



NetBrain® Integrated Edition 10.1

System Upgrade Guide

Distributed Deployment

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1. Upgrading System

The upgrade process ensures data integrity, which means that the data in the current system will be still available after upgrading. If you encounter any issues during the upgrade process, contact [NetBrain Support Team](#) for help.

Note: Before upgrading your system, check its current version and the network connectivity requirements.

Note: The Service Monitor Agent running on the Linux server(s) uses “netbrainadmin” user, and this user needs sudoers privilege to monitor other NetBrain components as well as to execute the system update tasks.

Note: For Linux servers, make sure each path of **/usr/lib**, **/usr/share**, and **/etc** has more than **10GB** free space to install the component files.

Note: There must be more than **180GB** free space for the Front Server PostgreSQL data path.

Note: If the Web API Server is installed on a Win 2012 R2 server with certificate binding to enable HTTPS, and the certificate does not meet the requirement of TLS1.2, users need to create and bind a new TLSv1.2 compatible certificate on Web API Server to provide HTTPS. Refer to [Appendix: Generating SSL Certificate](#).

Upgrade from IEv10.0*

1. [Terminate System Tasks](#)
2. [Stop Server Services](#)
3. [Back Up MongoDB Data](#)
4. [Upgrade MongoDB](#)
5. [Upgrade Elasticsearch](#)
6. [Upgrade License Agent](#)
7. [Upgrade Redis](#)
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14. [Upgrade Service Monitor Agent](#)
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16. [Verify Upgrade Results](#)
17. [Customize MongoDB Disk Alert Rules](#)

18. [Tune Live Access](#)

19. [Schedule Benchmark Task](#)

Note: If you have installed Smart CLI and Ansible Agent before, you need to run the latest installation packages to upgrade the two components. See [Installing Smart CLI](#) and [Installing Ansible Agent](#) for more details.

To obtain the installation package of Ansible Agent:

- **Option 1:** If the Linux server has no access to the Internet, obtain the **netbrain-ansibleagent-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
- **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **netbrain-ansibleagent-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain official download site.

Network Connectivity Requirements

Source	Destination	Protocol *) and Port Number **)
Thin Client	Web Server Web API Server	HTTP/HTTPS (80/443)
Service Monitor Agent	Web API Server	HTTP/HTTPS (80/443)
Web API Server Worker Server Task Engine Front Server Controller	MongoDB	TCP 27017
Web API Server Worker Server	Elasticsearch	TCP (HTTP/HTTPS) 9200
Web API Server	License Agent	TCP 27654
Web API Server Worker Server Front Server Controller	Redis	TCP 6379
Web API Server Worker Server Task Engine Front Server Controller	RabbitMQ	TCP 5672

Source	Destination	Protocol *) and Port Number **)
Worker Server Task Engine Front Server	Front Server Controller	TCP 9095
Front Server	Live Network	ICMP/SNMP/Telnet/SSH/REST API
Front Server	Ansible Agent (add-on)	TCP 9098
MongoDB License Agent Elasticsearch Redis RabbitMQ Web Server Worker Server Task Engine Front Server Front Server Controller	Web API Server	TCP 9099 ***)
Web API Server	RabbitMQ	TCP 15672 ***)

Note: *) If SSL was enabled for any component including MongoDB/ElasticSearch/Redis/RabbitMQ/License Agent/Front Server Controller/Ansible Agent/Auto Update Server (within Web API Server), the SSL protocol should be added to firewall rules to enable SSL connection between servers.

Note: **) The port numbers listed in this column are defaults only. The actual port numbers used during installation might be different.

Note: ***) Ensure the newly added ports (9099 and 15672) are open for successful system upgrade to 10.1

1.1. Terminating System Tasks

1. Log in to the System Management page.
2. In the System Management page, select **Operations > Task Manager** from the quick access toolbar.
3. Select all running tasks and click **End Process**.

1.2. Stopping Server Services

To avoid any further dataset changes or data corruption while reinstalling MongoDB/Elasticsearch binary files or restoring MongoDB/Elasticsearch data, stop the relevant services.

1. Log in to the Windows servers where NetBrain applications are installed and stop the following services in the Task Manager.

Tip: If you have deployed a Worker Server cluster or Web API Server cluster, stop the services on each node.

Note: If the system was upgraded from the versions older than 7.1, ensure the service named **proxyservice** no longer exists in the **Services** tab of **Task Manager**; otherwise follow the steps [here](#) to uninstall the Proxy Server before proceeding with the upgrade procedures.

NetBrain Component	Service Name
Web API Server	W3SVC
Web API Server	WAS
Worker Server	NetBrainWorkerServer
Front Server	NetBrainFrontServer
Task Engine	NetBrainTaskEngine
Front Server Controller	NetBrainFrontServerController
Service Monitor Agent	NetBrain Agent
Knowledge Cloud Proxy	NetBrainKCProxy
PostgreSQL	PostgreSQL

1.3. Backing Up MongoDB Data

Before upgrading the system, it is highly recommended to back up all MongoDB data in case of any data loss or corruption during the upgrade process. The backup data will be used to restore data after MongoDB is reinstalled. See [Restoring MongoDB Data](#) for more details.

In case that you don't want to stop the service of MongoDB or the volume of the MongoDB data is small, you can refer to [Dumping MongoDB Data](#) for another way to back up the data and refer to [Restoring Dumped MongoDB Data](#) to restore the dumped data.

The following steps introduces how to use the `cp` command to copy underlying MongoDB data files directly for backup.

Notes:

- Make sure you have stopped [all relevant services](#) before backing up data.
- The backup data can only be used to restore the database on the same server.

1. Log in to the Linux server where the MongoDB node is installed as the **root** user.

2. Stop the service of MongoDB.

1) Run the `systemctl stop mongod` command to stop the MongoDB service.

2) Run the `ps -ef|grep mongod` command to verify whether the **mongod** process is stopped.

```
[root@localhost ~]# ps -ef| grep mongod
root      15136 14237  0 10:42 pts/2      00:00:00 grep --color=auto mongod
```

Note: If the **mongod** process is stopped, the result should only contain one entry as shown above.

3. Run the `mkdir /etc/mongodb_databk` command to create a directory under the **/etc** directory to save the backup data.

```
[root@localhost ~]# mkdir /etc/mongodb_databk
```

Note: Ensure the backup directory (**/etc/mongodb_databk** in this example) has sufficient space to store the backup data.

4. Run the `cd /usr/lib/mongodb` command to navigate to the **/usr/lib/mongodb** directory.

Note: If you modified the default directory to store all MongoDB data files during the MongoDB installation, you must use the new directory (available in **mongod.conf**) accordingly.

5. Run the `du -hs data` command under the **/usr/lib/mongodb** directory to double-check the total size of MongoDB data to ensure the target folder (**/etc/mongodb_databk** in this example) has sufficient space.

6. Run the `cp -a data /etc/mongodb_databk` command under the **/usr/lib/mongodb** directory to copy all MongoDB data files from the **data** directory to the **/etc/mongodb_databk** directory.

```
[root@localhost mongodb]# cp -a data /etc/mongodb_databk
```

7. Run the `cd /etc/mongodb_databk` command to navigate to the **/etc/mongodb_databk** directory.

8. Run the `ls -al` command under the **/etc/mongodb_databk** directory to browse the backup data.


```
[root@localhost mongodb_databk]# ls -al
total 136
drwxr-xr-x.  3 root root          18 Jun 6 22:49 .
drwxr-xr-x.  6 root root          79 Jun 6 22:48 ..
drwxr-xr-x.  4 netbrain netbrain 106496 Jun 6 22:49 data
```

9. Run the `systemctl start mongod` command to start the MongoDB service.

1.4. Upgrading MongoDB

Pre-Upgrade Task

- Service Monitor Agent will be installed or upgraded with MongoDB and it has dependencies on the third-party package **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**.

Run the

`rpm -qa|grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:

- **Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
- **Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.

Upgrading MongoDB

1. Log in to the Linux server as the **root** user.

Note: It is highly recommended to install **numactl** on the Linux Server to optimize MongoDB performance. Run the `rpm -qa|grep numactl` command to check whether **numactl** has already been installed. If it has not been installed yet and the Linux server has access to the Internet, run the `yum install numactl` command to install it online.

2. Run the `mkdir` command to create a directory under the **/opt** directory to place the installation package. For example, **netbraintemp10.1**.

Note: Don't place the installation package under any personal directories, such as **/root**.

3. Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
4. Download the installation package.

- **Option 1:** If the Linux server has no access to the Internet, obtain the **mongodb-linux-x86_64-rhel-4.0.28-10.1.tar.gz** file from NetBrain and upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
- **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **mongodb-linux-x86_64-rhel-4.0.28-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf mongodb-linux-x86_64-rhel-4.0.28-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@centos netbraintemp10.1]# tar -zxvf mongodb-linux-x86_64-rhel-4.0.28-10.1.tar.gz
MongoDB/
MongoDB/config/
...
MongoDB/upgrade/upgrade_single_node/upgrade.sh
...
```

6. Run the `cd MongoDB` command to navigate to the **MongoDB** directory.
7. Run the `systemctl start mongod` command to restart the MongoDB service.
8. Run the `./upgrade.sh` command under the **MongoDB** directory

Note: Ensure MongoDB service is up and running before executing the `./upgrade.sh` command.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

9. After the MongoDB Server is successfully upgraded, run the `systemctl status mongod` command to check its service status.

```
[root@localhost ~]# systemctl status mongod
mongod.service - MongoDB service
Loaded: loaded (/usr/lib/systemd/system/mongod.service; enabled; vendor preset: disabled)
Active: active (running) since Thu 2020-07-16 10:15:52 EDT; 56s ago
Process: 20237 ExecStop=/usr/bin/pkill mongod (code=exited, status=0/SUCCESS)
Process: 20241 ExecStart=/bin/mongod -f /etc/mongodb/mongod.conf (code=exited, status=0/SUCCESS)
Main PID: 20243 (mongod)
```

```
Memory: 175.3M (limit: 8.5G)
```

```
...
```

1.5. Upgrading Elasticsearch

Pre-Upgrade Task

- Service Monitor Agent will be installed or upgraded with Elasticsearch and it has dependencies on the third-party package **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the

`rpm -qa|grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:

- Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
- Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.

Upgrading Elasticsearch

- Log in to the Linux server as the **root** user.
- Run the `mkdir` command to create a directory under the **/opt** directory to place the installation package. For example, **netbraintemp10.1**.
- Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
- Download the installation package.
 - Option 1:** If the Linux server has no access to the Internet, obtain the **elasticsearch-linux-x86_64-rhel-6.8.23-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
 - Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **elasticsearch-linux-x86_64-rhel-6.8.23-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf elasticsearch-linux-x86_64-rhel-6.8.23-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@centos netbraintemp10.1]# tar -zxvf elasticsearch-linux-x86_64-rhel-6.8.23-10.1.tar.gz
Elasticsearch/
Elasticsearch/config/
...
Elasticsearch/upgrade.sh
```

6. Run the `cd Elasticsearch` command to navigate to the **Elasticsearch** directory.
7. Run the `./upgrade.sh` command under the **Elasticsearch** directory.

Note: If the default username and password were changed during the installation of Elasticsearch, you must enter these customized values during the upgrade.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

8. After the Elasticsearch is successfully upgraded, run the `systemctl status elasticsearch` command to check its service status.

```
[root@localhost ~]# systemctl status elasticsearch
elasticsearch.service - Elasticsearch
Loaded: loaded (/usr/lib/systemd/system/elasticsearch.service; enabled; vendor preset: disabled)
Active: active (running) since Thu 2020-07-16 10:23:46 EDT; 230ms ago
Docs: http://www.elastic.co
Main PID: 25820 (java)
Memory: 4.2G
...
```

9. Run the `curl -s -XGET --user <username:password> http://<IP address>:<port>` command to check the current version of Elasticsearch.

Note: If you enabled SSL, please use the `curl --tlsv1.2 -k -s -XGET --user <username:password> https://<IP address>:<port>` command instead.

Example:

```
[root@localhost Elasticsearch]# curl -s -XGET --user admin:admin http://192.168.28.251:9200
{
  "name" : "node1",
  "cluster_name" : "elasticsearch",
  "cluster_uuid" : "B39j3JmjR8iJPVz1Fbs6ig",
  "version" : {
```

```

"number" : "6.8.23",
"build_flavor" : "oss",
"build_type" : "rpm",
"build_hash" : "7a15d2a",
"build_date" : "2020-07-16T18:41:22.859Z",
"build_snapshot" : false,
"lucene_version" : "7.7.3",
"minimum_wire_compatibility_version" : "5.6.0",
"minimum_index_compatibility_version" : "5.0.0"
},
"tagline" : "You Know, for Search"
}

```

Post-Upgrade Task

Uninstall the **Java(TM) SE Development Kit 12.0.1 (64-bit)** by running the `rm -rf /usr/local/jdk-12.0.1` command.

Note: Ensure **JDK 12.0.1** is not used by other applications before proceeding with the above step.

1.6. Upgrading License Agent

Pre-Upgrade Task

- Service Monitor Agent will be installed or upgraded with License Agent and it has dependencies on the third-party package **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the

`rpm -qa|grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:

- Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
- Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.

Upgrading License Agent

- Log in to the Linux server as the **root** user.
- Run the `mkdir` command to create a directory under the **/opt** directory to place the installation package. For example, **netbraintemp10.1**.
- Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.

4. Download the installation package.

- **Option 1:** If the Linux server has no access to the Internet, obtain the **netbrain-licenseagent-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
- **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf netbrain-licenseagent-linux-x86_64-rhel-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@localhost netbraintemp10.1]# tar -zxvf netbrain-licenseagent-linux-x86_64-rhel-10.1.tar.gz
License/
...
License/upgrade.sh
```

6. Run the `cd License` command to navigate to the **License** directory.

7. Run the `./upgrade.sh` command under the **License** directory.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

- 1) Read the license agreement, and then type **YES** and press the **Enter** key.
- 2) Type **I ACCEPT** and press the **Enter** key to accept the license agreement. The script starts to check whether the system configuration of the Linux server meets the requirement, and all required dependent packages are installed for License Agent.

```
[root@localhost License]# ./upgrade.sh

Please read the End User License Agreement ("EULA") for the license type (perpetual or
subscription)
purchased in the order form at https://www.netbraintech.com/legal-tc/ carefully. I have read
the
subscription EULA, if I have purchased a subscription license, or the perpetual EULA, if I
have
purchased a perpetual license, at the link provided above. Please type "YES" if you have read
the
applicable EULA and understand its and understand its contents, or "NO" if you have not read
```

```

the
applicable EULA. [YES/NO]: YES

Do you accept the terms in the subscription EULA, if you have purchased a subscription
license, or
the perpetual EULA, if you have purchased a perpetual license? If you accept, and to continue
with
the installation, please type "I Accept" to continue. If you do not accept, and to quit the
installation script, please type "CANCEL" to stop. [I ACCEPT/CANCEL]: I ACCEPT
INFO: Creating upgrading log...
INFO: Dependent Package:
INFO: Component Name: License Agent
INFO: RPM name: netbrainlicense
INFO: Starting to check system
INFO: 2021-04-14 14-16-29.903: Collecting system information SUCCEEDED.
INFO: 2021-04-14 14-16-29.916: Starting to check rpm exists
INFO: 2021-04-14 14-16-30.014: System checking SUCCEEDED

Getting rpm dependency list of License Agent and Service Monitor Agent...
INFO: 2021-04-14 14-16-53.155: Dependent packages checking SUCCEEDED.
...
netbrainlicense.service - NetBrain license agent service
   Loaded: loaded (/usr/lib/systemd/system/netbrainlicense.service; enabled; vendor preset:
disabled)
   Active: active (running) since Wed 2021-04-14 14:17:13 CST; 2s ago
   Main PID: 12906 (licensed)
   ...
INFO: Successfully installed License Agent. Service is running.
INFO: Backing up uninstall.sh SUCCEEDED.
INFO: Upgrading License Agent SUCCEEDED.

```

8. After the License Agent is successfully upgraded, run the `systemctl status netbrainlicense` command to check its service status.

```

[root@localhost ~]# systemctl status netbrainlicense
netbrainlicense.service - NetBrain license agent service
   Loaded: loaded (/usr/lib/systemd/system/netbrainlicense.service; enabled; vendor preset:
disabled)
   Active: active (running) since Thu 2020-07-16 10:32:04 EDT; 218ms ago
   Main PID: 12906 (licensed)
   Memory: 2.9M
   CGroup: /system.slice/netbrainlicense.service
           └─ 12906 /usr/bin/netbrainlicense/licensed -f
/etc/netbrain/netbrainlicense/licensed.conf

```

1.7. Upgrading Redis

Pre-Upgrade Task

- Service Monitor Agent will be installed or upgraded with Redis and it has dependencies on the third-party package **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the

`rpm -qa | grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:

- **Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
- **Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.

Upgrading Redis

1. Log in to the Linux server as the **root** user.
2. Run the `mkdir` command to create a directory under the **/opt** directory to place the installation package. For example, **netbraintemp10.1**.
3. Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
4. Download the installation package.
 - **Option 1:** If the Linux server has no access to the Internet, obtain the **redis-linux-x86_64-rhel-6.2.6-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
 - **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **redis-linux-x86_64-rhel-6.2.6-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf redis-linux-x86_64-rhel-6.2.6-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@localhost netbraintemp10.1]# tar -zxvf redis-linux-x86_64-rhel-6.2.6-10.1.tar.gz
redis/
...
```



```
redis/upgrade.sh
...
```

6. Run the `cd redis` command to navigate to the **redis** directory.
7. Run the `./upgrade.sh` script under the **redis** directory to upgrade Redis.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

```
[root@localhost redis]# ./upgrade.sh
INFO: Creating upgrading logfile SUCCEEDED
INFO: Component Name: Redis
INFO: Starting to check system
INFO: Collecting system information SUCCEEDED.
INFO: Starting to check Linux OS info
INFO: Starting to check if rpm exists
INFO: Old version of Redis was installed. Upgrade is required.
INFO: Successfully validated for upgrade status. Proceeding with upgrade.
INFO: System checking SUCCEEDED
INFO: redis rpm has been upgraded successfully.
    redis.service - Redis
    Loaded: loaded (/usr/lib/systemd/system/redis.service; enabled; vendor preset: disabled)
    Active: active (running) since Thu 2020-07-16 10:39:02 EDT; 192ms ago
Main PID: 15706 (redis-server)
Memory: 1.8M
CGroup: /system.slice/redis.service
        └─15076 /sbin/redis-nb/redis-server /etc/redis/redis.conf
...
INFO: Upgrading Redis SUCCEEDED
```

8. Run the `systemctl status redis` command to verify whether its service starts successfully.

```
[root@localhost ~]# systemctl status redis
redis.service - Redis
    Loaded: loaded (/usr/lib/systemd/system/redis.service; enabled; vendor preset: disabled)
    Active: active (running) since Thu 2020-07-16 10:39:02 EDT; 15min ago
Main PID: 15076 (redis-server)
Memory: 7.7M
...
```

Note: When your disk space is insufficient for large amounts of logs, you can modify the log settings in the **redis.conf** file under the **/etc/logrotate** directory.

1.8. Upgrading RabbitMQ

Pre-Upgrade Task

- Service Monitor Agent will be installed or upgraded with RabbitMQ and it has dependencies on the third-party package **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the `rpm -qa|grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:
 - **Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
 - **Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.
- RabbitMQ has dependencies on the third-party package **socat** and **logrotate**. Before you install the RabbitMQ, run the `rpm -qa|grep socat` and `rpm -qa|grep logrotate` commands to check whether they have been installed on the server. If they have not been installed yet, you can choose either option below to install the dependencies.
 - **Online Install:** run the `yum -y install socat` and `yum -y install logrotate` commands to install them online.
 - **Offline Install:** refer to [Offline Installing Third-party Dependencies](#) for more details.

Upgrading RabbitMQ

1. Log in to the Linux server as the **root** user.
2. Run the `mkdir` command to create a directory under the **/opt** directory to place the installation package. For example, **netbraintemp10.1**.
3. Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
4. Download the installation package.
 - **Option 1:** If the Linux server has no access to the Internet, obtain the **rabbitmq-linux-x86_64-rhel-3.8.19-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
 - **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **rabbitmq-linux-x86_64-rhel-3.8.19-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf rabbitmq-linux-x86_64-rhel-3.8.19-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@localhost netbraintemp10.1]# tar -zxvf rabbitmq-linux-x86_64-rhel-3.8.19-10.1.tar.gz
rabbitmq/
rabbitmq/config/
rabbitmq/config/setup.conf
...
rabbitmq/upgrade.sh
..
```

6. Run the `cd rabbitmq` command to navigate to the **rabbitmq** directory.
7. Run the `./upgrade.sh` script under the **rabbitmq** directory to upgrade RabbitMQ.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

```
[root@localhost rabbitmq]# ./upgrade.sh
INFO: Creating upgrading log file SUCCEEDED
INFO: 2020-07-16 10:56-22.399: Component Name: RabbitMQ
INFO: 2020-07-16 10:56-22.410: RPM name: rabbitmq-server
INFO: 2020-07-16 10:56-22.421: Starting to check system
INFO: 2020-07-16 10:56-23.801: Collecting system information SUCCEEDED.
INFO: 2020-07-16 10:56-23.806: Starting to check Linux OS info
INFO: 2020-07-16 10:56-23.822: Starting to check if rpm exists
INFO: 2020-07-16 10:56-24.586: Old version of RabbitMQ was installed. Upgrade is required.
INFO: 2020-07-16 10:56-24.598: Successfully validated for upgrade status. Proceeding with upgrade.
INFO: 2020-07-16 10:56-24.611: System checking SUCCEEDED
...
INFO: 2020-07-16 10:56-43.062: Upgrading RabbitMQ SUCCEEDED.
```

8. Run the `systemctl status rabbitmq-server` command to verify whether its service starts successfully.

```
[root@localhost ~]# systemctl status rabbitmq-server
rabbitmq-server.service - RabbitMQ broker
   Loaded: loaded (/usr/lib/systemd/system/rabbitmq-server.service; enabled; vendor preset: disabled)
   Active: active (running) since MON Thu 2020-07-16 10:56:42 EDT; 22ms ago
     Process: 18499 ExecStop=/usr/sbin/rabbitmqctl shutdown (code=exited, status=0/SUCCESS)
    Main PID: 18563 (beam.smp)
     Status: "Initialized"
```

Memory: 96.5M

...

1.9. Upgrading Service Monitor Agent

Select either of the following ways to upgrade your Service Monitor Agent, depending on the operating system:

- [Upgrading Service Monitor Agent on Linux](#)
- [Upgrading Service Monitor Agent on Windows](#)

1.9.1. Upgrading Service Monitor Agent on Linux

Pre-Upgrade Tasks

Service Monitor Agent has dependencies on the third-party package on **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the `rpm -qa | grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel gcc"` command to check whether **zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc** has been installed on this Linux server. If it has not been installed, you can choose either option below to install the dependencies:

- **Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install it online.
- **Offline Install:** see [Appendix](#) for more details.

Upgrading Service Monitor Agent on Linux

1. Log in to the Linux server as the **root** user.
2. Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
3. Download the installation package.
 - **Option 1:** If the Linux server has no access to the Internet, obtain the **netbrain-servicemonitoragent-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
 - **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **netbrain-servicemonitoragent-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

4. Run the `tar -zxvf netbrain-servicemonitoragent-linux-x86_64-rhel-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@localhost netbraintemp10.1]# tar -zxvf netbrain-servicemonitoragent-linux-x86_64-rhel-10.1.tar.gz
ServiceMonitorAgent/
ServiceMonitorAgent/config/
ServiceMonitorAgent/config/setup.conf
...
ServiceMonitorAgent/upgrade.sh
ServiceMonitorAgent/fix_releaseinfo.json
```

5. Run the `cd ServiceMonitorAgent` command to navigate to the **ServiceMonitorAgent** directory.
6. Run the `./upgrade.sh` script under the **ServiceMonitorAgent** directory to upgrade the Service Monitor Agent.
 - 1) Read the License Agreement, and type **YES**.
 - 2) Type **I ACCEPT** to accept the License Agreement. The script starts to install Service Monitor Agent.

```
[root@localhost ServiceMonitorAgent]# ./upgrade.sh

Please read the End User License Agreement ("EULA") for the license type (perpetual or subscription) purchased in the order form at
https://www.netbraintech.com/legal-tc/ carefully. I have read the subscription EULA, if I have purchased a subscription license, or the perpetual EULA, if I have purchased a perpetual license, at the link provided above. Please type "YES" if you have read the applicable EULA and understand its contents, or "NO" if you have not read the applicable EULA. [YES/NO]: YES

Do you accept the terms in the subscription EULA, if you have purchased a subscription license, or the perpetual EULA, if you have purchased a perpetual license? If you accept, and to continue with the installation, please type "I Accept" to continue. If you do not accept, and to quit the installation script, please type "CANCEL" to stop. [I ACCEPT/CANCEL]: I ACCEPT
INFO: Creating upgrading log file SUCCEEDED
INFO: Collecting system information SUCCEEDED.
INFO: Starting to get previous installation parameters.
...
INFO: Configuration parameters checking SUCCEEDED.
INFO: Start to install service monitor...
...
Successfully upgraded Service Monitor Agent. Service is running.
```

7. Run the `systemctl status netbrainagent` command to verify whether its service starts successfully.

```
[root@localhost ~]# systemctl status netbrainagent
netbrainagent.service - NetBrain Service Monitor Agent Daemon
```

```
Loaded: loaded (/usr/lib/systemd/system/netbrainagent.service; enabled; vendor preset: disabled)
Active: active (running) since Tue 2020-07-14 13:36:28 EDT; 71ms ago
Main PID: 4520 (python3)
Memory: 73.5M
...
```

8. Repeat the above steps to upgrade the Service Monitor Agent on more Linux servers.

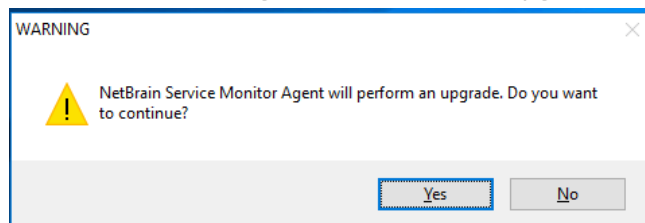
1.9.2. Upgrading Service Monitor Agent on Windows

Complete the following steps with administrative privileges.

1. Download the **netbrain-servicemonitoragent-windows-x86_64-10.1.zip** file and save it in your local folder.

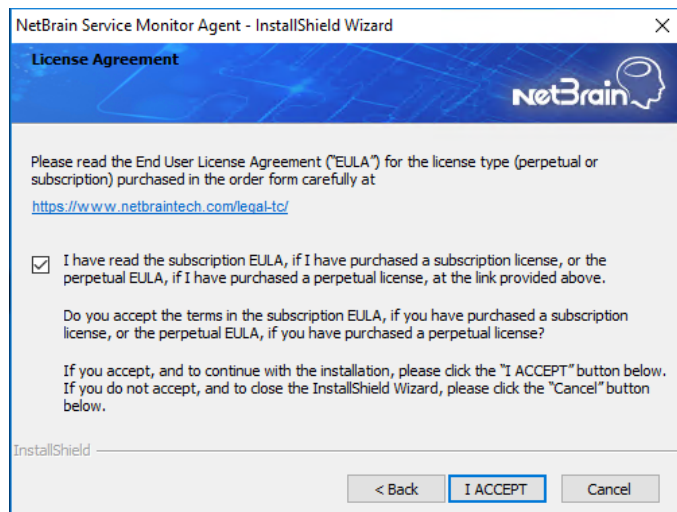
Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-servicemonitoragent-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-servicemonitoragent-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to start the Installation Wizard.
 - 1) Click **Yes** in the dialog box to initiate the upgrade.

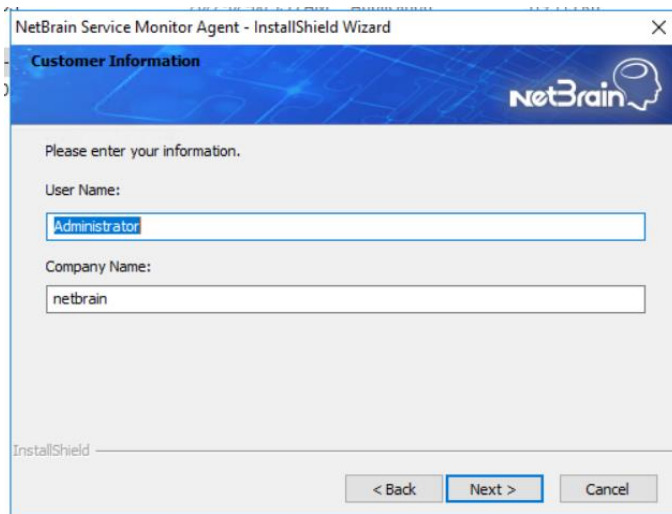


- 2) On the Welcome page, click **Next**.
- 3) On the System Configuration page, review the system configuration summary and click **Next**.

- 4) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.

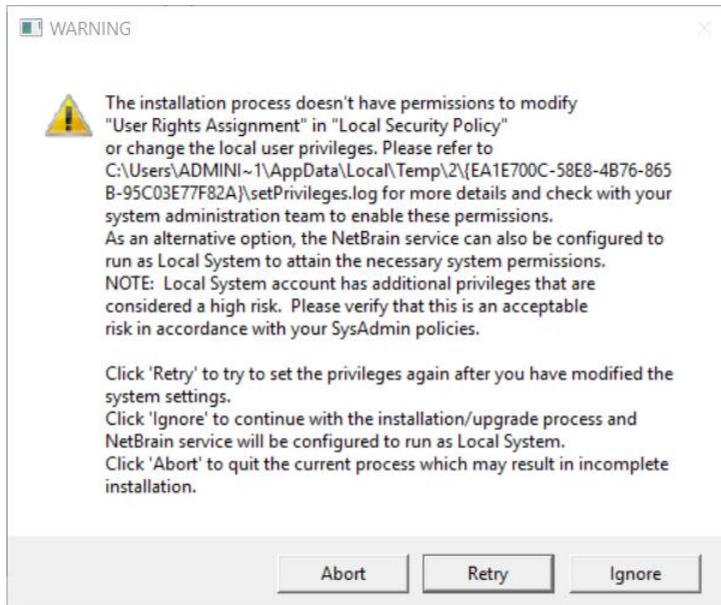


- 5) On the Customer Information page, input your username and company name. Click **Next**.



- 6) Review the summary of the installation information and click **Install**.
- 7) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify "User Rights Assignment" in "Local Security Policy" or change the local user

privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.

4. After successfully upgrading the Service Monitor Agent, click **Finish**.

Tip: You can open the Task Manager and navigate to the **Services** panel to check whether **NetBrainAgent** is running.

5. Repeat the above steps to upgrade the Service Monitor Agent on more Windows servers.

1.10. Upgrading Web/Web API Server

Note: Before the upgrading, clean the **C:\Windows\Temp** folder to make sure the upgrade process goes smoothly.

Note: It is not allowed to upgrade any Worker Server and Web API Server at the same time. Otherwise, it will cause DB data initializing failure.

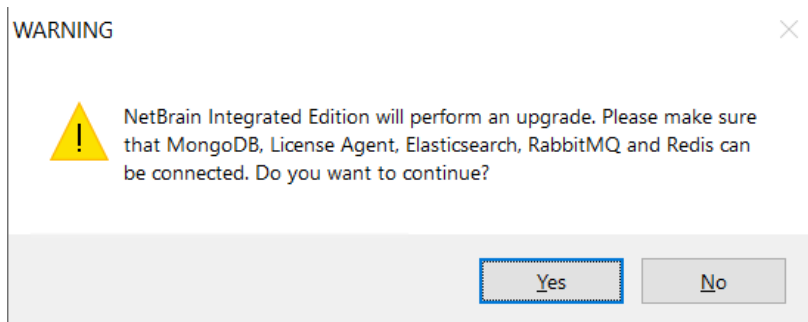
Note: Service Monitor Agent needs to be installed prior to installing Web/Web API Server. If you do not install the Service Monitor Agent, see [Installing Service Monitor Agent on Windows](#) for more detailed steps of installation. If you have installed before, refer to [Upgrading Service Monitor Agent on Windows](#) for more detailed steps of upgrading Service Monitor Agent.

Complete the following steps to upgrade Web API Server and Web Server on the same machine with administrative privileges.

1. Download the **netbrain-ie-windows-x86_64-10.1.zip** file and save it in your local folder.

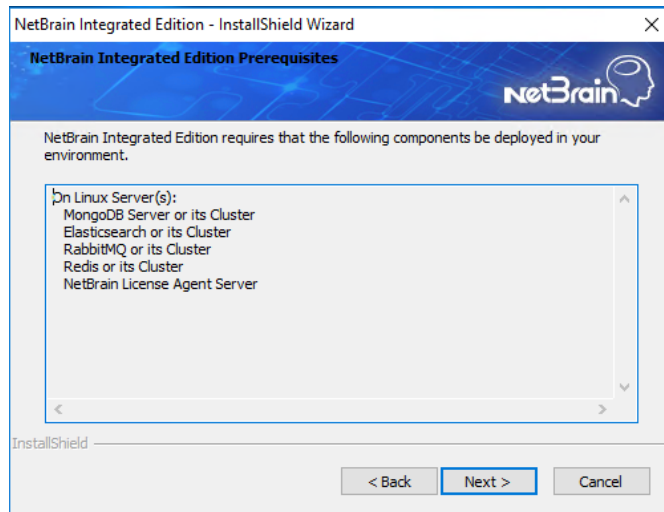
Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-ie-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-ie-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to start the Installation Wizard.
4. Follow the Installation Wizard to complete the upgrade step by step:
 - 1) Stop the services of Web/Web API server manually before continuing the upgrade.
 - 2) Click **Yes** in the dialog box to initiate the upgrade.

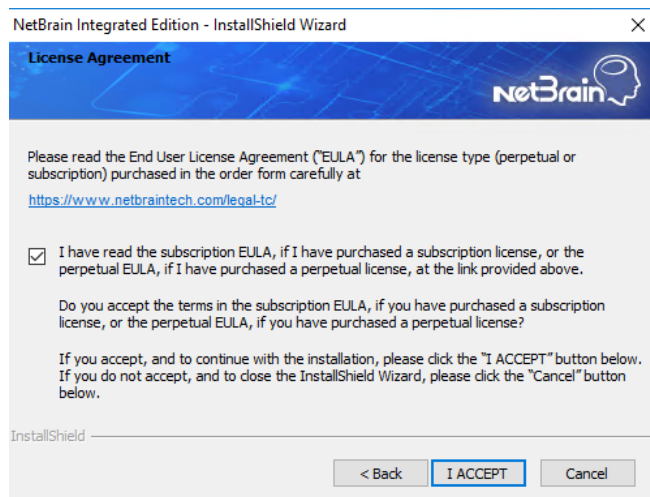


- 3) On the Welcome page, click **Next**.

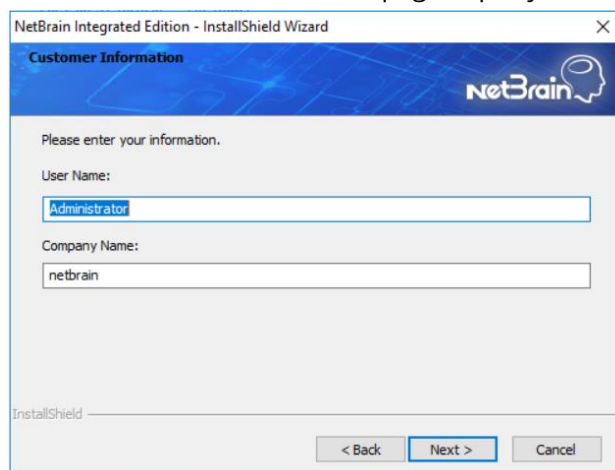
- 4) On the NetBrain Integrated Edition Prerequisites page, read the components that must be set up in your environment beforehand and click **Next**.



- 5) On the System Configuration page, review the system configuration summary and click **Next**.
- 6) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.



- 7) On the Customer Information page, input your username and company name. Click **Next**.



8) On the MongoDB Server Connection page, confirm the information and click **Next**.

The screenshot shows the 'MongoDB Server Connection' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. The main content area is white and contains the following fields and instructions:

- Address:** A text box containing '192.168.28.251:27017'. Below it, a note says: 'Format: <Address>.<Port>. For example: 10.10.10.10:27017. Use the Ctrl+Enter keys to add all the servers for a replica set. The first entry should be the primary server address; the last entry should be the arbiter address.'
- Input User Name and Password:** A checkbox that is unchecked. Below it are text boxes for 'User Name:' and 'Password:'.
- Replica Set Name:** A text box containing 'rs'. Below it, a note says: 'You can confirm the replica set name from the /etc/mongodb/mongod.conf file on the MongoDB Server.'
- Use SSL:** A checkbox that is unchecked.
- Validation Timeout (seconds):** A text box containing '30'.

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted in blue.

9) On the License Agent Server Information page, verify the information to connect to the License Agent, and then click **Next**.

The screenshot shows the 'License Agent Server Information' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. The main content area is white and contains the following fields and instructions:

- License Agent port:** A text box containing '27654'. Above it, a note says: 'License Agent should be installed in all the MongoDB primary and secondary nodes.'
- Use SSL:** A checkbox that is unchecked.
- Validation Timeout (seconds):** A text box containing '30'.

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted in blue.

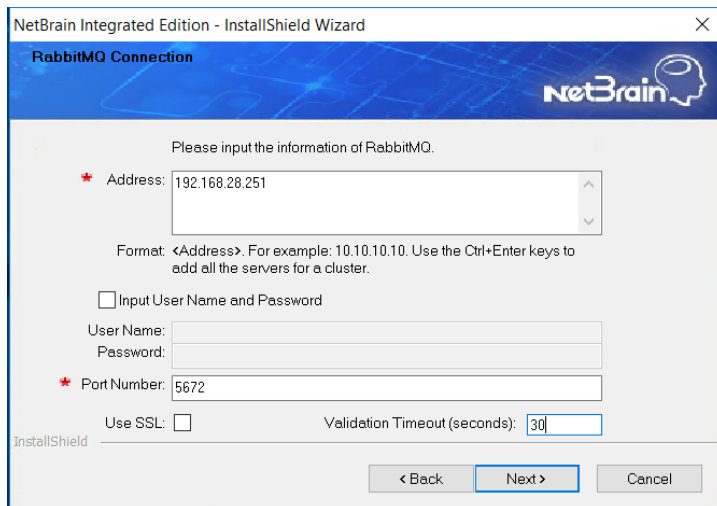
10) On the Elasticsearch Connection page, confirm the information and click **Next**.

The screenshot shows the 'Elasticsearch Connection' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. The main content area is white and contains the following fields and instructions:

- Address:** A text box containing '192.168.28.251:9200'. Below it, a note says: 'Format: <Address>.<Port>. For example: 10.10.10.10:9200. Use the Ctrl+Enter keys to add all the servers.'
- Input User Name and Password:** A checkbox that is unchecked. Below it are text boxes for 'User Name:' and 'Password:'.
- Use SSL:** A checkbox that is unchecked.
- Validation Timeout (seconds):** A text box containing '30'.

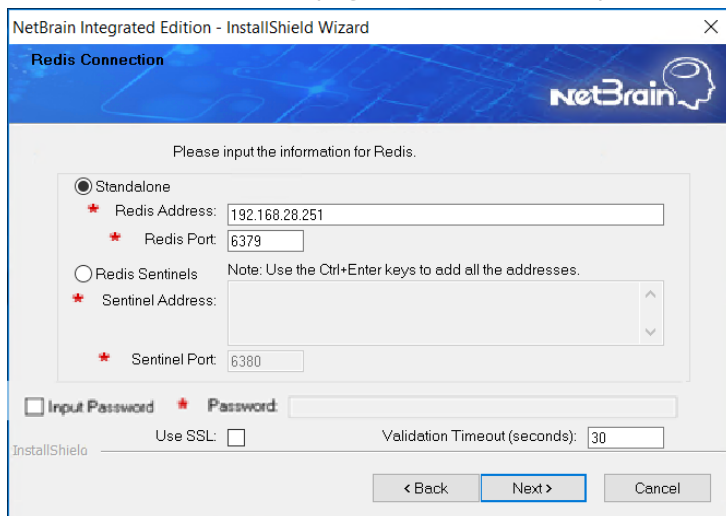
At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted in blue.

11) On the RabbitMQ Connection page, confirm the information and click **Next**.



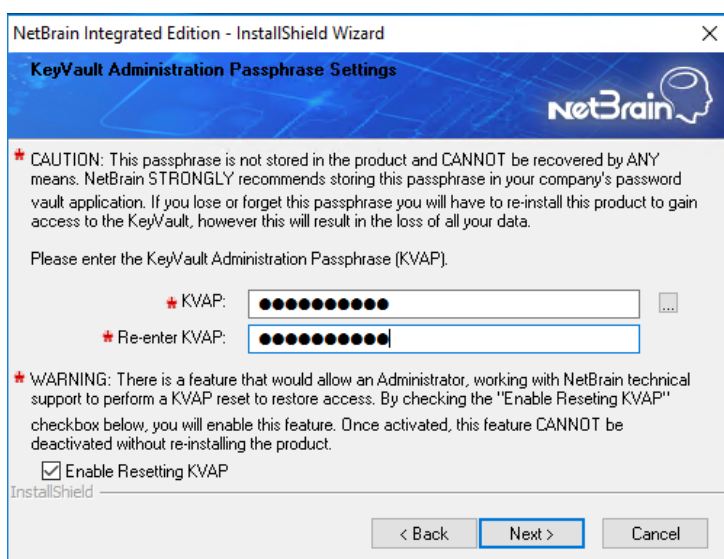
The screenshot shows the 'RabbitMQ Connection' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. Below the header, it says 'Please input the information of RabbitMQ.' There are several input fields: 'Address' with the value '192.168.28.251', 'Port Number' with the value '5672', and 'Validation Timeout (seconds)' with the value '30'. There are also checkboxes for 'Input User Name and Password' and 'Use SSL'. The 'Next >' button is highlighted in blue.

12) On the Redis Connection page, enter the admin password of the Redis, and then click **Next**.



The screenshot shows the 'Redis Connection' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. Below the header, it says 'Please input the information for Redis.' There are two radio buttons: 'Standalone' (selected) and 'Redis Sentinels'. Under 'Standalone', there are input fields for 'Redis Address' (192.168.28.251) and 'Redis Port' (6379). Under 'Redis Sentinels', there are input fields for 'Sentinel Address' and 'Sentinel Port' (6380). There is a checkbox for 'Input Password' and a 'Password' field. The 'Next >' button is highlighted in blue.

13) On the KeyVault Administration Passphrase Settings page, enter the existing passphrase twice and click **Next**.



The screenshot shows the 'KeyVault Administration Passphrase Settings' page of the NetBrain Integrated Edition - InstallShield Wizard. The page has a blue header with the NetBrain logo. Below the header, there is a caution message: 'CAUTION: This passphrase is not stored in the product and CANNOT be recovered by ANY means. NetBrain STRONGLY recommends storing this passphrase in your company's password vault application. If you lose or forget this passphrase you will have to re-install this product to gain access to the KeyVault, however this will result in the loss of all your data.' Below the caution, it says 'Please enter the KeyVault Administration Passphrase (KVAP)'. There are two input fields for 'KVAP' and 'Re-enter KVAP', both filled with dots. There is a checkbox for 'Enable Resetting KVAP' which is checked. The 'Next >' button is highlighted in blue.

Note: Keep notes of the passphrase because it is required when you scale up or upgrade these servers. In case of losing the passphrase, keep the **Enable Resetting KVAP** check box selected so that NetBrain system admin can reset the passphrase at any time.

- 14) On the Enable Platform Resources Auto Update page, if you want these resources to be downloaded automatically, check the Download and Install Platform Resources Automatically box. Click **Next**.

NetBrain Integrated Edition - InstallShield Wizard

Enable Platform Resources Auto Update

By enabling the automatic download and installation of platform resources capability, updates to these resources will automatically be downloaded from NetBrain and updated into this system. These resources can include custom scripts that have been developed in conjunction with your networking team and other resources that may include but are not limited to the following resource types:

Data View Template	Vendor Model
Parser	...
Network Device Driver	
Device Type	
Qapp/Gapp	

Please check the box if you consent to these automatic resource updates and that the updates are allowed by your company policies.

☒ Download and Install Platform Resources Automatically

InstallShield

< Back Next > Cancel

- 15) On the Auto Update Server page, verify the configuration summary and then click **Next**.

NetBrain Integrated Edition - InstallShield Wizard

Auto Update Server

Please specify the settings for the Auto Update Server. Note: The address should be the IP address of this machine.

* Listen Address: 192.168.29.62

* Listen Port: 9099

☐ Use SSL between Auto Update Server and Client

* Certificate: Browse..

* Private Key: Browse..

InstallShield

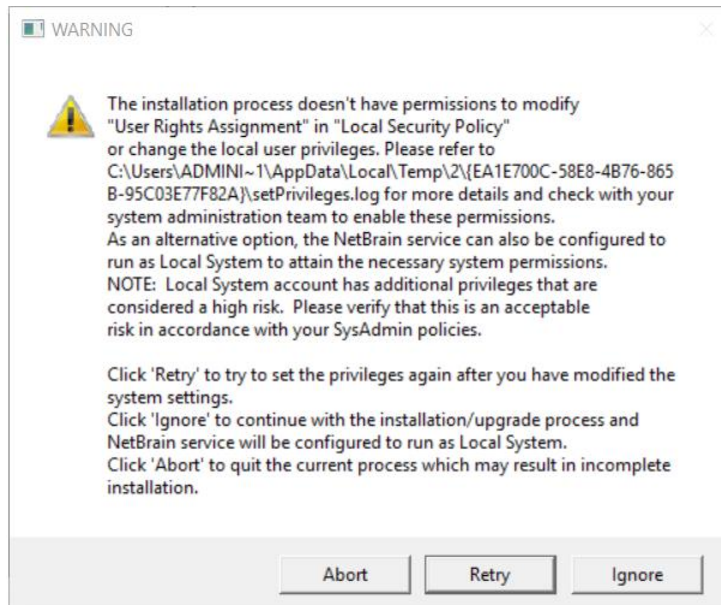
< Back Next > Cancel

Note: The listen address is the address of Web API Server. It can only be the IP address of the machine.

Note: To enable the SSL between Auto Update Server and Client, select the Use SSL checkbox and upload the certificate file that contains the public key as well as the private key file in the respective fields below.

16) Review the summary of the installation settings and click **Install**. The installation will take some time and it depends on the scale of your database.

17) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify “User Rights Assignment” in “Local Security Policy” or change the local user privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.

5. After successfully upgrading the Web Server and Web API Server, click **Finish**.
6. Open the IIS Manager to check that the **Default Web Site** and **ServicesAPI** service exist.
7. Open the Task Manager to check that the **NetBrainKCProxy** service is running.

Post-Upgrade Tasks

Uninstall NetBrain Update Server from the Windows Control Panel.

Follow the steps below to recover the special settings if you have customized the **Web.config** file for your Web Server and/or Web API Server:

- 1) Navigate to **NetBrain > Web Server** and locate the backup file **backup_Web.config** under **nb_publish_server** and **nb_publish_client**.
- 2) Manually recover the settings one by one in **Web.config** according to the previous configurations in the backup file **backup_Web.config**.

Note: DO NOT directly replace the **Web.config** file with the backup file as it may cause log-in problems for NetBrain Workstation.

Note: Contact [NetBrain Support Team](#) if you have any questions regarding the specific items in the **Web.config** file that need to be recovered.

- 3) Restart the IIS service to make the recovery effective.

1.11. Upgrading Worker Server

Note: Before the upgrading, clean the **C:\Windows\Temp** folder to make sure the upgrade process goes smoothly.

Note: Service Monitor Agent needs to be installed prior to installing Worker Server. If you do not install the Service Monitor Agent, see [Installing Service Monitor Agent on Windows](#) for more detailed steps of installation. If you have installed before, refer to [Upgrading Service Monitor Agent on Windows](#) for more detailed steps of upgrading Service Monitor Agent.

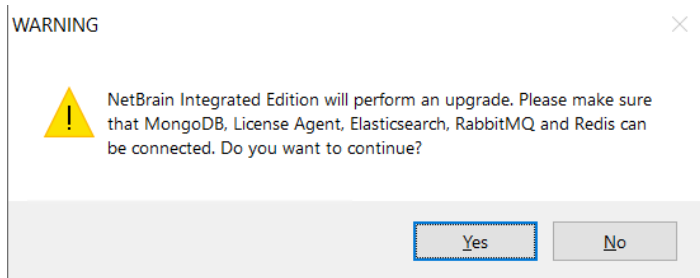
Complete the following steps with administrative privileges.

1. Download the **netbrain-ie-windows-x86_64-10.1.zip** file and save it in your local folder.

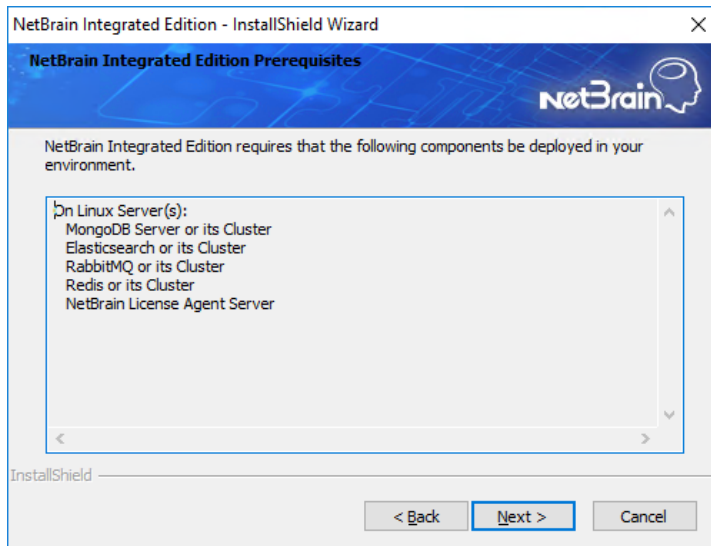
Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-ie-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-ie-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to launch the Installation Wizard.

4. Follow the Installation Wizard to complete the upgrade step by step:
 - 1) Stop the service of worker server manually before continuing the upgrade.
 - 2) Click **Yes** in the dialog box.

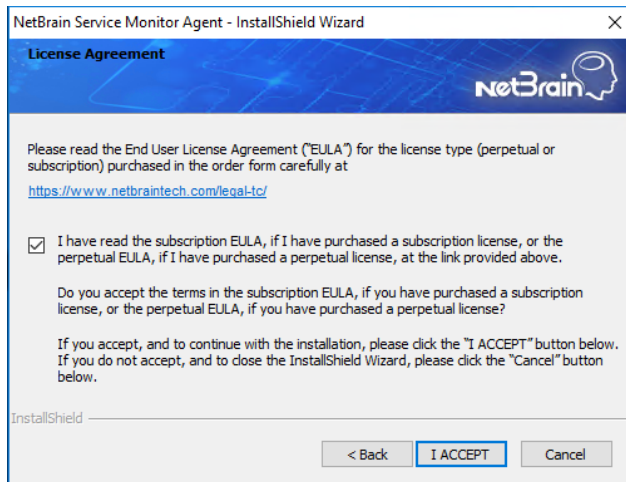


- 3) On the Welcome page, click **Next**.
- 4) On the NetBrain Integrated Edition Prerequisites page, read the components that must be set up in your environment beforehand and click **Next**.



- 5) On the System Configuration page, review the system configuration summary and click **Next**.

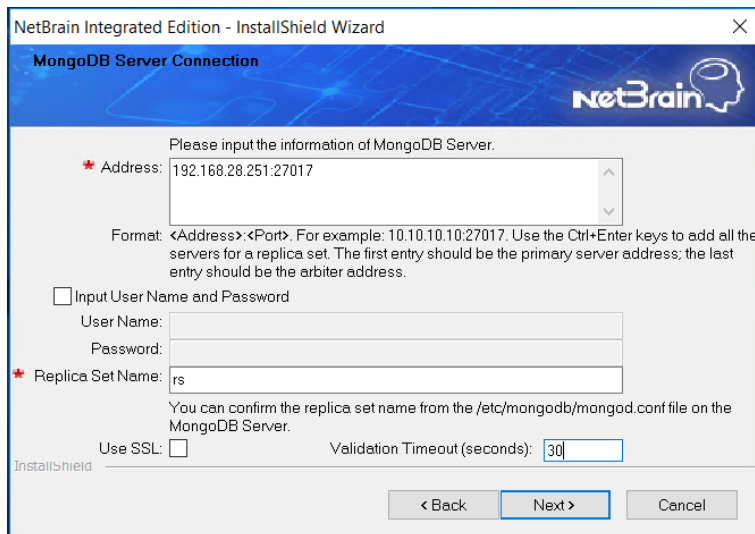
- 6) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.



The screenshot shows the 'License Agreement' window of the NetBrain Service Monitor Agent. It features the NetBrain logo and a blue header. The main text asks the user to read the End User License Agreement (EULA) and provides a link: <https://www.netbraintech.com/legal-tc/>. A checkbox is checked, indicating that the user has read the subscription EULA. Below this, there is a question about accepting the terms of the subscription EULA. At the bottom, there are three buttons: '< Back', 'I ACCEPT' (highlighted with a blue border), and 'Cancel'.

- 7) On the Customer Information page, input your username and company name. Click **Next**.

- 8) On the MongoDB Server Connection page, confirm the information and click **Next**.



The screenshot shows the 'MongoDB Server Connection' window of the NetBrain Integrated Edition. It features the NetBrain logo and a blue header. The main text asks the user to input the information of the MongoDB Server. There is a text box for the 'Address' with the value '192.168.28.251:27017'. Below this, there is a note about the format: 'Format: <Address><Port>. For example: 10.10.10.10:27017. Use the Ctrl+Enter keys to add all the servers for a replica set. The first entry should be the primary server address; the last entry should be the arbiter address.' There is a checkbox for 'Input User Name and Password' which is unchecked. Below this, there are text boxes for 'User Name' and 'Password'. There is a text box for 'Replica Set Name' with the value 'rs'. Below this, there is a note: 'You can confirm the replica set name from the /etc/mongodb/mongod.conf file on the MongoDB Server.' There is a checkbox for 'Use SSL' which is unchecked. There is a text box for 'Validation Timeout (seconds)' with the value '30'. At the bottom, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

- 9) On the Elasticsearch Connection page, confirm the information and click **Next**.

The screenshot shows the 'Elasticsearch Connection' window of the NetBrain Integrated Edition - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main area is white and contains the following fields and controls:

- Title Bar:** NetBrain Integrated Edition - InstallShield Wizard
- Section Header:** Elasticsearch Connection
- Instruction:** Please input the information of Elasticsearch.
- Address:** A text box containing '192.168.28.251:9200'. A red asterisk is next to the label.
- Format:** <Address>.<Port>. For example: 10.10.10.10:9200. Use the Ctrl+Enter keys to add all the servers.
- Input User Name and Password:** A checkbox that is currently unchecked.
- User Name:** An empty text box.
- Password:** An empty text box.
- Use SSL:** A checkbox that is currently unchecked.
- Validation Timeout (seconds):** A text box containing '30'.
- Buttons:** < Back, Next >, and Cancel.

- 10) On the RabbitMQ Connection page, confirm the information and click **Next**.

The screenshot shows the 'RabbitMQ Connection' window of the NetBrain Integrated Edition - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main area is white and contains the following fields and controls:

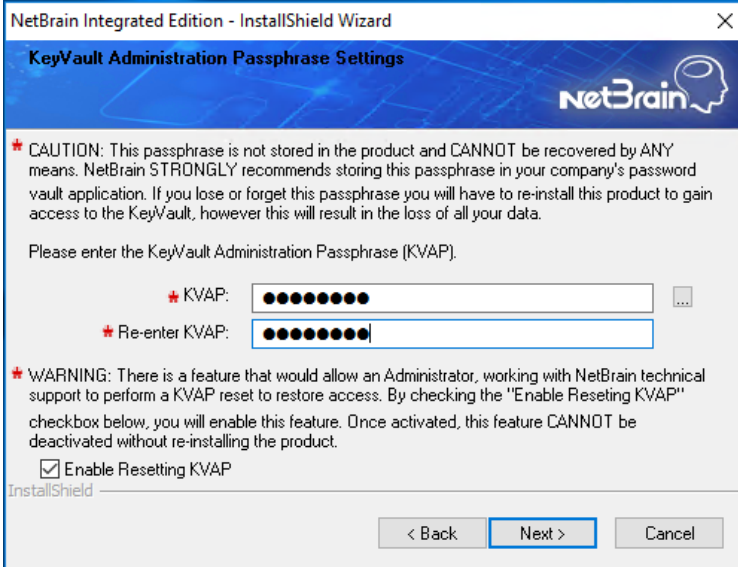
- Title Bar:** NetBrain Integrated Edition - InstallShield Wizard
- Section Header:** RabbitMQ Connection
- Instruction:** Please input the information of RabbitMQ.
- Address:** A text box containing '192.168.28.251'. A red asterisk is next to the label.
- Format:** <Address>. For example: 10.10.10.10. Use the Ctrl+Enter keys to add all the servers for a cluster.
- Input User Name and Password:** A checkbox that is currently unchecked.
- User Name:** An empty text box.
- Password:** An empty text box.
- Port Number:** A text box containing '5672'. A red asterisk is next to the label.
- Use SSL:** A checkbox that is currently unchecked.
- Validation Timeout (seconds):** A text box containing '30'.
- Buttons:** < Back, Next >, and Cancel.

- 11) On the Redis Connection page, enter the admin password of the Redis, and then click **Next**.

The screenshot shows the 'Redis Connection' window of the NetBrain Integrated Edition - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main area is white and contains the following fields and controls:

- Title Bar:** NetBrain Integrated Edition - InstallShield Wizard
- Section Header:** Redis Connection
- Instruction:** Please input the information for Redis.
- Standalone:** A radio button that is currently selected.
- Redis Address:** A text box containing '192.168.28.251'. A red asterisk is next to the label.
- Redis Port:** A text box containing '6379'. A red asterisk is next to the label.
- Redis Sentinels:** A radio button that is currently unselected. A note next to it says: Note: Use the Ctrl+Enter keys to add all the addresses.
- Sentinel Address:** A text box containing '192.168.28.251'. A red asterisk is next to the label.
- Sentinel Port:** A text box containing '6380'. A red asterisk is next to the label.
- Input Password:** A checkbox that is currently unchecked.
- Password:** A text box containing '12345678'. A red asterisk is next to the label.
- Use SSL:** A checkbox that is currently unchecked.
- Validation Timeout (seconds):** A text box containing '30'.
- Buttons:** < Back, Next >, and Cancel.

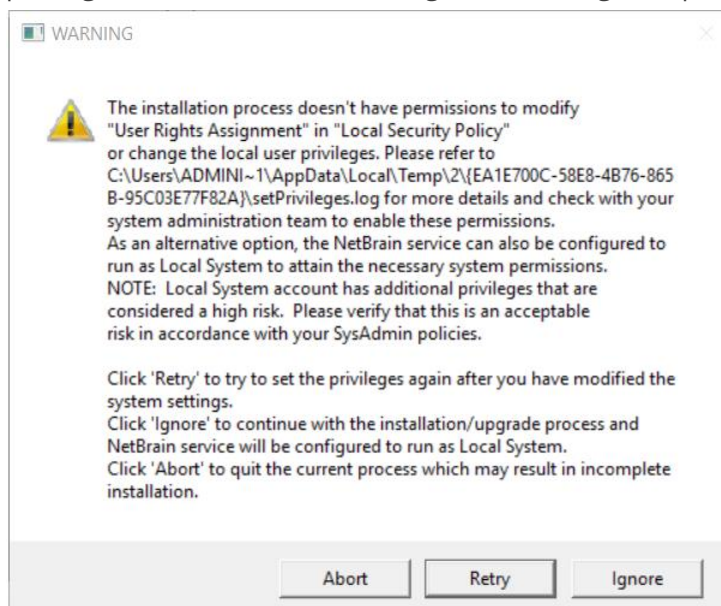
- 12) On the KeyVault Administration Passphrase Settings page, enter the existing passphrase twice and click **Next**.



The screenshot shows the 'KeyVault Administration Passphrase Settings' window of the NetBrain Integrated Edition - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main content area contains a caution message: 'CAUTION: This passphrase is not stored in the product and CANNOT be recovered by ANY means. NetBrain STRONGLY recommends storing this passphrase in your company's password vault application. If you lose or forget this passphrase you will have to re-install this product to gain access to the KeyVault, however this will result in the loss of all your data.' Below this, it says 'Please enter the KeyVault Administration Passphrase (KVAP)'. There are two input fields: 'KVAP:' and 'Re-enter KVAP:', both with masked characters. A warning message follows: 'WARNING: There is a feature that would allow an Administrator, working with NetBrain technical support to perform a KVAP reset to restore access. By checking the "Enable Resetting KVAP" checkbox below, you will enable this feature. Once activated, this feature CANNOT be deactivated without re-installing the product.' The 'Enable Resetting KVAP' checkbox is checked. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Note: Keep notes of the passphrase because it is required when you scale up or upgrade the Application Server. In case of losing the passphrase, keep the **Enable Resetting KVAP** check box selected so that NetBrain system admin can reset the passphrase at any time.

- 13) Review the summary of the installation information and click **Install**.
- 14) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify "User Rights Assignment" in "Local Security Policy" or change the local user privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.

5. After successfully upgrading the Worker Server, click **Finish**.
6. Open the Task Manager and navigate to the **Services** panel to check that the **NetBrainWorkerServer** service is running.
7. If you have deployed a Worker Server Cluster for load balancing, you can repeat the above steps to upgrade the Worker Servers on separate machines.

Note: Make sure all cluster members have the same configurations for MongoDB, License Agent, Elasticsearch, RabbitMQ, and Redis. And your network configurations allow communications among them.

1.12. Upgrading Task Engine

Note: Before the upgrading, clean the **C:\Windows\Temp** folder to make sure the upgrade process goes smoothly.

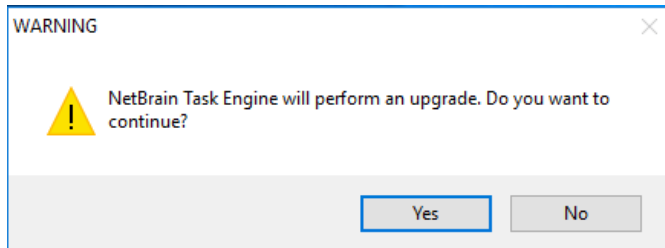
Note: Service Monitor Agent needs to be installed prior to installing Task Engine. If you do not install the Service Monitor Agent, see [Installing Service Monitor Agent on Windows](#) for more detailed steps of installation. If you have installed before, refer to [Upgrading Service Monitor Agent on Windows](#) for more detailed steps of upgrading Service Monitor Agent.

Complete the following steps with administrative privileges.

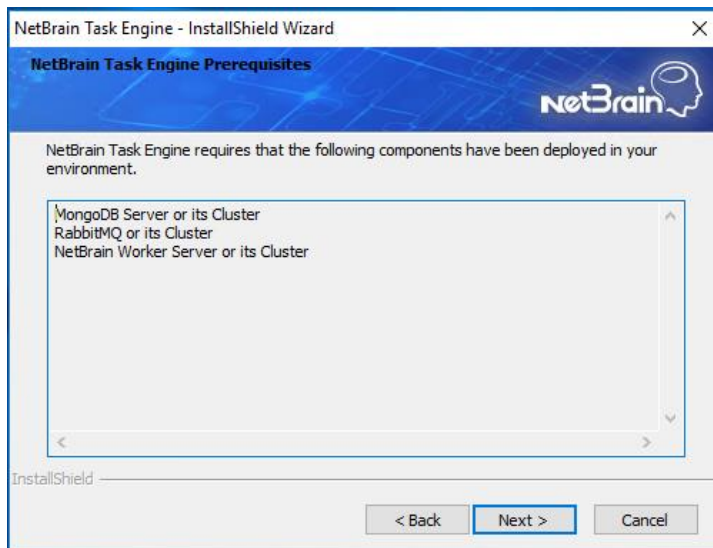
1. Download the **netbrain-taskengine-windows-x86_64-10.1.zip** file and save it in your local folder.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-taskengine-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-taskengine-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to start the Installation Wizard.
 - 1) Click **Yes** in the dialog box to initiate the upgrade.

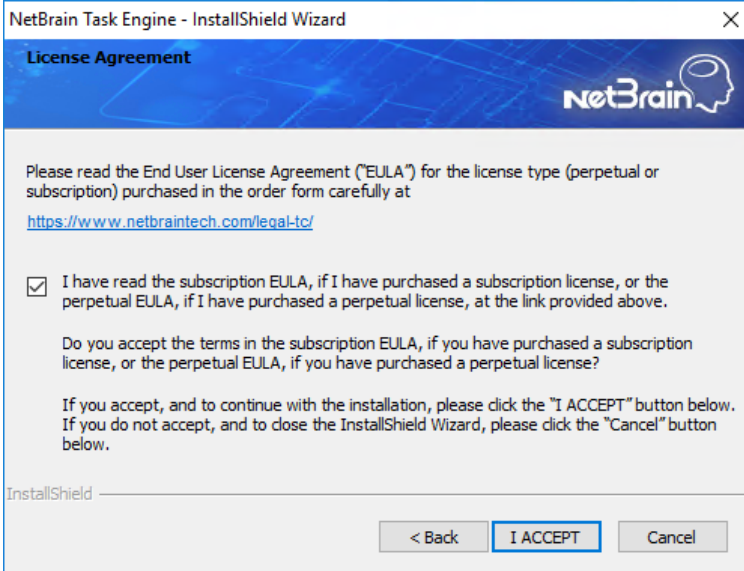


- 2) On the Welcome page, click **Next**.
- 3) On the NetBrain Task Engine Prerequisites page, view the components that must be deployed beforehand in your environment and click **Next**.



- 4) On the System Configuration page, review the system configuration summary and click **Next**.

- 5) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.



The screenshot shows the 'License Agreement' window of the NetBrain Task Engine - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main content area contains text about the End User License Agreement (EULA) and a link to the legal terms. A checkbox is checked, indicating that the user has read the subscription EULA. Below the checkbox, there is a question about accepting the terms and instructions on how to proceed. At the bottom, there are three buttons: '< Back', 'I ACCEPT' (which is highlighted with a blue border), and 'Cancel'.

NetBrain Task Engine - InstallShield Wizard

License Agreement

Please read the End User License Agreement ("EULA") for the license type (perpetual or subscription) purchased in the order form carefully at <https://www.netbraintech.com/legal-tc/>

☒ I have read the subscription EULA, if I have purchased a subscription license, or the perpetual EULA, if I have purchased a perpetual license, at the link provided above.

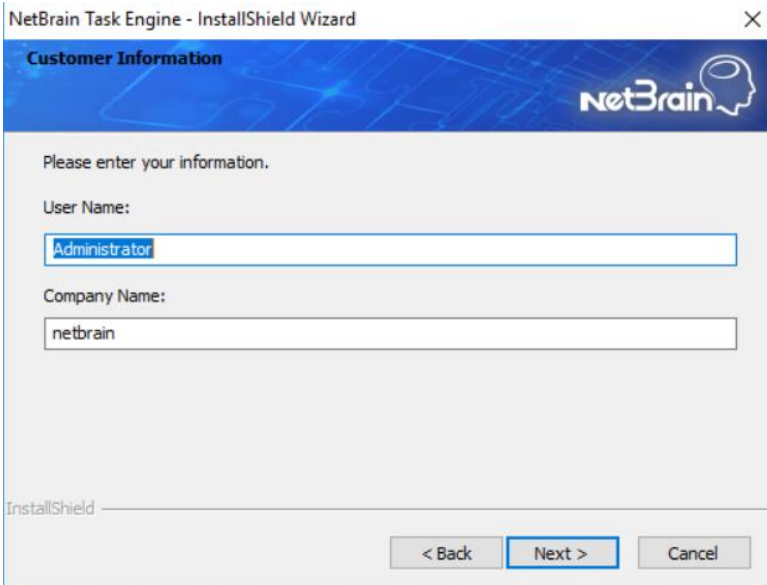
Do you accept the terms in the subscription EULA, if you have purchased a subscription license, or the perpetual EULA, if you have purchased a perpetual license?

If you accept, and to continue with the installation, please click the "I ACCEPT" button below. If you do not accept, and to close the InstallShield Wizard, please click the "Cancel" button below.

InstallShield

< Back I ACCEPT Cancel

- 6) On the Customer Information page, input your username and company name. Click **Next**.



The screenshot shows the 'Customer Information' window of the NetBrain Task Engine - InstallShield Wizard. The window has a blue header with the NetBrain logo. The main content area contains a prompt to enter user information. There are two input fields: 'User Name' with the value 'Administrator' and 'Company Name' with the value 'netbrain'. At the bottom, there are three buttons: '< Back', 'Next >' (which is highlighted with a blue border), and 'Cancel'.

NetBrain Task Engine - InstallShield Wizard

Customer Information

Please enter your information.

User Name:
Administrator

Company Name:
netbrain

InstallShield

< Back Next > Cancel

- 7) On the MongoDB Server Connection page, confirm the information and click **Next**.

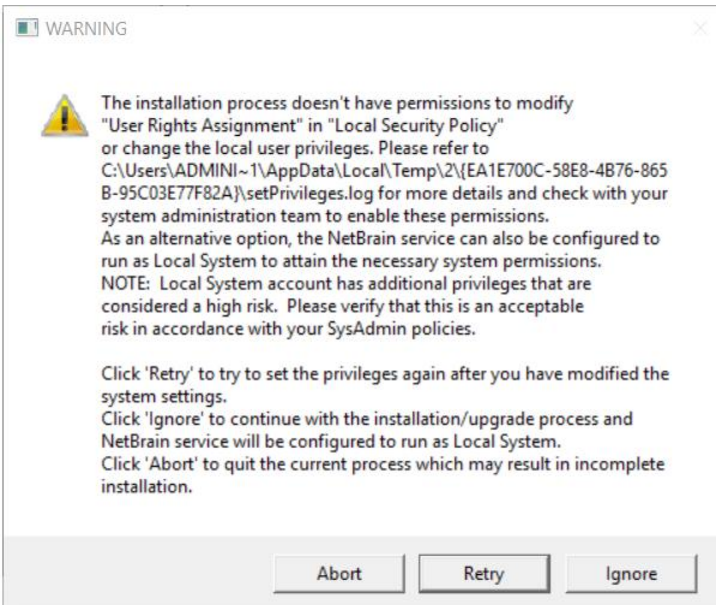
The screenshot shows the 'MongoDB Server Connection' window of the NetBrain Task Engine - InstallShield Wizard. The window has a blue header with the NetBrain logo. Below the header, it says 'Please input the details of MongoDB Server configuration.' There is a text box for 'Address' containing '192.168.28.251:27017'. Below this, it says 'Format: <Address>.<Port>. For example: 10.10.10.10:27017. Use the Ctrl+Enter keys to add all the servers for a replica set.' There is a checkbox for 'Input User Name and Password' which is unchecked. Below this are text boxes for 'User Name:' and 'Password:'. There is a text box for 'Replica Set Name:' containing 'rs'. There is a checkbox for 'Use SSL:' which is unchecked. There is a text box for 'Validation Timeout (seconds):' containing '30'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

- 8) On the RabbitMQ Connection page, confirm the information and click **Next**

The screenshot shows the 'RabbitMQ Connection' window of the NetBrain Task Engine - InstallShield Wizard. The window has a blue header with the NetBrain logo. Below the header, it says 'Please input the details of the RabbitMQ configuration.' There is a text box for 'Address' containing '192.168.28.251'. Below this, it says 'Format: <Address>. For example: 10.10.10.10. Use the Ctrl+Enter keys to add all the servers for a cluster.' There is a checkbox for 'Input User Name and Password' which is unchecked. Below this are text boxes for 'User Name:' and 'Password:'. There is a text box for 'Port Number:' containing '5672'. There is a checkbox for 'Use SSL:' which is unchecked. There is a text box for 'Validation Timeout (seconds):' containing '30'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

- 9) Review the summary of the installation information and then click **Install**.
- 10) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify "User Rights Assignment" in "Local Security Policy" or change the local user

privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.

4. After successfully upgrading the Task Engine, click **Finish**.
5. Open the Task Manager and navigate to the **Services** panel to check that the **NetBrainTaskEngine** service is running.

1.13. Upgrading Front Server Controller

Note: Before the upgrading, clean the **C:\Windows\Temp** folder to make sure the upgrade process goes smoothly.

Note: Service Monitor Agent needs to be installed prior to installing Front Server Controller. If you do not install the Service Monitor Agent, see [Installing Service Monitor Agent on Windows](#) for more detailed steps of installation. If you have

installed before, refer to [Upgrading Service Monitor Agent on Windows](#) for more detailed steps of upgrading Service Monitor Agent.

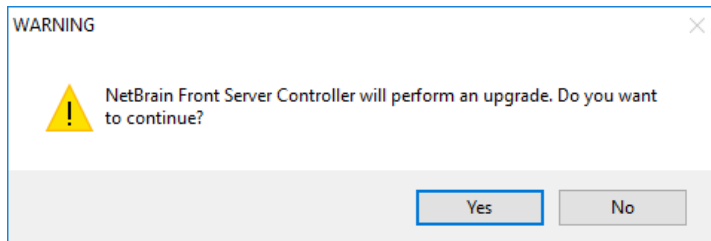
Complete the following steps with administrative privileges.

1. Download the **netbrain-frontservercontroller-windows-x86_64-10.1.zip** file and save it in your local folder.

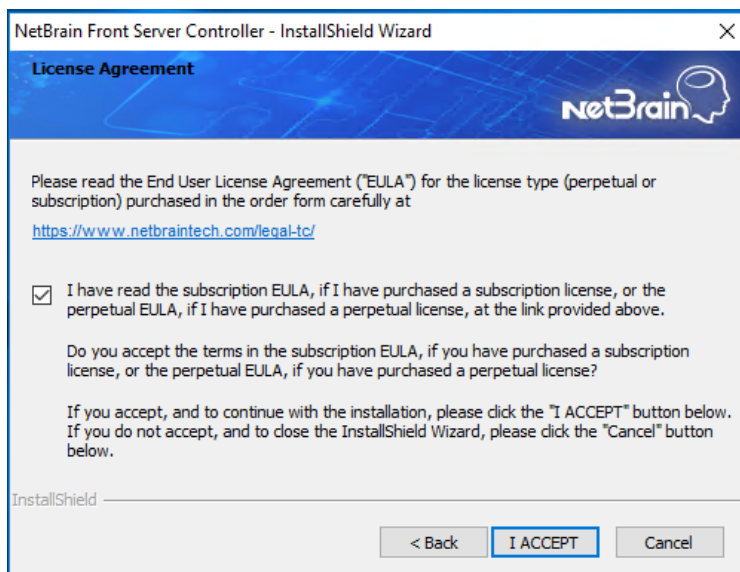
Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-frontservercontroller-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-frontservercontroller-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to start the Installation Wizard.

- 1) Click **Yes** in the dialog box to initiate the upgrade.



- 2) On the Welcome page, click **Next**.
- 3) On the System Configuration page, review the system configuration summary and click **Next**.
- 4) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.



- 5) On the Customer Information page, enter the Company Name and Username, then click **Next**.

NetBrain Front Server Controller - InstallShield Wizard

Customer Information

Please enter your information.

User Name:
Administrator

Company Name:
netbrain

InstallShield

< Back Next > Cancel

6) On the MongoDB Connection page, confirm the information and click **Next**.

NetBrain Front Server Controller - InstallShield Wizard

MongoDB Server Connection

Please input the details of the MongoDB Server configuration.

* Address: 192.168.28.251:27017

Format: <Address>:<Port>. For example: 10.10.10.10:27017. Use the Ctrl+Enter keys to add all the servers for a replica set.

☐ Input User Name and Password

User Name:

Password:

* Replica Set Name: rs

Use SSL: ☐ Validation Timeout (seconds): 30

InstallShield

< Back Next > Cancel

7) On the RabbitMQ Connection page, confirm the information and click **Next**.

NetBrain Front Server Controller - InstallShield Wizard

RabbitMQ Connection

Please input the details of the RabbitMQ configuration.

* Address: 192.168.28.251

Format: <Address>. For example: 10.10.10.10. Use the Ctrl+Enter keys to add all the servers for a cluster.

☐ Input User Name and Password

User Name:

Password:

* Port Number: 5672

Use SSL: ☐ Validation Timeout (seconds): 30

InstallShield

< Back Next > Cancel

8) On the Redis Connection page, enter the admin password of the Redis, and then click **Next**.

The screenshot shows the 'Redis Connection' page of the 'NetBrain Front Server Controller - InstallShield Wizard'. The page has a blue header with the NetBrain logo. Below the header, it says 'Please input the information for Redis.' There are two radio buttons: 'Standalone' (selected) and 'Redis Sentinels'. Under 'Standalone', there are fields for 'Redis Address' (192.168.28.251), 'Redis Port' (6379), 'Sentinel Address' (empty), and 'Sentinel Port' (6380). A note says 'Note: Use the Ctrl+Enter keys to add all the addresses.' There is a checkbox for 'Input Password' and a 'Password' field. At the bottom, there is a 'Use SSL' checkbox and a 'Validation Timeout (seconds)' field set to 30. The 'Next >' button is highlighted.

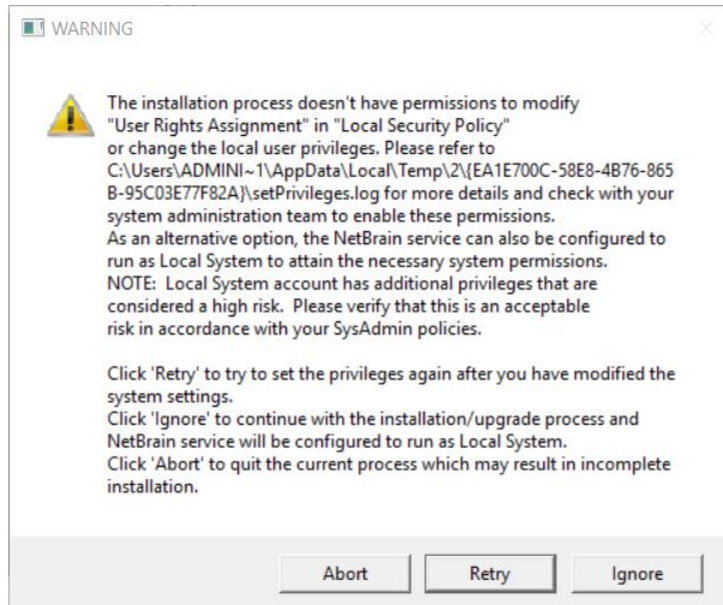
9) On the KeyVault Administration Passphrase Settings page, enter the existing passphrase twice and click **Next**.

The screenshot shows the 'KeyVault Administration Passphrase Settings' page of the 'NetBrain Front Server Controller - InstallShield Wizard'. The page has a blue header with the NetBrain logo. Below the header, there is a caution message: 'CAUTION: This passphrase is not stored in the product and CANNOT be recovered by ANY means. NetBrain STRONGLY recommends storing this passphrase in your company's password vault application. If you lose or forget this passphrase you will have to re-install this product to gain access to the KeyVault, however this will result in the loss of all your data.' Below the caution, it says 'Please enter the KeyVault Administration Passphrase (KVAP)'. There are two fields: 'KVAP' and 'Re-enter KVAP', both containing masked characters. At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons. The 'Next >' button is highlighted.

10) Review the summary of the installation information and click **Install**.

11) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify "User Rights Assignment" in "Local Security Policy" or change the local user

privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.

4. After successfully upgrading the Front Server Controller, click **Finish**.
5. Open the Task Manager and navigate to the **Services** panel to check that the **NetBrainFrontServerController** service is running.

1.14. Upgrading Front Server

Select either of the following ways to upgrade your Front Servers, depending on their operating systems:

- [Upgrading Front Server on Linux](#)
- [Upgrading Front Server on Windows](#)

1.14.1. Upgrading Front Server on Linux

Pre-Upgrade Tasks

Service Monitor Agent will be installed or upgraded with Front Server and it has dependencies on the third-party package **libffi-devel zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc**. Run the

`rpm -qa | grep -E "zlib-devel|readline-devel|bzip2-devel|ncurses-devel|gdbm-devel|xz-devel|tk-devel|libffi-devel|gcc"` command to check whether it has been installed on this Linux server. If it has not been installed yet, you can choose either option below to install the dependencies:

- **Online Install:** run the `yum -y install zlib-devel readline-devel bzip2-devel ncurses-devel gdbm-devel xz-devel tk-devel libffi-devel gcc` command to install them online
- **Offline Install:** refer to [Appendix: Offline Installing Third-party Dependencies](#) for further instructions.
- Front Server has dependencies on several third-party packages. Before you install the Front Server, run the `rpm -qa | grep -E "glibc|libstdc++|libuuid|pam"` command to check whether these dependencies have been installed. If not, you can choose either option below to install the dependencies:
 - **Online Install:** run the `yum install -y glibc libstdc++ libuuid pam` command to install these third-party packages online.
 - **Offline Install:** see [Appendix](#) for more details.

Upgrading Front Server on Linux

1. Log in to the Linux server as the **root** user.
2. Run the `mkdir` command to create a directory under the **/opt** directory to place the Front Server installation package. For example, **netbraintemp10.1**.
3. Run the `cd /opt/netbraintemp10.1` command to navigate to the **/opt/netbraintemp10.1** directory.
4. Download the installation package.
 - **Option 1:** If the Linux server has no access to the Internet, obtain the **netbrain-frontserver-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain and then upload it to the **/opt/netbraintemp10.1** directory by using a file transfer tool.
 - **Option 2:** If the Linux server has access to the Internet, run the `wget <download link>` command under the **/opt/netbraintemp10.1** directory to directly download the **netbrain-frontserver-linux-x86_64-rhel-10.1.tar.gz** file from NetBrain official download site.

Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

Tip: Run the `yum -y install wget` command to install the **wget** command if it has not been installed on the server.

5. Run the `tar -zxvf netbrain-frontserver-linux-x86_64-rhel-10.1.tar.gz` command under the **/opt/netbraintemp10.1** directory to extract installation files.

```
[root@localhost netbraintemp10.1]# tar -zxvf netbrain-frontserver-linux-x86_64-rhel-10.1.tar.gz
FrontServer/
FrontServer/config/

FrontServer/upgrade.sh
FrontServer/fix_releaseinfo.json
```

6. Run the `cd FrontServer` command to navigate to the **FrontServer** directory.
7. Run the `./upgrade.sh` script under the **FrontServer** directory to upgrade the Front Server.
 - 1) Read the License Agreement, and type **YES**.
 - 2) Type **I ACCEPT** to accept the License Agreement.

```
[root@localhost FrontServer]# ./upgrade.sh
Please read the End User License Agreement ("EULA") for the license type (perpetual or
subscription) purchased in the order form at https://www.netbraintech.com/legal-tc/
carefully. I
have read the subscription EULA, if I have purchased a subscription license, or the
perpetual
EULA, if I have purchased a perpetual license, at the link provided above. Please type "YES"
if
you have read the applicable EULA and understand its contents, or "NO" if you have not read
the
applicable EULA. [YES/NO]: YES

Do you accept the terms in the subscription EULA, if you have purchased a subscription
license, or the
perpetual EULA, if you have purchased a perpetual license? If you accept, and to continue
with the
installation, please type "I ACCEPT" to continue. If you do not accept, and to quit the
installation
script, please type "CANCEL" to stop. [I ACCEPT/CANCEL]: I ACCEPT

...
INFO: 2021-02-26 19-24-35.035: Creating uninstallation log file SUCCEEDED
...
INFO: 2021-02-26 19-25-04.499: The Front Server has been upgraded successfully.
INFO: 2021-02-26 19-25-04.504: Upgrading Front Server SUCCEEDED.
```

Note: Disk space check will be performed to ensure the requirement of minimum 180G free disk space is met.

Note: Before upgrading this component, Service Monitor Agent will be upgraded to the latest version. The entire process does not require any user inputs.

Note: If the Service Monitor Agent was not previously installed, you'll need to use the interactive command line to install it. See [Appendix: Interactive Pre-Installation of Service Monitor Agent](#) for more details.

8. If you deployed multiple Front Servers, repeat the above steps on other machines.
9. Run the `systemctl status netbrainfrontserver` command to check the service status of each node.

1.14.2. Upgrading Front Server on Windows

Note: Before the upgrading, clean the **C:\Windows\Temp** folder to make sure the upgrade process goes smoothly.

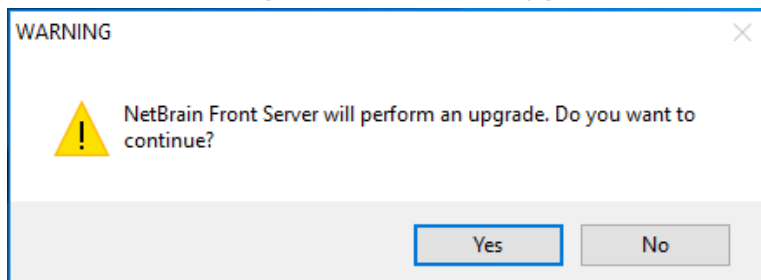
Note: Service Monitor Agent needs to be installed prior to installing Front Server. If you do not install the Service Monitor Agent, see [Installing Service Monitor Agent on Windows](#) for more detailed steps of installation. If you have installed before, refer to [Upgrading Service Monitor Agent on Windows](#) for more detailed steps of upgrading Service Monitor Agent.

Complete the following steps with administrative privileges.

1. Download the **netbrain-frontserver-windows-x86_64-10.1.zip** file and save it in your local folder.

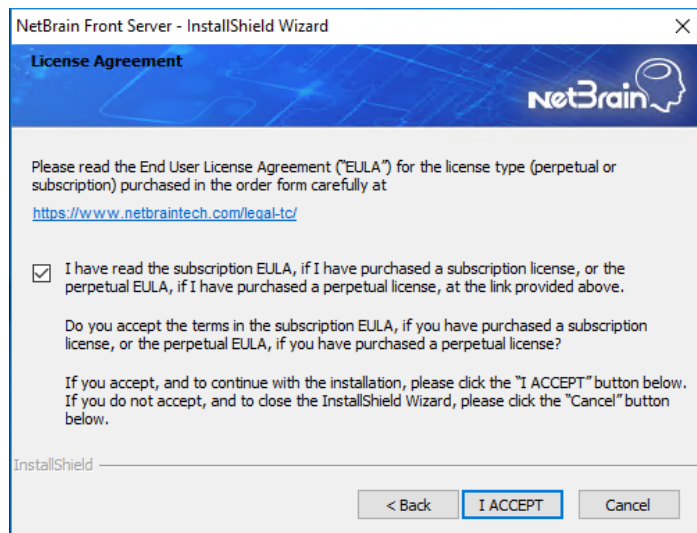
Note: Contact [NetBrain Support Team](#) to get the download link. The download link is case-sensitive.

2. Extract installation files from the **netbrain-frontserver-windows-x86_64-10.1.zip** file.
3. Right-click the **netbrain-frontserver-windows-x86_64-10.1.exe** file, and then select **Run as administrator** to start the Installation Wizard.
 - 1) Click **Yes** in the dialog box to initiate the upgrade.

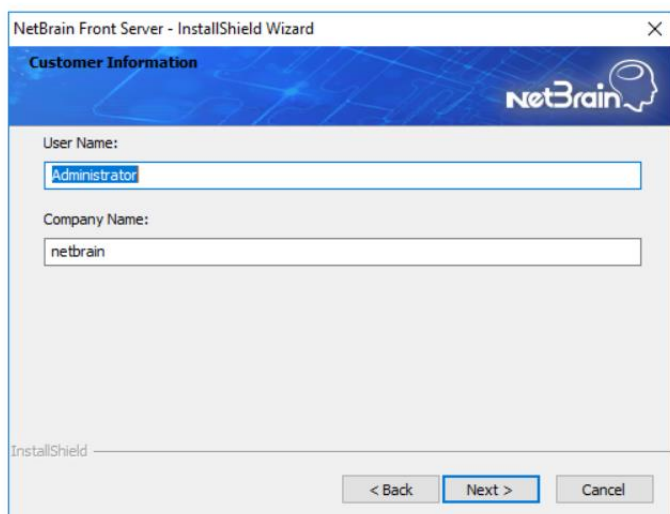


- 2) On the Welcome page, click **Next**.
- 3) On the System Configuration page, review the system configuration summary and click **Next**.

- 4) On the License Agreement page, read the license agreements, select the **I have read the subscription EULA** check box and then click **I ACCEPT**.

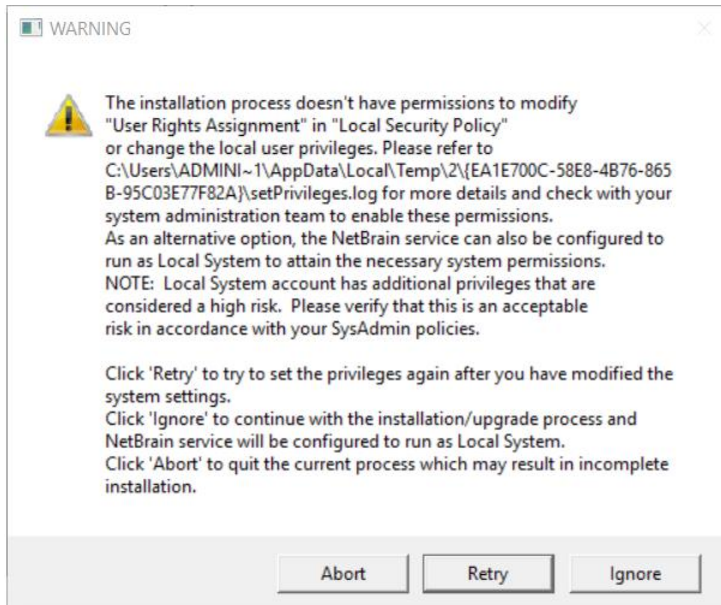


- 5) On the Customer Information page, confirm and enter the Company Name and User Name, then click **Next**.



- 6) Review the summary of the current installation settings and click **Install**.
- 7) (Optional) Ensure the NetBrain installation process using administrator account has the necessary permissions to modify "User Rights Assignment" in "Local Security Policy" or change the local user

privileges. Otherwise, the following error message will prompt when installing each Windows component.



- Click **Ignore** to continue with installation/upgrade process and NetBrain service will be configured to run as Local System.
- If you have security concerns, click **Abort** to quit the installation/upgrade process.
- Click **Retry** after you have modified the system settings.

Note: Local System accounts have additional privileges that are considered a high risk. Please verify that this is an acceptable risk in accordance with your SysAdmin policies.

Note: After clicking **Abort**, please check with your system administration team to enable the relevant permissions, uninstall the affected component(s) and reinstall. Contact NetBrain support team if you need any assistance during the process.


4. After successfully upgrading the Front Server, click **Finish**.
5. If you have deployed multiple Front Servers, repeat the above steps on other machines.
6. After the installation is completed, you can open the Task Manager and navigate to the **Services** panel to check whether **NetBrainFrontServer** is running.

1.15. Activating Subscription License

1. In the System Management page, click **Activate** under the **License** tab. The activation wizard prompts.

2. Activate your subscription license:

- 1) Select **Activate Subscription License** and click **Next**.
- 2) Enter the license ID and activation key that you received from NetBrain, with your first name, last name, and email address.
- 3) Select the activation method based on your situation.
 - **Online** (recommended) — click **Activate** to connect to NetBrain License Server and validate your license information immediately.

Note: If your NetBrain Web/Web API Server is not allowed to access the Internet, you can configure a proxy server. Click the  icon at the upper-right corner, select the **Use a proxy server to access the internet** check box and enter the required information.

- **Via Email** — validate your license information by sending an email to NetBrain.

Note: Only use this activation method when your NetBrain Web/Web API Server is not allowed to access the Internet.

- a) Follow the instructions to generate your license file. Attach the file to your email and send it to [NetBrain Support Team](#). After receiving your email, the NetBrain team will fill in the license information on NetBrain License Server and generate the corresponding activation file, and then send it back to you.
- b) Click **Browse** to select the activation file that you received from the NetBrain team, and then click **Activate**.


4) A message box will prompt you the subscription license has been activated successfully. Click **OK**.

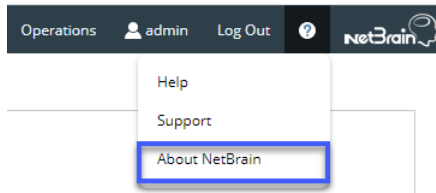
3. A confirmation dialog box prompts to ask you whether to generate an initial tenant. Click **Yes** and the initial tenant will be created automatically with all purchased nodes assigned.
4. Check the tenant and domain nodes. If there is more than one domain, you need to allocate the domain.

1.16. Verifying Upgrade Results

1. Do the following steps to check the IE version in web browser:

Note: It is highly recommended to clear your web browser's cache before reloading the IE web page.

- 1) In the system Management page, click the  icon and select **About NetBrain** from the quick access toolbar.



- 2) Check the version information. The product version should be 10.1.

2. Do the following steps to check the system version in MongoDB:

- 1) Log in to the Linux server where MongoDB is installed.
- 2) Open a command prompt and run the `mongo --host <IP or hostname of MongoDB Server:Port> -u <username> -p <password> --authenticationDatabase <database_name> --authenticationMechanism SCRAM-SHA-256` command to connect to MongoDB.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

Example:

```
[root@localhost ~]# mongo --host 192.168.28.251:27017 -u mongodb -p mongodb --
authenticationDatabase admin --authenticationMechanism SCRAM-SHA-256
MongoDB shell version v4.0.28
connecting to: mongodb://192.168.28.251:27017/?authMechanism=SCRAM-SHA-
256&authSource=admin&gssapiServiceName=mongodb
...
```

Tip: If SSL is enabled, run the `mongo --host <IP or hostname of MongoDB Server:Port> -u <username> -p <password> --authenticationDatabase <database_name> --ssl --sslAllowInvalidCertificates --authenticationMechanism SCRAM-SHA-256` command.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

- 3) Run the `use NGSystem` command to switch to the **NGSystem** database.

```
rsnetbrain:PRIMARY> use NGSystem
switched to db NGSystem
```

- 4) Run the `db.SystemInfo.find({_id: "SystemVersion"})` command to check if the system version number is 10.1.1.

```
rsnetbrain:PRIMARY> db.SystemInfo.find({_id: "SystemVersion"})
{ "_id" : "SystemVersion", "version" : "10.1.1", "operateInfo" : { "opUserId" : "KCProxy",
"opUser" : "NetBrain", "opTime" :
  ISODate("2022-02-09T01:05:18.018Z") } } }
```

5) Run the `exit` command to exit the command prompt.

Note: System Update feature heavily relies on all the NetBrain servers and service metrics, therefore it is required to ensure all the NetBrain servers and component metrics can be viewed in the Service Monitor page.

1.17. Configuring Auto Upgrade Settings

Knowledge Cloud (KC) manages both the framework components and the platform resources and allows NetBrain Workstation to automatically upgrade a patch or minor release. Besides replacing the files, the auto-upgrade process may restart services, execute the database upgrading, check the system health and roll back the release if the update fails.

Platform resources can be downloaded and installed automatically since NetBrain Workstation will be connected to KC through License Server. And for Framework resources, the software update package must be downloaded from NetBrain Customer Portal, manually uploaded into the system and then system updates need to be scheduled accordingly.

NetBrain Workstation Auto Upgrade flow consists of the following steps:

Note: Only user with System Management permissions can perform the following actions.

1. [Check the Latest Version](#)
2. [Download Package from NetBrain Customer Portal](#)
3. [Upload Package to NetBrain Workstation](#)
4. [Schedule Update](#)
5. [View Update Status](#)
6. [View Update History](#)

Check the Latest Version

Follow the steps below to check the available releases from NetBrain:

Note: The following steps only apply to the online auto upgrade procedures.

1. In the System Management page, click the  start menu > **System Update**.

- By default, the **Automatically check the latest version** check box is enabled. You can click **Check Update Now** to see if there is a new version available.

Note: After the check box **Automatically check the latest version** is enabled, users with 'sys admin' role will receive auto notification via email when a new version becomes available.

Note: The Web API Server is required to have internet access with NetBrain public License Server in order to perform the function of **Automatically check the latest version** and **Check Update Now**.

Note: In order to download and install platform resources automatically, you need to enable the **Automatically check the latest version** check box, as well as the **Download and Install Platform Resources Automatically** check box.

The screenshot shows the 'System Management' interface with the 'System Update' tab selected. The current version is 10.1.0.0. Two checkboxes are checked: 'Automatically check the latest version' (last checked on 2/18/2022, 12:56:52 PM) and 'Download and Install Platform Resources Automatically'. The latest available version is N/A. Buttons for 'Check Update Now', 'Get Latest Version', 'Upload Latest Version', and 'Schedule' are visible. A 'View Update History' link is also present. Below the update controls, instructions for upgrading the system and resource are provided, along with a note about canceling the update.

System Management

License x Tenants x Proxy Manager x Front Server Controllers x Advanced Settings x System Update x

Current Version: 10.1.0.0 ⓘ

☒ Automatically check the latest version Last checked on: 2/18/2022, 12:56:52 PM [Check Update Now](#)

☒ Download and Install Platform Resources Automatically ⓘ

Latest Available Version: N/A ⓘ [Get Latest Version](#)

[View Update History](#)

[Upload Latest Version](#) [Schedule](#)

To Upgrade the system and resource, do as follows:

1. Click the **Check Update Now** button to see whether there is a new software or resource version available if your system is connected to the Internet. Ignore this step if your system is offline.
2. Click the **Get Latest Version** button to log in **NetBrain Customer Success Center** and download the software package. The package is created just for this system and cannot be used by other systems.
3. Click the **Upload Latest Version** button and upload the file downloaded at step 2.
4. Click the **Schedule** button to schedule the system update.

Note: If you need to cancel the system update after uploading the latest version, simply click the **Discard Uploaded Version** to cancel the update.

- When this check is enabled, NetBrain Workstation will check whether a minor release, a patch, a customized built-in, a customized resource or common platform resource updates have been published since the last time check (either auto or manual check). The latest available version will be displayed with the release note.
- If the respective release or patch is available, after reviewing the Release Note, click **Get Latest Version** to [Download Package from NetBrain Customer Portal](#).

Download Package from NetBrain Customer Portal

Follow the steps below to download the system upgrade package from NetBrain Customer Portal:

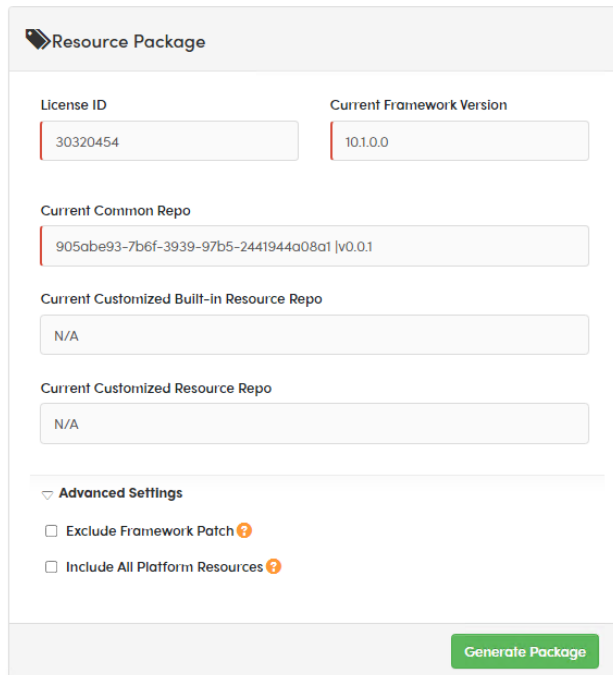
- Log into the NetBrain Customer Portal with your username and password.

Note: After clicking **Get Latest Version** in NetBrain Workstation, you will be redirected to the NetBrain Customer Portal. The portal account credentials are required by the web browser to grant access to the NetBrain Customer Portal.

2. Confirm the required info and click **Generate Package**.

Tip: Required info includes the License ID, Framework Version, Common Repo Version, Customized Built-in Resource Repo, Customized Resource Repo.

Tip: If you don't want to download framework components, enable the **Exclude Framework Patch** check box.



The screenshot shows a web form titled "Resource Package". It contains several input fields for required information: "License ID" (30320454), "Current Framework Version" (10.1.0.0), "Current Common Repo" (905abe93-7b6f-3939-97b5-2441944a08a1 |v0.0.1), "Current Customized Built-in Resource Repo" (N/A), and "Current Customized Resource Repo" (N/A). Below these is an "Advanced Settings" section with two checkboxes: "Exclude Framework Patch" and "Include All Platform Resources", both of which are currently unchecked. A green "Generate Package" button is located at the bottom right of the form.

3. Click **Resource Package Link** to download the package to your local drive.
4. Keep note of the password for next step- [Upload Package to NetBrain Workstation](#).

Resource Package

License ID

30320454

Current Framework Version

10.1.0.0

Current Common Repo

905abe93-7b6f-3939-97b5-2441944a08a1 |v0.0.1

Current Customized Built-In Resource Repo

N/A

Current Customized Resource Repo

N/A

Advanced Settings

☐ Exclude Framework Patch ?

☐ Include All Platform Resources ?

Generate Package

Target Framework:10.1.0.9; Platform: [v0.0.1,,]

Resource Package Link


 Password: mQyKB0bZPOKzpHEleCck

Attention:

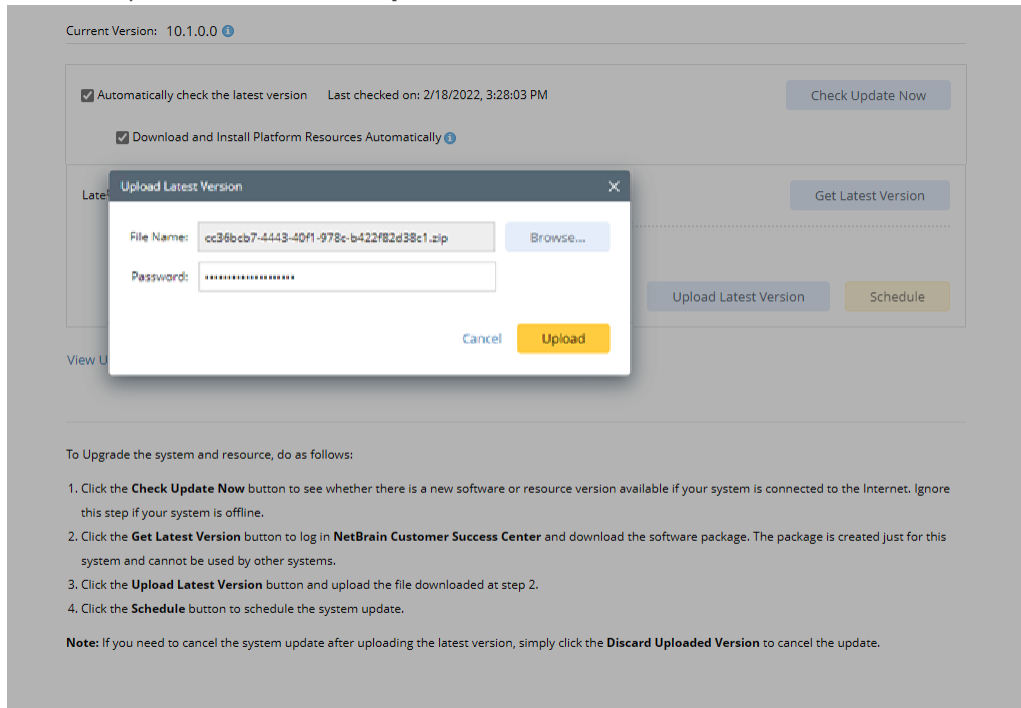
 You will be asked to enter this password when you import this package to IE system for upgrade. Please save it somewhere.

Upload Package to NetBrain Workstation

Follow the steps below to upload the system upgrade package to NetBrain Workstation:

1. In the System Management page, the  start menu> **System Update**.
2. Click **Upload Latest Version**.
3. Click **Browse** and select the system upgrade package (.zip file).


4. Enter the password and click **Upload**.



Tip: With the **Discard Uploaded Version** button, you can discard the previous uploaded update package before it is scheduled and delete the system update task before the scheduled task is executed.

Schedule Update

Follow the steps below to schedule the system update:

1. Run [the system update pre-check tool](#) to verify the environment readiness for the auto-update.
2. In the System Management page, click the  start menu > **System Update**.
3. Click **Schedule**.
4. Review the license agreement, select the **I have read the subscription EULA** check box and click **I ACCEPT**.

Please read the End User License Agreement ("EULA") for the license type (perpetual or subscription) purchased in the order form carefully at

<https://www.netbraintech.com/legal-tc/>

- ☐ I have read the subscription EULA, if I have purchased a subscription license, or the perpetual EULA, if I have purchased a perpetual license, at the link provided above.

Do you accept the terms in the subscription EULA, if you have purchased a subscription license, or the perpetual EULA, if you have purchased a perpetual license?

If you accept, and to continue with the installation, please click the **"I ACCEPT"** button below. If you do not accept, and to close the Wizard, please click the **"Cancel"** button below.

Cancel

I ACCEPT

5. (Optional) Check the **Enable Test Plan** checkbox.

Tip: You can leave the **Enable Test Plan** checkbox unchecked to skip the test plan.

Note: Only user with domain and tenant access will be granted permission to run the test plan.

Schedule Update - Version 10.1.0.0

Review Test Plan Schedule Update

☒ Enable Test Plan

Before and after the system is upgraded, the system will execute the following test plan to ensure that the system works properly.

1. Basic system status check such as the server connectivity, service status and key process.
If any serious error is found, the system will rollback the update
2. Domain health and data accuracy test
 - a. The system will perform Domain Health test for the following domain.

Tenant:	Initial Tenant	Select
Domain:	Domain1	
 - b. The system will perform Data Accuracy test for the following devices and applications.

Device:	Auto Test Group
Application:	Auto Test Application

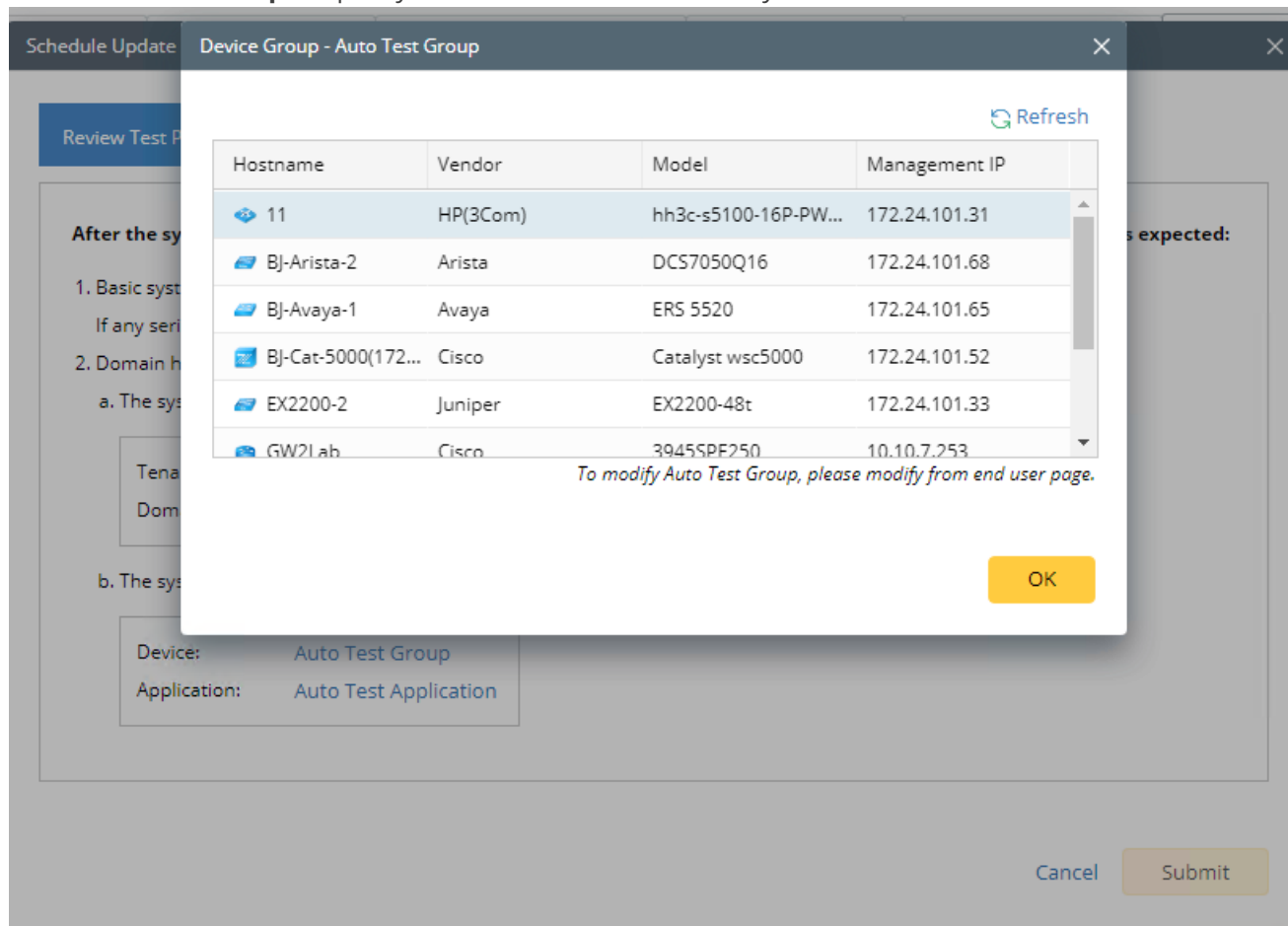
Cancel Submit

- 1) Click **Select** and specify the desired Tenant/Domain to perform Domain Health Check.

Note: If there are more than one tenant or domain, step 1) must be completed before proceeding to step 2).

