

Upgrading to Netmon 5.0

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 5.0 from Netmon 4.8. Do not attempt to upgrade to Netmon 5.0 from any other product version.

1.1 How much time is needed?

In most cases, the Netmon 5.0 upgrade process will require between 10 minutes and 60 minutes to complete, depending on your download speed. With a reasonably fast Internet connection, 15 minutes or less should be your expectation.

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.

After hours, you can refer to our on-line documentation at <http://wiki.netmon.ca> or post a question on our support forums at <http://forum.netmon.ca>.

1.2 Migrating Historical Data from Netmon 4.8 to Netmon 5.0

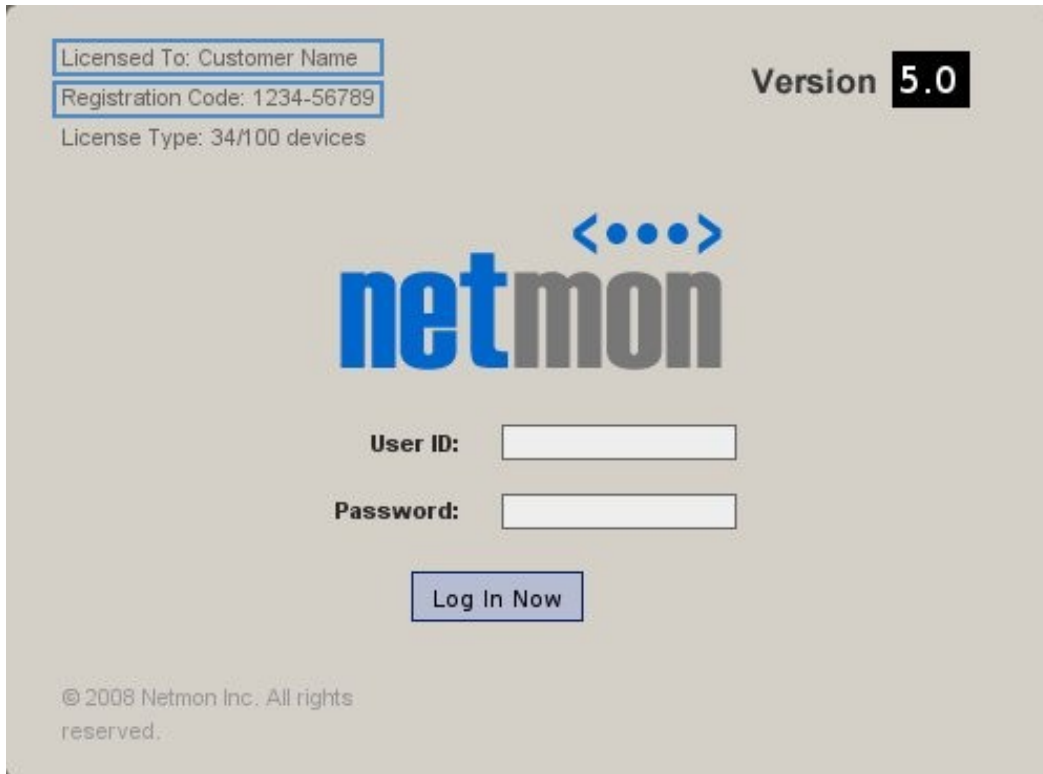
Netmon 5.0 uses an almost identical table structure as Netmon 4.8, and you can upgrade to Netmon 5.0 without losing any historical data from your existing Netmon system.

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 Registration Information

If you are currently using Netmon 4.6 you will need to locate this information. Netmon SE is already using the new format and does not require you to know this.



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/netmon50.py
```

4.0 Begin Upgrade

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

```
python netmon50.py
```

4.1 Is this a new installation?

If you are upgrading from Netmon 4.8, enter **N** here.

4.2 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.

5.0 Complete the Upgrade

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

```
WARNING: You must log in to Netmon Web Interface and update your
registration and contact information in order for the Netmon
services to restart. They are currently stopped.

Netmon 4.5 installation successful.
```

5.1 Re-Activate Netmon

At this point, you must connect to the Netmon web interface with your web browser. As the message quoted above indicates, Netmon services will not be running until you have re-entered your product key information. If you are a Netmon Professional or Enterprise user, your product key is the combination of your customer code and serial number that you noted down earlier in the installation process. If you are a Netmon SE user, your product key is the key that was provided to you at purchase time.

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 5.0** link in the Help & Resources Panel.

Upgrade Worksheet

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

Organization Name:

Registration Key: