

# Upgrading to Netmon 4.5

Presented by



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- 1.0 Important Upgrade Notes .....3**
  - 1.1 How much time is needed? ..... 3
  - 1.2 Where to Get Help..... 3
  - 1.2 Migrating Historical Data from Netmon 4.1 to Netmon 4.5 ..... 3
- 2.0 Gather Required Information .....3**
  - 2.1 Locate your Customer Code and Serial Number ..... 3
- 3.0 Ensure Sufficient Free Disk Space .....4**
- 4.0 Download Installation Package.....5**
- 5.0 Begin Upgrade.....5**
  - 5.1 Is this a new installation?..... 5
  - 5.2 Please enter your 4-digit Customer Code..... 5
  - 5.3 Please enter your 5-digit Serial Number..... 5
  - 5.4 Choose sniffing interface(s)..... 5
  - 5.5 Installing new and updated operating system packages ..... 6
- 6.0 Complete the Upgrade .....6**
  - 6.1 Verify Netmon Services ..... 6
  - 6.2 Exploring What’s New ..... 6
- Upgrade Worksheet .....7**

## 1.0 Important Upgrade Notes

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Before you proceed with your upgrade, you should read this document in its entirety, and gather all of the information you'll need ahead of time. Record all of this information in the **Upgrade Worksheet** on the last page of this document.

**Important:** You can only upgrade to Netmon 4.5 from Netmon 4.1. Do not attempt to upgrade to Netmon 4.5 from any other product version.

### 1.1 How much time is needed?

In most cases, the Netmon 4.5 upgrade process will require between 10 minutes and 30 minutes to complete, depending on your download speed.

### 1.2 Where to Get Help

It is recommended that you perform your upgrade during the standard Netmon Technical Support hours of 9am to 5pm EST (GMT +5). This way, if you have questions at any point during the upgrade, you'll be able to acquire immediate answers.

You can contact Tech Support during the above hours at **1-800-944-4511**. Follow the online voice prompts to reach the Netmon Support team.

### 1.2 Migrating Historical Data from Netmon 4.1 to Netmon 4.5

Netmon 4.5 uses an almost identical table structure as Netmon 4.1, and you can upgrade to Netmon 4.5 without losing any historical data from your existing Netmon system.

## 2.0 Gather Required Information

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Before you do anything, you should gather all of the information that will be required for the installation process.

### 2.1 Locate your Customer Code and Serial Number

Licensed To: Customer Name

Registration Code: 1234 56789

Customer Code      Serial Number

Version **3.1**

**netmon** <...>

User ID:

Password:

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### 3.0 Ensure Sufficient Free Disk Space

You'll want to ensure that there is sufficient disk space to move your network traffic data into the new table structure. This means that you'll need at least 20% free space on your disk drive to successfully migrate your data.

To check the free space on your Netmon disk(s), enter the following command:

```
df -h
```

You should see output similar to the following:

```
/dev/hdc1          7.4G  531M  6.5G   8% /
tmpfs              505M  4.0K  505M   1% /dev/shm
/dev/hdc2          66G   3.1G   59G   5% /var
```

To be sure you have enough space, the **/var** partition should be no more than **80%** (in boldface and underlined in the above example).

*\* In the event that you do not have enough free space, contact Netmon Technical Support for assistance.*

## 4.0 Download Installation Package

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Before you begin the upgrade, you'll need to download the installation package. Log into your Netmon server as **root**, and issue the following commands:

```
cd /root/  
wget www.netmon.ca/support/downloads/netmon45.py
```

## 5.0 Begin Upgrade

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Now you're ready to begin the upgrade! Begin the interactive process with the following command:

```
python netmon45.py
```

### 5.1 Is this a new installation?

If you are upgrading from Netmon 4.1, enter **N** here.

### 5.2 Please enter your 4-digit Customer Code.

Enter your customer code, as outlined in section 2.1 *Locate your Customer Code and Serial Number*.

### 5.3 Please enter your 5-digit Serial Number.

Enter your 5-digit serial number, as outlined in section 2.1 *Locate your Customer Code and Serial Number*.

### 5.4 Choose sniffing interface(s)

Netmon 4.5 can now automatically start its packet analyzers on the interface(s) of your choice, even after a reboot. Enter the interface(s) which should be monitored automatically in this space. (These numbers should correspond to the NIC markings on the back of your Netmon

server appliance.) If you have more than one interface (i.e. 1, 2 and 3) then separate them using a space (i.e. 1 2 3)

## 5.5 Installing new and updated operating system packages

Netmon will down ensure that all of its core system packages are up-to-date. The upgrade process itself is a largely automated. However, during various package upgrades you may be asked several times to confirm selections, or press “Y” to continue.

*In all cases, it is recommended that you accept the default selection for any package configuration prompt, and press “Y” to continue when prompted.*

## 6.0 Complete the Upgrade

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When the upgrade has completed, you’ll see the following message:

```
Netmon 4.5 installation successful.
```

At this point, you can log into the Netmon user interface with your web browser.

### 6.1 Verify Netmon Services

**Important:** Once you log into your Netmon user interface, select **Settings > Netmon Services** and verify that all of the necessary services are running. (If you have any questions about which services should or should not be running, contact our Technical Support team at **1-800-944-4511**)

### 6.2 Exploring What’s New

Once you’ve logged into the new system, you may want to learn about some of the newest features and updates. In this case, we recommend the **What’s New in Netmon 4.5** link in the Help & Resources Panel.

## Upgrade Worksheet

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Use this worksheet to keep track of the information you'll need while performing your upgrade.

Customer Code:

Serial Number: