

Upgrading to Netmon 4.6

Presented by



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1.0 Important Upgrade Notes

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 4.6 from Netmon 4.5. Do not attempt to upgrade to Netmon 4.6 from any other product version.

1.1 How much time is needed?

In most cases, the Netmon 4.6 upgrade process will require between 2 hours and 3 hours to complete, depending on your download speed and database size.

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.

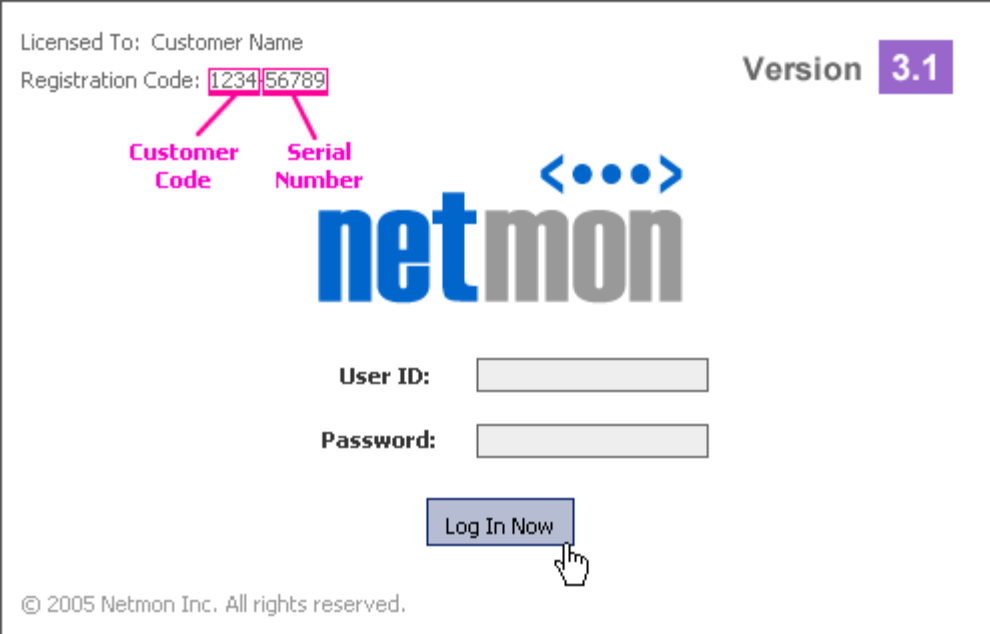
1.2 Migrating Historical Data from Netmon 4.5 to Netmon 4.6

The netmon upgrader will handle the data migration for you.

2.0 Gather Required Information

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: 123456789

Version 3.1

Customer Code Serial Number

netmon <...>

User ID:

Password:

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2.2 Check Your Netmon Appliance Type

Newer netmon appliances are IBM 306 E-series servers. Appliances older than 2 years might be 305 series servers. To see if you have a 306 or a 305, see the front panel of the appliance. Write down your server type in the Upgrade Worksheet on the last page.

2.3 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 database engine. This means that you'll need at least 50% 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 **50%** (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.*

3.0 Download Installation Package

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/netmon46.py
```

4.0 Begin Upgrade

Now you're ready to begin the upgrade!

Here it is **ABSOLUTELY NECESSARY** to know if you have a 306 or a 305 (refer to section 2.2 above).

If you have a 306, run the command:

```
python netmon46.py
```

If you have a 305, run the command:

```
python netmon46.py -m 305
```

4.1 Is this a new installation?

If you are upgrading from Netmon 4.5, enter **N** here.

4.2 Please enter your 4-digit Customer Code.

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

4.3 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.

4.4 Choose sniffing interface(s)

Netmon 4.6 can 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)

4.6 Installing new and updated operating system packages

Netmon will 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.

4.6 Alert Templates Message

The installer may tell you that “We have noticed some issues with the Alert Templates that have emerged from previous Netmon installations/upgrades. We recommend reverting all alert templates to the latest default values in order to resolve these issues. Unless you have made important changes to your alert templates, it is safe to accept the recommended action.”

If you say yes to this, the installer will erase and recreate all of your alert templates. If you want to save any changes you’ve made to the alert templates, say No. If you are not sure, just press enter for the default action.

5.0 Complete the Upgrade

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

```
Netmon 4.6 installation successful.
```

5.1 Reboot the Appliance

Since components of the operating system were upgraded, a reboot is required after the upgrade. To reboot the appliance, issue the command:

```
shutdown -r now
```

5.2 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**)

5.3 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 4.6** link in the Help & Resources Panel.

Upgrade Worksheet

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

Customer Code:

Serial Number:

Server Type:

Disk Space: