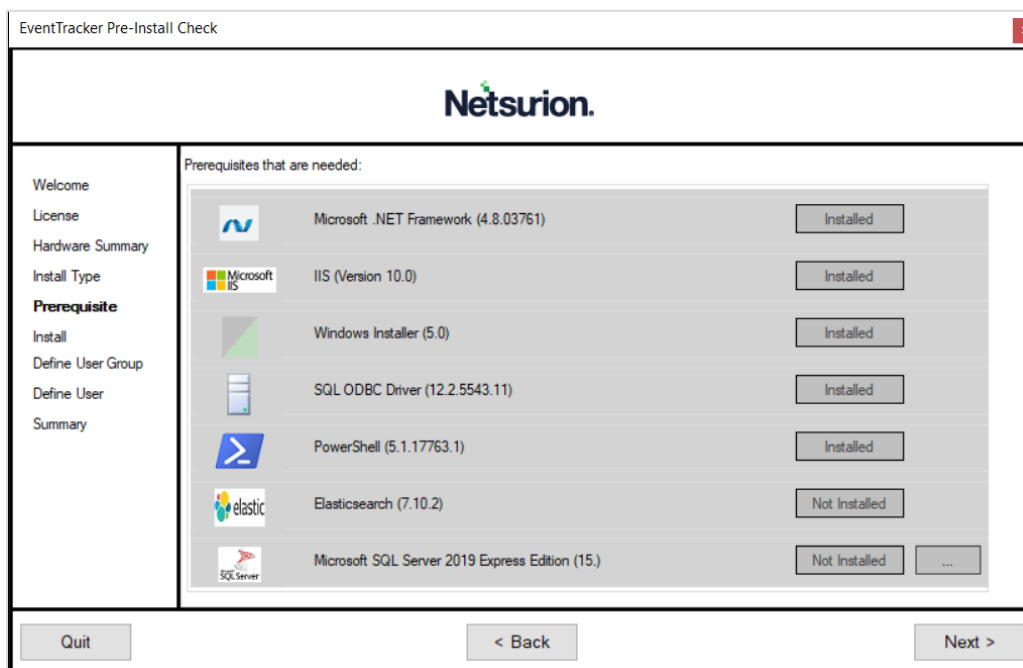
- In the **Hardware Summary** section, it may take a few seconds to fetch the hardware details and a processing icon appears during the data collection process. Click **Next** to proceed.



- In the **Prerequisite** section, click **Next** to proceed with the installation of the softwares that are not installed.

Note:

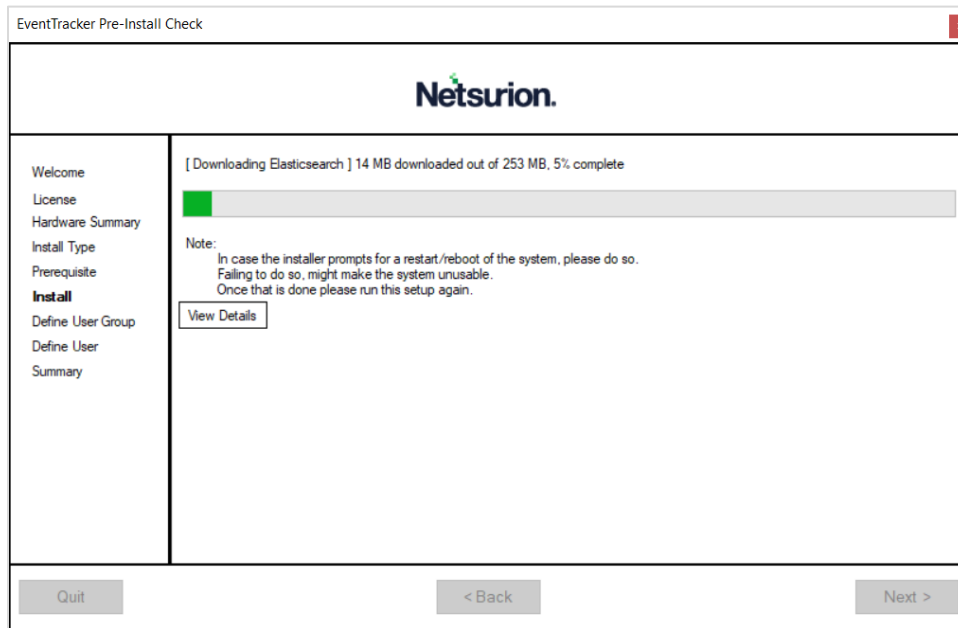
The **Prerequisite** section lists all of the required softwares, as well as their status (Installed or Not Installed) adjacent to it.



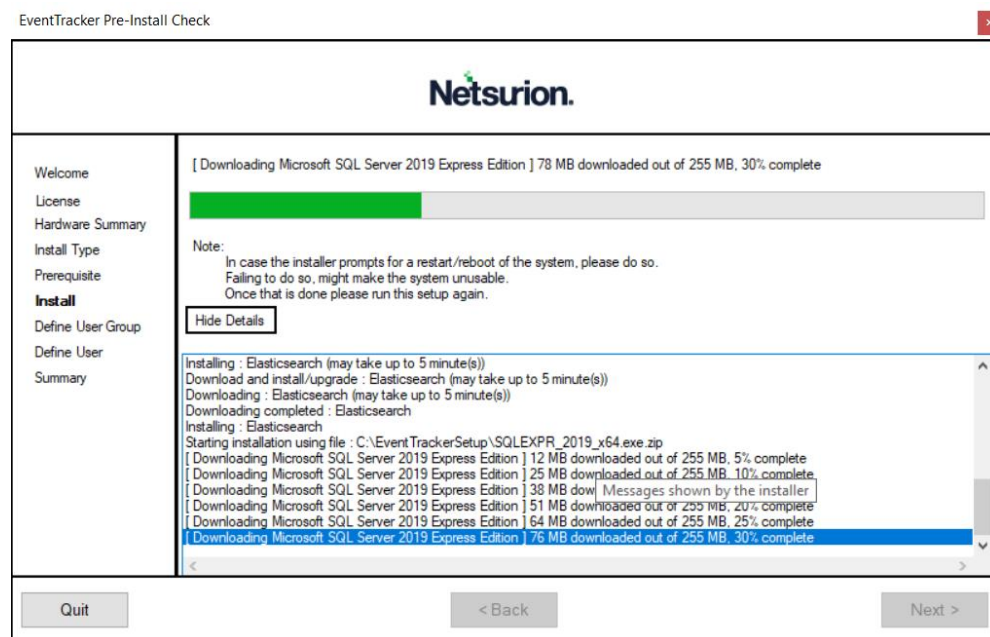
5. In the **Install** section,click **Next** to proceed with the installation of the requisite softwares.

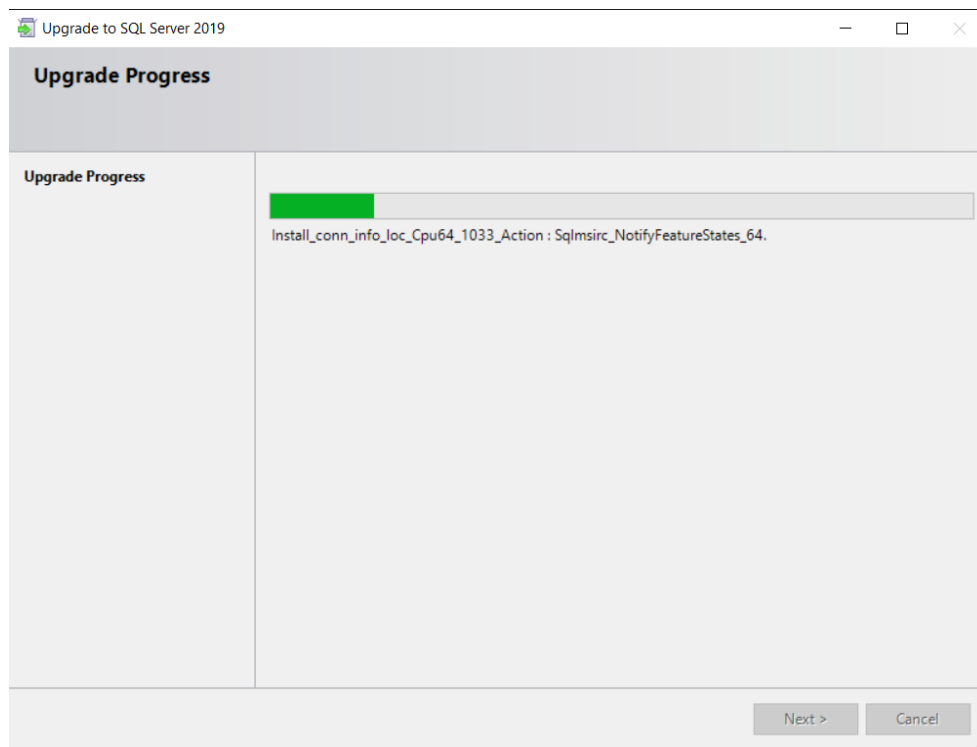
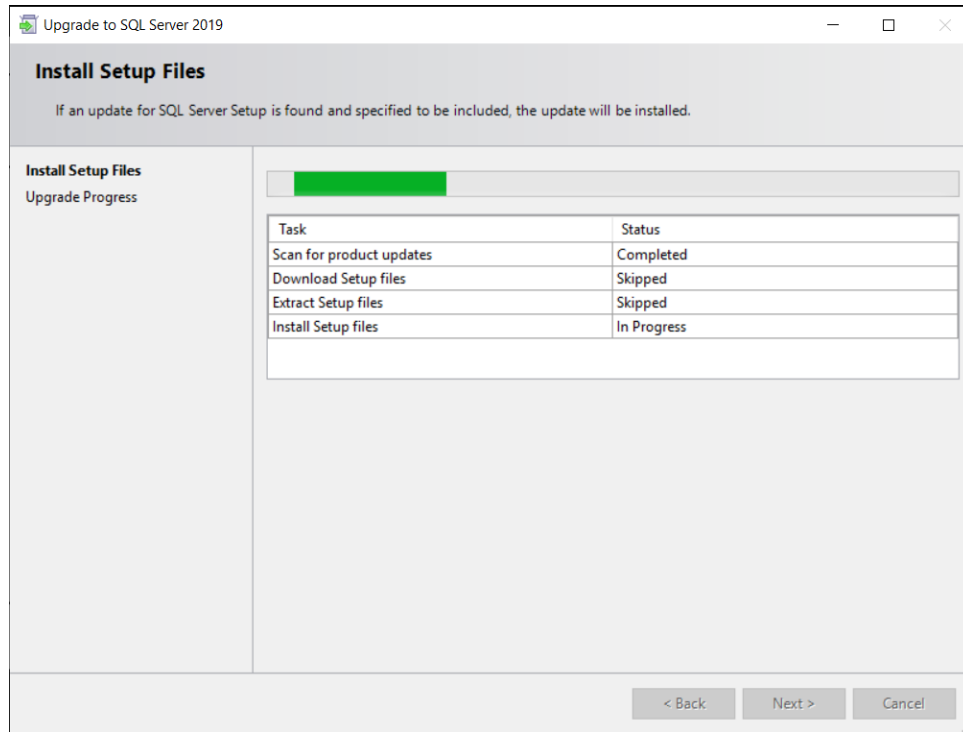
As per the Prerequisite section (in the previous step), the installation status for the Elasticsearch and Microsoft SQL Server 2019 Express Edition is listed as **Not Installed**. As a result, the installation process is carried out for the Elasticsearch and Microsoft SQL Server 2019 Express Edition in the Install section.

Sample Image representation for installing Elasticsearch



Sample Image representation for installing SQL Server





Note:

The **Installation process** varies for different softwares as we see above in the sample representations provided for the Elasticsearch and Microsoft SQL Server 2019 Express Edition.

- In the **Summary** section, verify all the details and click **Install** to proceed with the Installation process.

Netsurion.

<ul style="list-style-type: none"> Welcome License Hardware Summary Install Type Prerequisite Install Define User Group Define User <li style="background-color: #f0f0f0;">Summary 	<p>EventTracker Archive Drive: C:\Program Files (x86)\Prism Microsystems\EventTracker\Archives</p> <p>EventTracker Program Drive: C:\Program Files (x86)\Prism Microsystems\EventTracker</p> <p>Elasticsearch Data Drive: C:\Program Files (x86)\Prism Microsystems\EventTracker\Cache</p> <p>Elasticsearch: Elasticsearch [7.10.2](Installed)</p> <p>Network Adapters: [NIC 1] & [NIC 2]</p> <p>Operating System Version: Microsoft Windows Server 2019 Datacenter</p> <p>Hard Disk Summary: C: Total 149 GB, Free 126 GB</p> <p>EventTracker User Group: <undefined></p> <p>EventTracker Administrator User: <undefined></p> <p>Internet Information Services: IIS[Version 10.0] (Installed)</p> <p>Microsoft SQL Server: Microsoft SQL Server 2019 Express Edition(Installed)</p> <p>Please check : [C:\EventTracker-Preinstall-Check_005056B0B7D8.log] for more details.</p>
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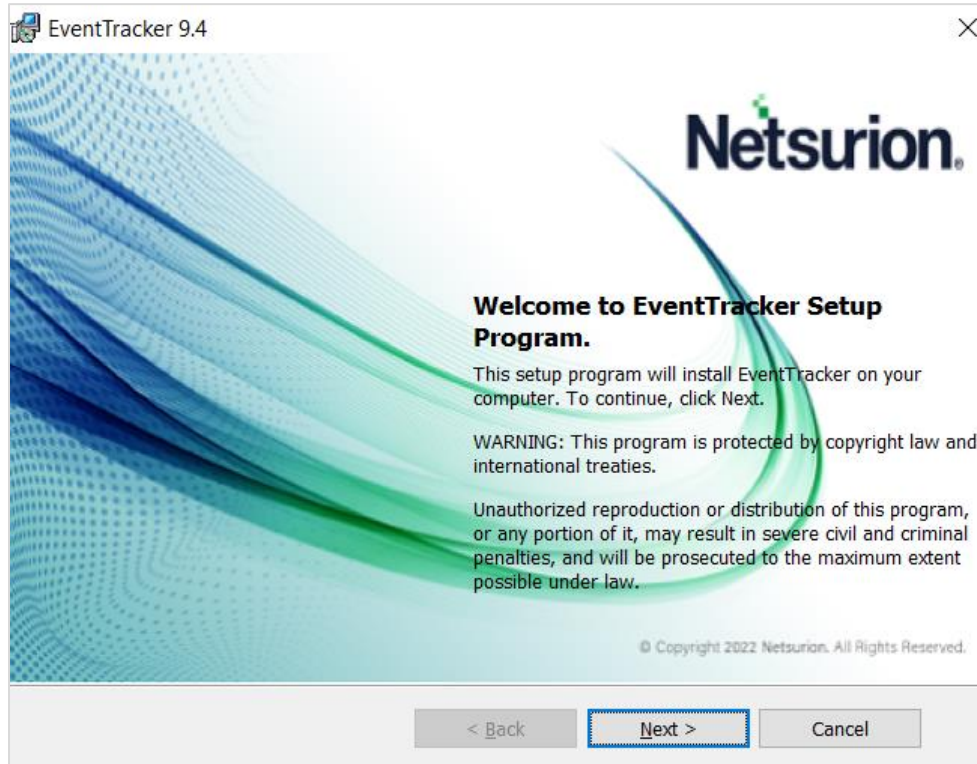
Quit
< Back
Install

EventTracker 9.4 Setup Wizard

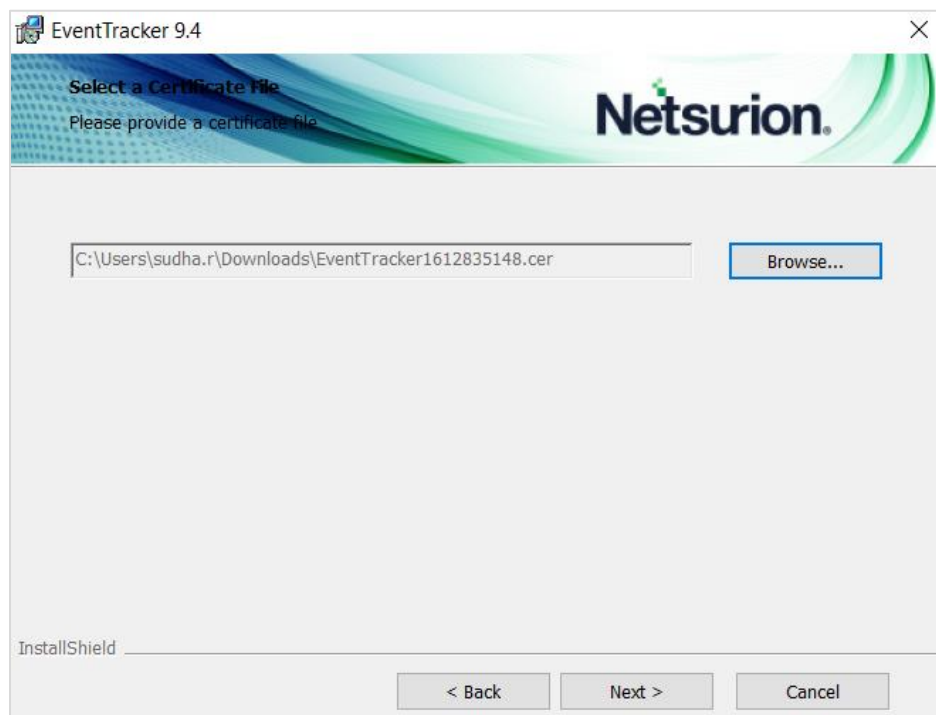
The Open XDR platform displays the **EventTracker - InstallShield Wizard**.



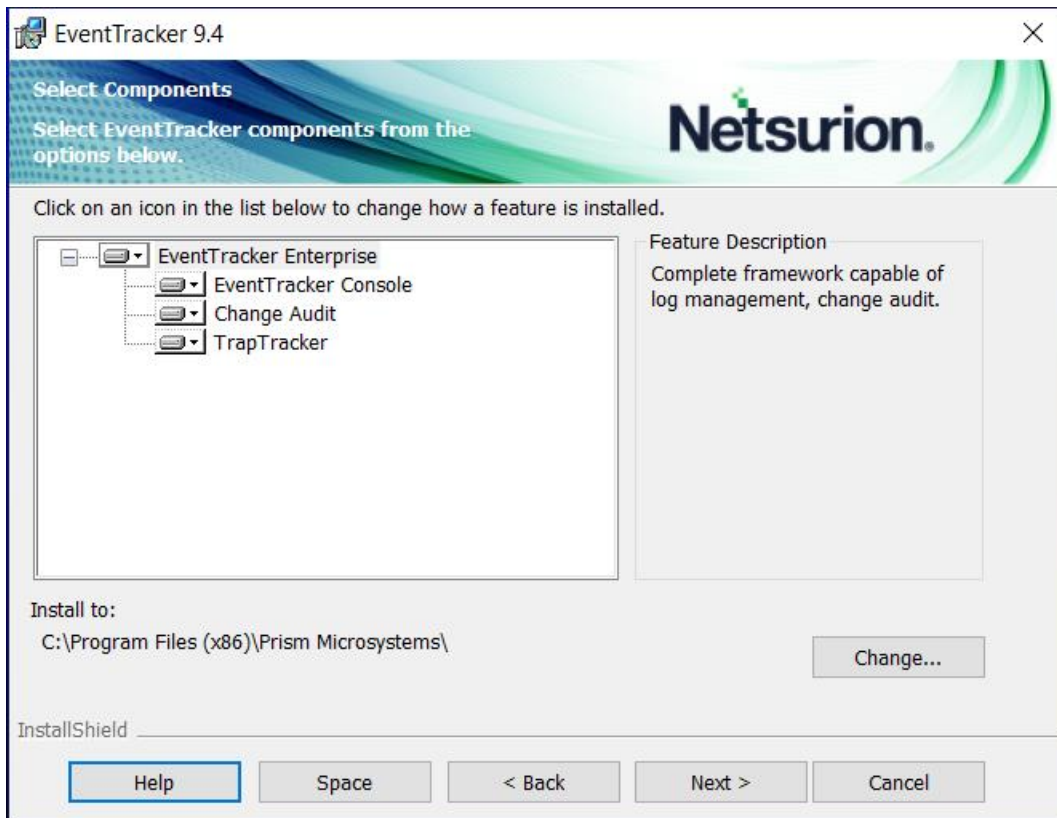
1. In EventTracker - InstallShield **Welcome** window, click **Next** to proceed with the Open XDR platform setup process.



2. In **Select a Certificate File** window, click **Browse** and locate the appropriate certificate file (the file with **.cer** extension), and then click **Next**.



3. In **Select Components** window, select the required component details and click **Next**.

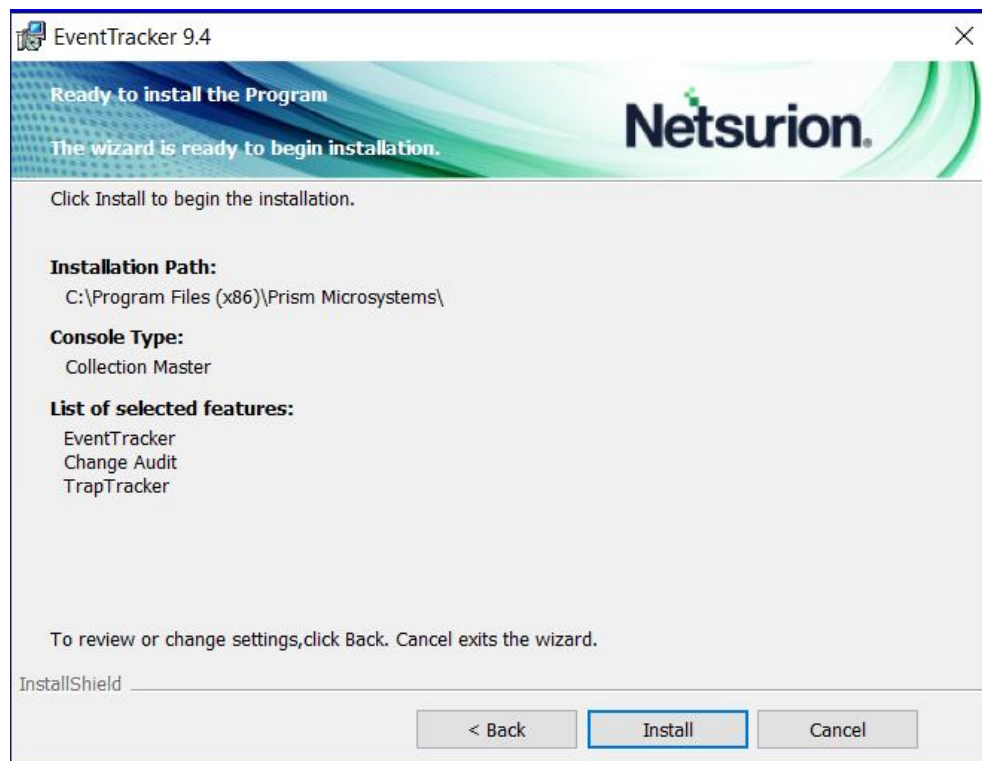


Components	Description
EventTracker Console	Select this component to install the manager console on the target computer.
Change Audit	<p>Optional component.</p> <ul style="list-style-type: none"> Installing this component enables you to monitor and manage change over the enterprise. The sensor component will also be installed along with the Manager Console. You can also deploy the sensor to the monitored computers using System Manager after installing the Manager Console.
Trap Tracker	<p>Optional component.</p> <ul style="list-style-type: none"> Installing this component enables you to monitor and manage traps sent by SNMP compliant devices.

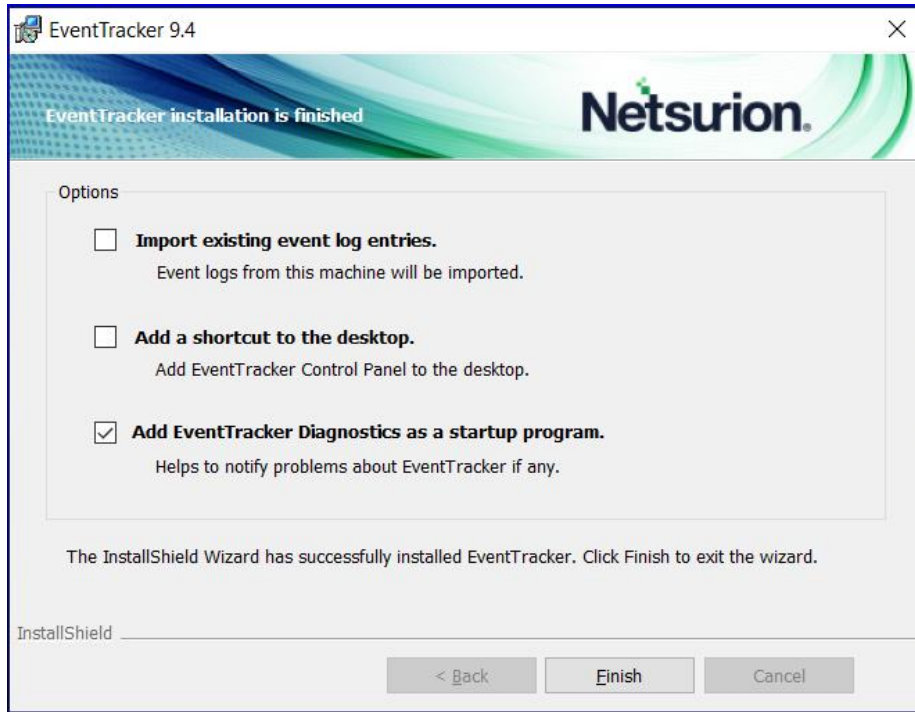
- In **Select EventTracker Console Type** window, the previously selected Console Type option will be selected by default (retains the option as opted in version v9.3). Click **Next** to proceed.



- The **Ready to Install the Program** screen provides the summary of the details, the installation path, console type, and the selected features. Verify and click **Install** to install the selected components.

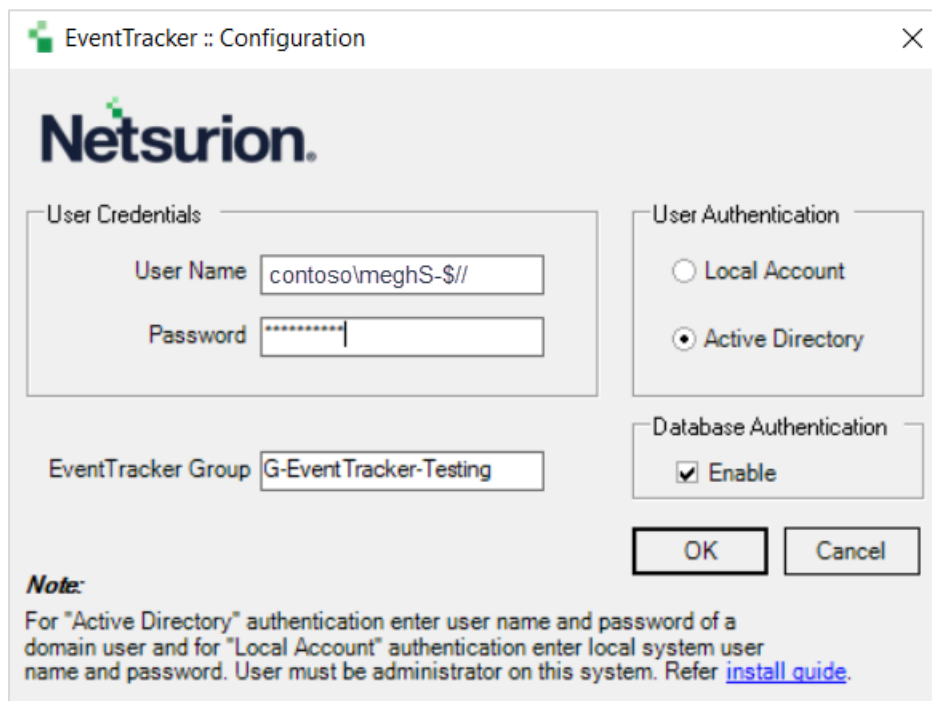


- In the **Installation is finished** window, select the required option details and click **Finish** to conclude the installation process.



Configuring the Netsurion Open XDR platform version v9.4

- In the **EventTracker Configuration** interface, specify the appropriate user credentials (the existing) in the **User Name** and **Password** fields, and then click **OK**.

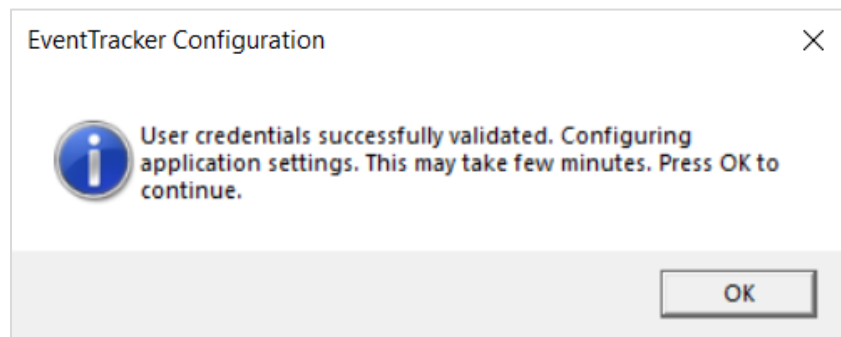


Note:

If required, in **Database Authentication**, select the **Enable** check box to allow authentication for the database.

After successful validation, a message window pops-up stating the credentials successfully validated.

2. Click **OK** to continue with configuring the application settings.



3. Configure the service accounts if the archives or reports are stored in the network path.

Note:

Refer the [Configuring Service Accounts](#) section for more details.

4. Verify that the Categories, Alerts, Filters, are updated and intact.
5. After upgrading to the Open XDR platform v9.4, place the DSI integrator folder retained prior to the upgrade process in the Manager installed location.

Note:

Ensure to start all the integrator related services, tasks from the windows service and the task manager as applicable. Refer to [How to Reconfigure Integrator During Upgrade Netsurion](#) for more details. Refer to the [Pre-upgrade process](#) section for more details.

6. Upgrade all the Windows sensors using the System manager.

Note:

The Open XDR sensor upgrade is necessary to keep the sensors up to date with the manager system.

Note:

If the **Auto agent update** is enabled on the console, all the reporting sensors are automatically upgraded to latest version.

7. Log in to the **Open XDR platform**, hover over the **Admin** menu and click **Systems** to go to the Systems Manager interface.

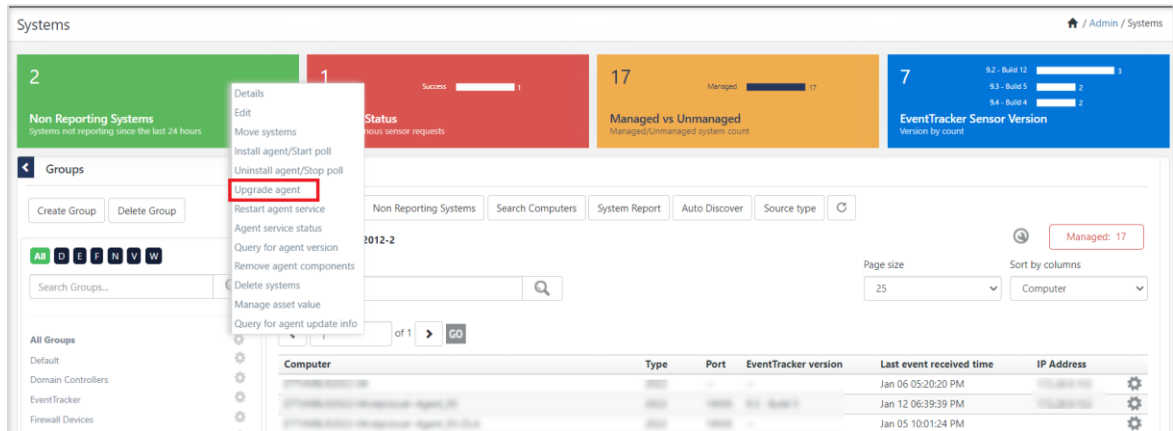
8. In the **Systems** interface, select the required group or system to upgrade the sensor.

Note:

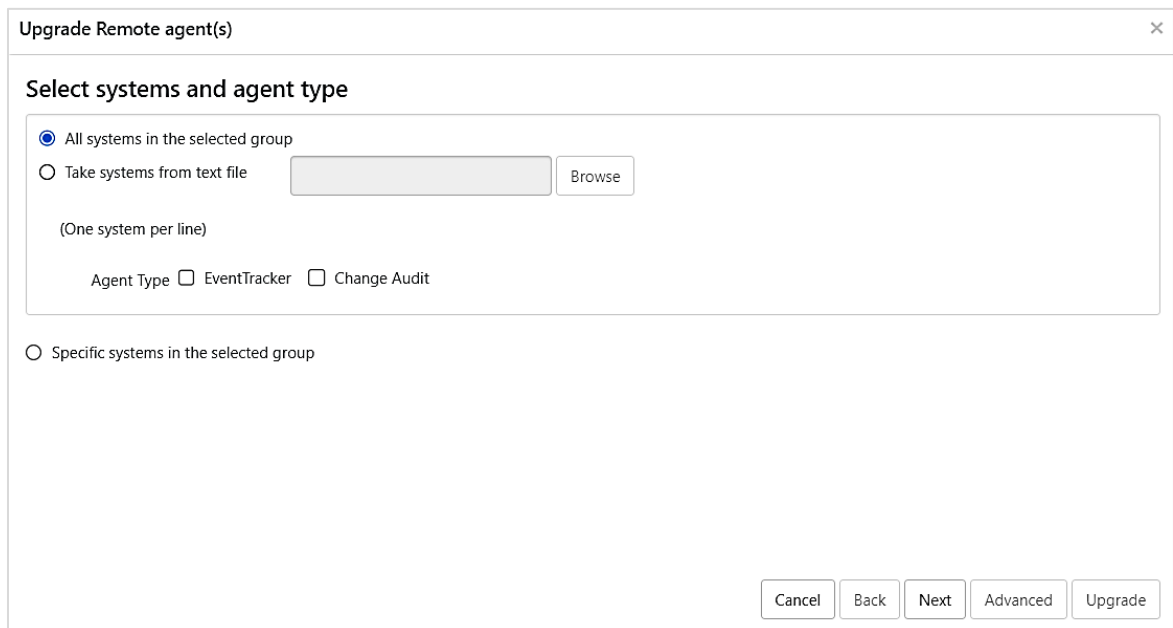
Refer [Upgrading Sensors for a Group](#) section to upgrade the sensors for a group or the [Upgrading Sensor for a System](#) section to upgrade the sensor for a system, and then proceed with the next step.

- **Upgrading Sensors for a Group**

- a. In the **Systems** interface, from the **All Groups** pane, click the required domain or the group name, and then click the gear icon and select **Upgrade agent** from the drop-down list.



In the **Upgrade Remote agent(s)** window, the following three options are available,




- b. Choose the appropriate option and select the required **Agent Type** to upgrade the sensors.

Options	Description
All systems in the selected group	<ul style="list-style-type: none"> Click this option to upgrade all the sensors available in the selected group.
Take systems from the text file	<ul style="list-style-type: none"> Browse for the text file holding sensor system names for which you require to upgrade. The text file should contain one system name per line. If you desire to select this option, then create the text file to select the sensor system names.
Agent Type	Select the appropriate sensor type to upgrade. <ul style="list-style-type: none"> EventTracker Change Audit
Specific systems in the selected group	Out of all the sensor systems available in the group, select a specific sensor system(s) to upgrade.

- c. After selecting the appropriate details click **Next** to proceed.

• **Upgrading Sensor for a System**

- a. In the **Systems** interface, from the **Computer** list, click the gear  icon (located corresponding to the remote system's name) for which you require to upgrade the sensor, and then click **Upgrade Agent** from the drop-down list.

Site: **ETTVMBLR2012-2** Managed: 17

Type here...

Page size: 25 | Sort by columns: Computer

< 1 of 1 >

Computer	Type	Port	EventTracker version	Last event received time	IP Address	
ETTVMBLR2022-04	2022	--	--	Jan 06 05:20:20 PM	172.28.9.153	
ETTVMBLR2022-04-epi-local-Agent_S3	2022	14505	9.3 - Build 5	Jan 12 06:39:39 PM		<ul style="list-style-type: none"> Details Install agent/Start poll Uninstall agent/Stop poll Manage asset value Upgrade agent Remove agent components Restart agent service Agent service status Query for agent version Query for agent update info Enable syslog relay Disable syslog relay
ETTVMBLR2022-04-epi-local-Agent_S3-DLA	2022	14505	--	Jan 05 10:01:24 PM		
ETTVMBLR2022-04-Agent_S3	2022	14505	9.3 - Build 5	Jan 05 09:44:19 PM		
ETTVMBLR2022-04-Agent_S3-DLA	2022	14505	--	Jan 05 09:45:19 PM		
ETTVMBLR2012-2	2022	14505	9.4 - Build 4	Jan 12 06:39:33 PM		
ETTVMBLR2012-2-DLA	2022	14505	--	Dec 27 10:17:32 AM		
etvmbrvc7.epi.local@R1155-VM4-Agent_S2-VMWARE	VMWare	14505	9.2 - Build 12	Jan 12 06:39:15 PM		
etvmbrvc7.epi.local@R1155-VM4-Agent_S2-VMWARE-DLA	VMWare	14505	--	Jan 08 06:02:48 AM		
R152VM2	2019	14505	9.4 - Build 4	Jan 12 06:40:17 PM		
R152VM2-DLA	Unknown	14505	--	Jan 11 04:46:32 PM		
R152VM2-Agent_S2	2019	14505	9.2 - Build 12	Jan 11 04:44:55 PM		
R152VM2-Agent_S2-DLA	2019	14505	--	Jan 06 04:35:58 PM		
R155-VM4	2012 R2	--	--	Jan 07 02:22:45 AM	172.28.9.28	

- b. In the **Upgrade Remote agent(s)** pop-up window, select the required sensor type check box, and then click **Next**.

Upgrade Remote agent(s)

Agent(s) will be upgraded on the following remote computer(s).

Computer	<input type="checkbox"/> EventTracker	<input type="checkbox"/> Change audit
[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>

Select "Next" to proceed.

Cancel Back Next Advanced Upgrade

- 9. Next, select the appropriate option for the method of upgrade.

- Choose the **Windows Domain Network** option and specify the details for user credentials;

Upgrade Remote agent(s)

Select the method of upgrade.

Windows Domain Network

Account: (ex. mydomain\administrator)

Password:

Confirm Password:

Upgrade over IP (Non Windows Domain)
Choose 'Upgrade Over IP' option to upgrade the agent which is outside the domain.

Deploy WinSCP

Install default Remedial Action EXEs on this system ⓘ

EventTracker :
[Redacted]

Select 'Upgrade' to proceed.

Cancel Back Next Advanced Upgrade

- (OR) choose the **Upgrade over IP (Non-Windows Domain)** option if the remote sensor is in a non-trusted domain or the remote system is not accessible using Windows file sharing.

Upgrade Remote agent(s)

Select the method of upgrade.

Windows Domain Network

Account (ex. mydomain\administrator)

Password

Confirm Password

Upgrade over IP (Non Windows Domain)

Choose 'Upgrade Over IP' option to upgrade the agent which is outside the domain.

Deploy WinSCP

Install default Remedial Action EXEs on this system ⓘ

EventTracker :

172.28.9.7 says

Select 'Upgrade' to proceed.

Cancel Back Next Advanced Upgrade

10. Select the following check box to install as required (which is optional).

- Select **Install default Remedial Action EXEs on this system** check box to install the remedial action scripts.

Note:

Remedial Action are scripts or executable files launched at either the sensor or the manager side, in response to events. If this option is enabled, predefined scripts will be placed in the EventTracker\Agent\Script folder at the manager side. This may be installed at the sensor side also, during deployment via the System manager.

- Click **OK** or **Cancel** in the pop-up message window to enable or disable the above selected feature and click **Upgrade**.

172.28.9.7 says

This feature permits the execution of scripts on agent systems. Carefully review the risks and benefits before enabling this feature. Are you sure?

OK Cancel

The sensor will be upgraded on the selected machine with the default **etaconfig.ini** configurations.

- b. Select **Deploy WinSCP** check box to install the WinSCP exe.

Note:

If this option is enabled, a WinSCP exe will get installed on the remote agent in the below directory \EventTracker\Agent.

- 11. If required, in the **Upgrade Remote Agent** window, click **Advanced** (located below) to set a more specific configuration while upgrading the sensor.

- 12. Choose the **Custom config** option to select a custom configuration file.

Note:

The **Default** option is selected by default to apply the manager side 'Sensor configuration' settings (etaconfig.ini).

The custom configuration will provide the templates you created in Sensor configuration along with two more predefined templates.

etaconfig_Servers.ini	This predefined template holds the ideal server configurations which can be applied to the selected sensor system
etaconfig_Workstations.ini	This predefined template contains the ideal workstation configurations which can be applied to the selected sensor system. This option disables the 'Offline event sending' option

13. Select the required **Custom config** file from the drop-down list and click **Upgrade**.

Upgrade Remote agent(s) ×

Apply configuration

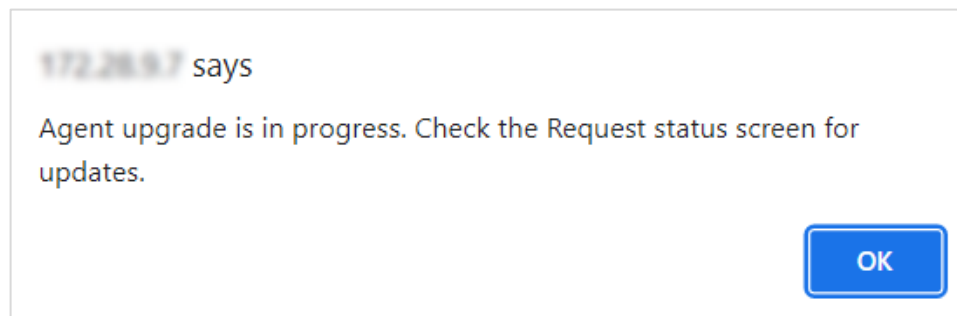
After events are collected, they are processed at the Manager.
To apply a predefined configuration, select 'Custom' and specify the file.
You can also select 'Default' and configure later.

Default
 Custom config
 Select File:

etaconfig.ini ▼
etaconfig.ini
 etaconfig_Servers.ini
 etaconfig_Workstations.ini

Select 'Upgrade' to proceed.

A message window pops-up stating '**Agent upgrade is in progress. Check the Request status screen for updates.**'.



14. Click **OK** and go to **Systems > Request Status** interface to view the installation status.

The screenshot shows the 'Systems' interface with the 'Request Status' tab highlighted in red. Below the navigation bar, there is a search bar and a table of system details. The table has the following columns: Computer, Type, Port, EventTracker version, Change audit version, and Asset value.

Computer	Type	Port	EventTracker version	Change audit version	Asset value
ETTYMBL2022-04-WIN22_Testagent	2022	14505	9.4 - Build 3	--	High
ETTYMBL2022-04-WIN22_Testagent-CLA	2022	14505	--	--	High

The **Request Status** interface displays all the group or system status and description details for which the sensor upgrade process is being taken care.

15. Click the **Refresh** button located on the (top right corner of the interface) to see the latest installation status.

The screenshot shows the 'Request Status' interface with a table of status information. The table has the following columns: Date, Group/System, By, Agent, Type, Status, and Description. The first row is highlighted in red.

Date	Group/System	By	Agent	Type	Status	Description
Jan 18 02:14:57 AM	ETTYMBL2022-04-WIN22_Testagent		EventTracker	Upgrade agent	Success	Upgrade done successfully.

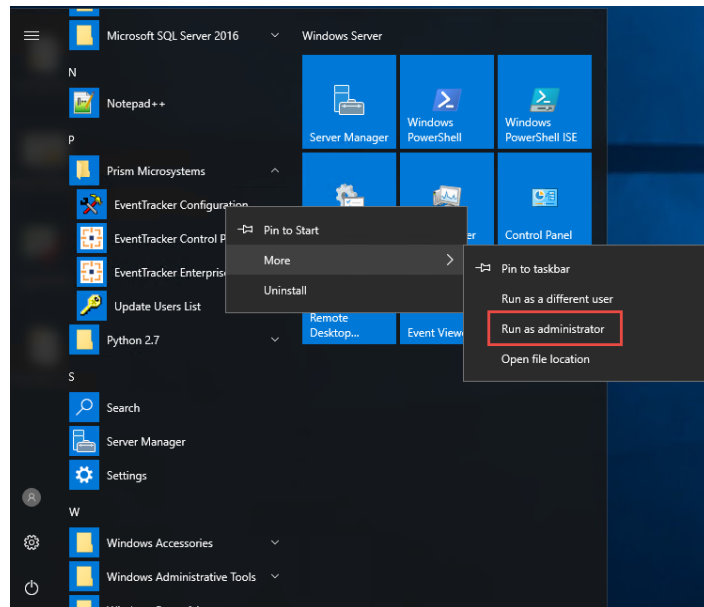
Note:

It may take few minutes to load the status.

Configuring Service Accounts

If you require to set a UNC path (Uniform Naming Convention) for storing Archives/Reports, then you must run the service account of EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator (if available) on the user account having full permission on the set UNC path.

1. Go to **Start**, right-click **EventTracker Configuration** and click **Run as administrator**.



2. Provide the user credentials having the full permissions to access the shared archives folder.

Note:

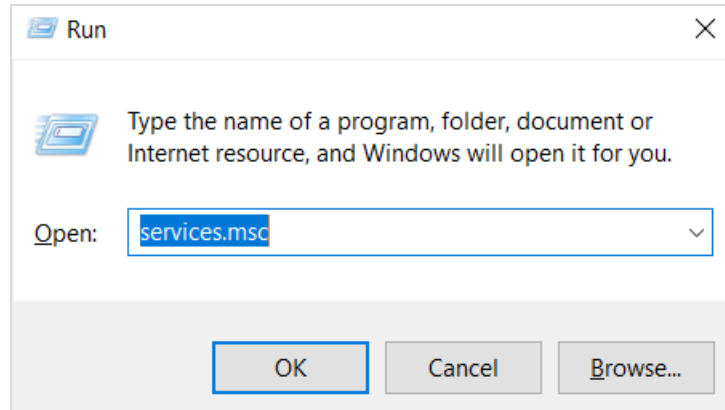
Make sure the specified user credentials has the full permissions to access the archives UNC path. Ignore the above procedure if you had already configured with the required user account.

The image shows the 'EventTracker :: Configuration' dialog box. It features the Netsurion logo at the top. The dialog is divided into several sections:

- User Credentials:** Contains fields for 'User Name' (containing 'contoso\meghs-\$/--') and 'Password' (masked with dots).
- User Authentication:** Contains two radio buttons: 'Local Account' (unselected) and 'Active Directory' (selected).
- EventTracker Group:** A dropdown menu showing 'EventTracker Testing'.
- Database Authentication:** Contains a checkbox labeled 'Enable' which is checked.

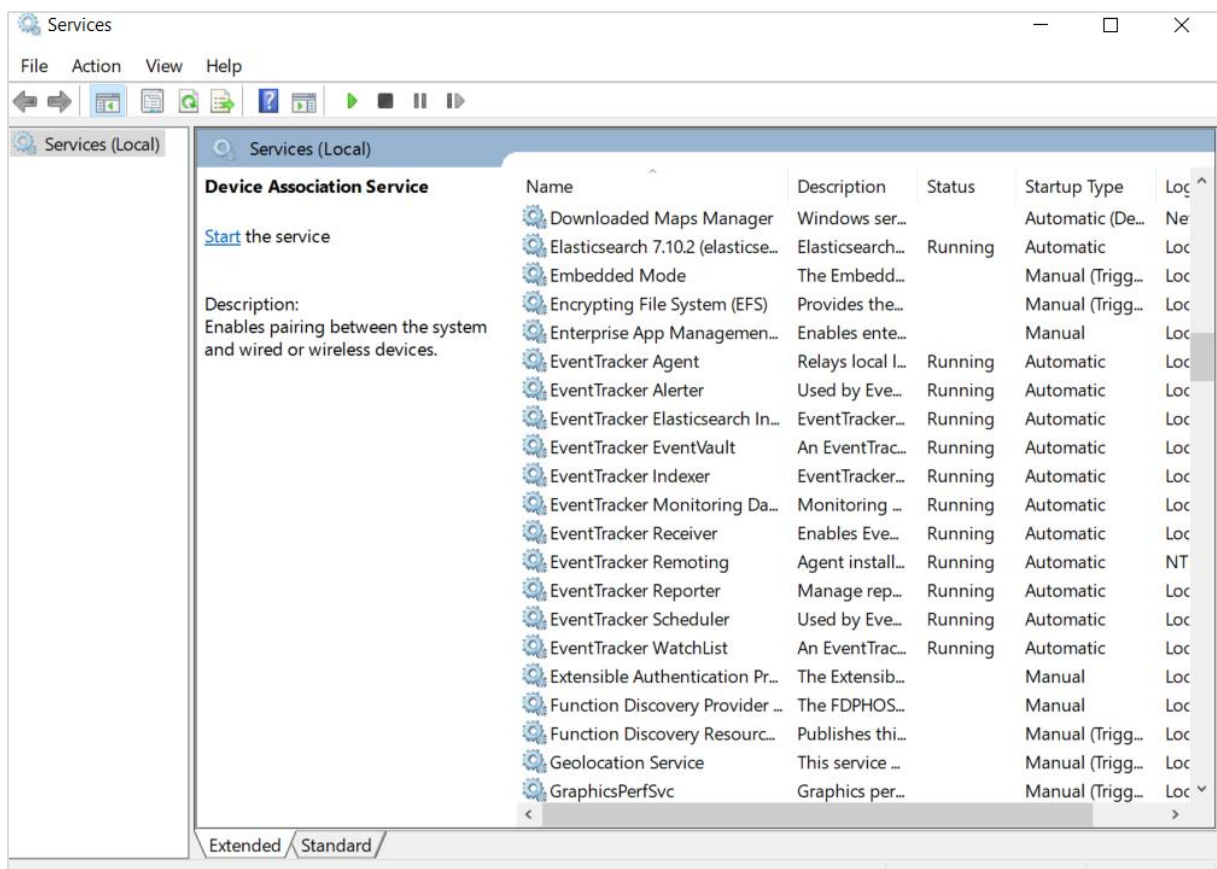
At the bottom, there are 'OK' and 'Cancel' buttons. A **Note:** section at the bottom left states: "For 'Active Directory' authentication enter user name and password of a domain user and for 'Local Account' authentication enter local system user name and password. User must be administrator on this system. Refer [install guide](#)."

- Then go to **Start > Run**, type **services.msc** and click **OK**.

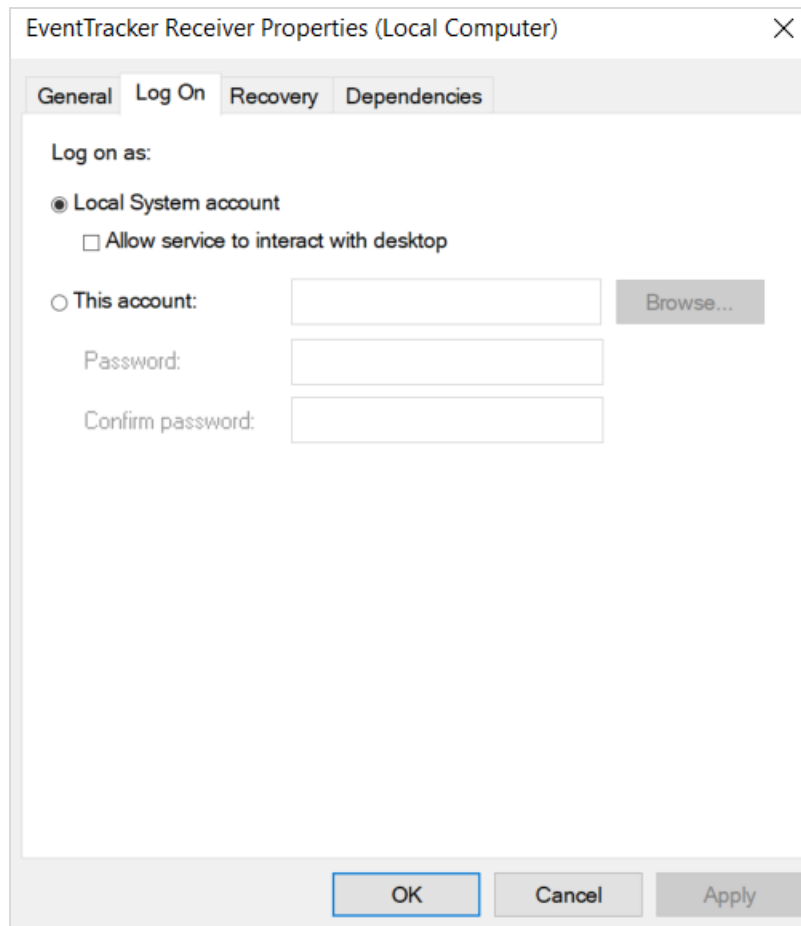


In the **Services** window, search for EventTracker services (such as EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator).

- Then, right-click the service name (for example, **EventTracker EventVault** service) and click **Properties**.



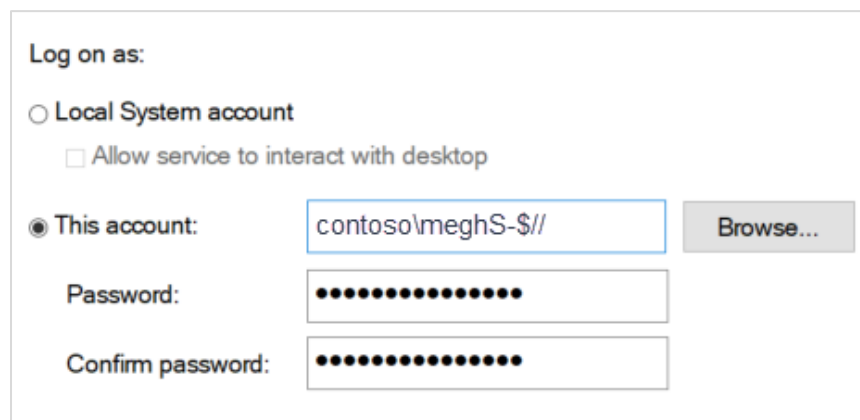
- In the **Properties** window, go to the **Log On** tab and choose the **This account** option.



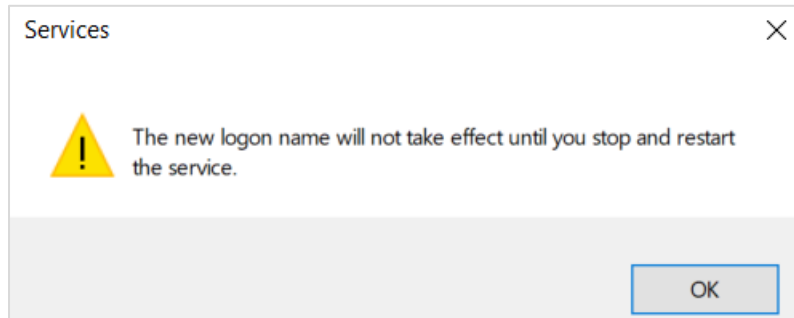
- In **This account**, provide the appropriate user credentials and click **Apply**.

Note:

In the **This account** field, the user's name must be specified in the 'domain name\username' format.



7. A warning message pops-up specifying to stop and restart the service to amend the logon details. Click **OK**.



8. Then, go to the services window and stop and start the services (such as EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer, and Event Correlator) to run the services with the new log on name.

The **Log On As** column will display the updated service account name.

Name	Description	Status	Startup Type	Log On As
EventTracker Alerter	Used by Eve...	Running	Automatic	Local System
EventTracker Elasticsearch In...	EventTracker...	Running	Manual	Local System
EventTracker EventVault	An EventTrac...	Running	Automatic	Local System
EventTracker Indexer	EventTracker...	Running	Automatic	contoso\me...
EventTracker Monitoring Da...	Monitoring ...	Running	Automatic	Local System
EventTracker Receiver	Enables Eve...	Running	Automatic	Local System
EventTracker Remoting	Agent install...	Running	Automatic	contoso\me...
EventTracker Reporter	Manage rep...	Running	Automatic	contoso\me...
EventTracker Scheduler	Used by Eve...	Running	Automatic	contoso\me...
EventTracker WatchList	An EventTrac...	Running	Automatic	Local System

Note:

If you encounter any issues during the upgrade process, contact the Software-Support@Netsurion.com support team for prompt and thorough assistance.

About Netsurion

Netsurion® delivers an adaptive managed security solution that integrates our XDR platform with your existing security investments and technology stack, easily scaling to fit your business needs. Netsurion's managed offering includes our 24x7 SOC that operates as your trusted cybersecurity partner, working closely with your IT team to strengthen your cybersecurity posture. Our solution delivers Managed Threat Protection so you can confidently focus on your core business.

Headquartered in Ft. Lauderdale, FL with a global team of security analysts and engineers, Netsurion is a leader in Managed Detection and Response (MDR) and a Top 25 Global MSSP. Learn more at www.netsurion.com.

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