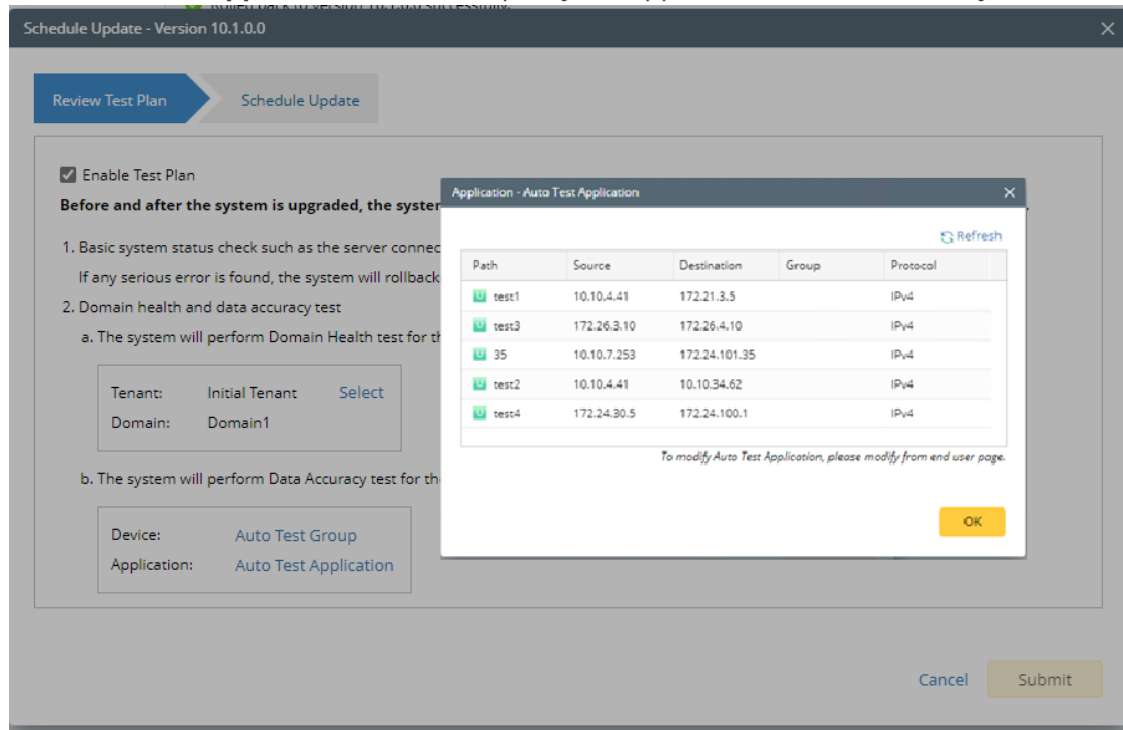
Note: If there is only one tenant and domain, the Initial Tenant will be automatically selected and you can directly proceed to step 2).

- 2) Click **Auto Test Group** to specify the devices for Data Accuracy Test.



Tip: The devices in the Auto Test Group are automatically selected according to the device type discovered by the system. You can also manually edit or delete any devices to suit your specific needs.

- 3) Click **Auto Test Application Folder** to specify the application for Data Accuracy Test.



Note: The last used Application Paths (up to 5 paths) will be automatically copied to the Auto Test Application Folder. You can also manually change the auto selected path in [Application Manager](#).

6. Set up the schedule to start the system update.

Schedule Update - Version 10.1.0.0

Review Test Plan Schedule Update

Select the Start Time and Time Zone you want to Update. Your web server time zone is "(UTC-05:00) Eastern Time (US & Canada)"

Update Start Time: 2022-02-18 03 : 41 PM Use Current Time

Time Zone: (UTC-05:00) Eastern Time (US & Cana... ▾

Cancel Submit

Tip: You can edit or remove the system update once it is scheduled.

7. Click **Submit** to apply the above settings.

Note: A confirmation message will prompt if the selected tenant/domain does not have application path, you can click Yes to dismiss the message and continue with the update process.

View Update Status


The possible status of auto update are as follows:

Stage of the Auto Update	Possible Status
Before the execution of Auto Update	<ul style="list-style-type: none">• Ready for schedule.• Ready for running.
During the execution of Auto Update	<ul style="list-style-type: none">• Running.

After the execution of Auto Update	<ul style="list-style-type: none"> • The system is successfully updated to the new version. • The system is successfully updated to the latest version, but the user performs a manual rollback and the rollback succeeds. • The system is successfully updated to the latest version, but the user performs a manual rollback and the rollback fails. • The update fails, and the system is rolled back to the old version. • The update fails at the beginning (due to insufficient disk space to perform auto-upgrade, unavailable component and etc.) and the roll back is not executed.
------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



View Update History

Follow the steps below to view the update history:

1. In the System Management page, click the  start menu > **System Update**.
2. Click **View Update History**.

The update history only records the releases the system is scheduled to update with. The update history table provides the following information:

- **Update From:** the release number from which the system is updated.
- **Update To:** the release number to which the system is updated.
- **Update Time:** when the system finished the update.
- **Executor:** the person to schedule the update
- **Action:** upgrade or user roll back.
- **Status:** one of the statuses in [View Update Status](#).
- **Release Note:** the link of the release note.
- **Installation Log:** the link of the installation log.
- **Test Report:** the link of the test results.

Update History								
Upgrade From	Upgrade To	Updated Time	Executor	Action	Status	Release Note	Installation Log	Test Report
10.1.0.0 	10.1.0.0 	Mar 16, 2022, 11:32:11 PM	admin	Upgrade	Succeeded	Release Note	Installation Log	Test Results

OK

1.18. Customizing MongoDB Disk Alert Rules

To proactively prevent the system database from data loss or even corruption, you can customize MongoDB, Front Server, and Elasticsearch disk alert rules with progressive quotas assigned. When the usage reaches the predefined threshold, specified users can be notified by both email alerts and system alerts.

1. In the System Management page, click the  start menu > **Service Monitor**.

2. In the Service Monitor home page, click **Alert Rules** at the upper-right corner. The default settings are as follows. When a Front Server disk or Elasticsearch disk usage is high, the system will also push alerts by email.

Alert Rules

MongoDB:

- ☒ When MongoDB disk usage reaches % or only GB free space, send emails.
- ☐ When MongoDB disk usage reaches % or only GB free space, send emails and delete Data Engine data older than months. i
- ☒ When MongoDB disk usage reaches % or only GB free space, send emails and disable write permission to MongoDB.

Front Server:

- ☒ When Front Server disk usage reaches % or only GB free space, send emails.

Elasticsearch:

- ☒ When Elasticsearch disk usage reaches % or only GB free space, send emails.

Server/Service:

- ☒ When a server is disconnected or a service is stopped, send email

Send Email Settings:

Send Email To : Cc :

Send Email Frequency : Hours

[Help](#) [Cancel](#) [OK](#)

3. Change the settings based on your needs.
 - 1) Specify the disk usage threshold for different levels.

Note: To email alerts when a server is disconnected or a service is stopped, select the corresponding check box.

- 2) Enter the email address in the **Send Email To** or **CC** fields.


Note: Email alerts are enabled only when email addresses are added at least in one field. Use a colon or semicolon to separate multiple items.

- 3) Specify the frequency to send emails.
- 4) Click **OK** to save the configuration.


1.19. Tuning Live Access

To tune live access, complete the following steps:


1. In your web browser, navigate to **http(s)://<IP address of NetBrain Web Server>/** to log in to your domain.

2. . Click the  start menu > **Tune Live Access**. The Tune Live Access tab opens with all devices in the domain listed.
3. Click **Start Tuning**.
4. When the tuning process is completed, a notification message is displayed. Click **OK**.

1.20. Scheduling Benchmark Task

1. In the Domain Management page, click the  start menu > **Schedule Task**.
2. On the **Schedule Task > Schedule Discovery/Benchmark** tab, select the **Enable** check box for the **Basic System Benchmark** entry.

Note: A full benchmark must be performed by enabling the **L2 Topology** option under the **Build Topology** section of the **Additional Operation After Benchmark** tab.

3. Click the  icon to select the **Run Now** option from the drop-down list to run the benchmark task immediately.

Note: If you have multiple Front Servers, go to **Operations > Benchmark Tools > CheckPoint OPSEC Manager** to specify the target Front Server to access your CheckPoint firewalls and retrieve live data.

2. Appendix: Editing a File with VI Editor

The following steps illustrate how to edit a configuration file with the vi editor, which is the default text file editing tool of a Linux operating system.

1. Create a terminal and run the `cd` command at the command line to navigate to the directory where the configuration file is located.
2. Run the `vi <configuration file name>` command under the directory to show the configuration file.
3. Press the **Insert** or **I** key on your keyboard, and then move the cursor to the location where you want to edit.
4. Modify the file based on your needs, and then press the **Esc** key to exit the input mode.
5. Enter the `:wq!` command and press the **Enter** key to save the changes and exit the vi editor.

3. Appendix: Offline Installing Third-party Dependencies

1. Download the dependency package from a server with the Internet access using one of the following download links according to the version of your Operating System:

- **CentOS7.5:** <http://download.netbraintech.com/dependencies-centos7.5.tar.gz>
- **CentOS7.6:** <http://download.netbraintech.com/dependencies-centos7.6.tar.gz>
- **CentOS7.7:** <http://download.netbraintech.com/dependencies-centos7.7.tar.gz>
- **CentOS7.8:** <http://download.netbraintech.com/dependencies-centos7.8.tar.gz>
- **CentOS7.9:** <http://download.netbraintech.com/dependencies-centos7.9.tar.gz>
- **CentOS8.2:** <http://download.netbraintech.com/dependencies-centos8.2.tar.gz>
- **CentOS8.3:** <http://download.netbraintech.com/dependencies-centos8.3.tar.gz>
- **CentOS8.4:** <http://download.netbraintech.com/dependencies-centos8.4.tar.gz>
- **CentOS8.5:** <http://download.netbraintech.com/dependencies-centos8.5.tar.gz>
- **RHEL7.5:** <http://download.netbraintech.com/dependencies-rhel7.5.tar.gz>
- **RHEL7.6:** <http://download.netbraintech.com/dependencies-rhel7.6.tar.gz>
- **RHEL7.7:** <http://download.netbraintech.com/dependencies-rhel7.7.tar.gz>
- **RHEL7.8:** <http://download.netbraintech.com/dependencies-rhel7.8.tar.gz>
- **RHEL7.9:** <http://download.netbraintech.com/dependencies-rhel7.9.tar.gz>
- **RHEL8.2:** <http://download.netbraintech.com/dependencies-rhel8.2.tar.gz>
- **RHEL8.3:** <http://download.netbraintech.com/dependencies-rhel8.3.tar.gz>
- **RHEL8.4:** <http://download.netbraintech.com/dependencies-rhel8.4.tar.gz>
- **RHEL8.5:** <http://download.netbraintech.com/dependencies-rhel8.5.tar.gz>
- **RHEL8.6:** <http://download.netbraintech.com/dependencies-rhel8.6.tar.gz>
- **OL7.7:** <http://download.netbraintech.com/dependencies-ol7.7.tar.gz>
- **OL7.8:** <http://download.netbraintech.com/dependencies-ol7.8.tar.gz>
- **OL7.9:** <http://download.netbraintech.com/dependencies-ol7.9.tar.gz>
- **OL8.2:** <http://download.netbraintech.com/dependencies-ol8.2.tar.gz>
- **OL8.3:** <http://download.netbraintech.com/dependencies-ol8.3.tar.gz>
- **OL8.4:** <http://download.netbraintech.com/dependencies-ol8.4.tar.gz>
- **OL8.5:** <http://download.netbraintech.com/dependencies-ol8.5.tar.gz>
- **OL8.6:** <http://download.netbraintech.com/dependencies-ol8.6.tar.gz>
- **Alma8.4:** <http://download.netbraintech.com/dependencies-almalinux8.4.tar.gz>
- **Alma8.5:** <http://download.netbraintech.com/dependencies-almalinux8.5.tar.gz>

- **Alma8.6:** <http://download.netbraintech.com/dependencies-almalinux8.6.tar.gz>
- **Rocky8.4:** <http://download.netbraintech.com/dependencies-rockylinux8.4.tar.gz>
- **Rocky8.5:** <http://download.netbraintech.com/dependencies-rockylinux8.5.tar.gz>
- **Rocky8.6:** <http://download.netbraintech.com/dependencies-rockylinux8.6.tar.gz>

2. Copy the downloaded dependency package to your Linux server.

3. Run the `tar -zxvf dependencies-<OS version>.tar.gz` command to decompress the package.

Tip: Possible values of **OS version** include: : centos7.5; centos7.6; centos7.7; centos7.8; centos7.9; centos8.2; centos8.3; centos8.4; centos8.5; rhel7.5; rhel7.6; rhel7.7; rhel7.8; rhel7.9; rhel8.2; rhel8.3; rhel8.4; rhel8.5; rhel8.5; rhel8.6; ol7.7; ol7.8; ol7.9; ol8.2; ol8.3; ol8.4; ol8.5; ol8.6; almalinux8.4; almalinux8.5; almalinux8.6; rockylinux8.4; rockylinux8.5; rockylinux8.6.

4. Run the `cd dependencies` command to navigate to the decompressed directory.

5. Run the `offline-install.sh` command to install the dependencies.

4. Appendix: Restoring MongoDB Data

If you encounter data loss or corruption during the upgrade process, complete the following steps to restore MongoDB data with the backup data.

1. Log in to the Linux server where the MongoDB is installed as the **root** user.

2. Stop the MongoDB Service.

1) Run the `systemctl stop mongod` command to stop the MongoDB service.

2) Run the `ps -ef|grep mongod` command to verify whether the **mongod** process is stopped.

```
[root@localhost ~]# ps -ef| grep mongod
root      15136 14237  0 10:42 pts/2    00:00:00 grep --color=auto mongod
```

Note: If the **mongod** process is stopped, the result should only contain one entry as shown above.

3. Restore the old data onto the MongoDB.

1) Run the `cd /usr/lib/mongodb` command to navigate to the **/usr/lib/mongodb** directory.

Note: If you modified the default directory to store all MongoDB data files during the MongoDB installation, you must use the new directory (available in the **mongod.conf** file) accordingly.

2) Run the `ls -al` command to browse all directories and files under the **/usr/lib/mongodb** directory.

```
[root@localhost mongodb]# ls -al
total 142
drwxr-xr-x. 5 netbrain netbrain 146 Oct 19 15:02 .
drwxr-xr-x. 4 root      root      42 Sep 19 14:41 ..
drwxr-xr-x. 4 root      netbrain  42 Oct 19 15:03 data
drwxr-xr-x. 4 root      netbrain 100 Oct 19 15:03 log
-rwxr-xr-x. 2 netbrain netbrain 1004 Aug 25 17:26 mongodb-keyfile
-rwxr-xr-x. 1 netbrain netbrain 1076 Oct 19 15:02 mongod.conf
```

3) Run the `rm -rf ./data` command to delete the **data** directory.

4) Run the `mv /etc/mongodb_databk/data /usr/lib/mongodb/data` command under the **/usr/lib/mongodb** directory to move the data directory to the **/usr/lib/mongodb** directory.

5) Run the `chown -R netbrain:netbrain /usr/lib/mongodb/data/` command to change the ownership for the moved data folder.

6) Run the `ls -al` command to browse all directories and files under the **/usr/lib/mongodb** directory.

```
[root@localhost mongodb]# ls -al
total 142
drwxr-xr-x. 5 netbrain netbrain 146 Oct 19 15:02 .
```

```
drwxr-xr-x. 4 root      root          42 Sep 19 14:41 ..
drwxr-xr-x. 4 netbrain netbrain      86016 Oct 19 15: 03 data
drwxr-xr-x. 4 root      root          100 Oct 19 15: 03 log
-rwxr-xr-x. 2 netbrain netbrain    1004 Aug 25 17: 26 mongodb-keyfile
-rwxr-xr-x. 1 netbrain netbrain    1076 Oct 19 15:02 mongod.conf
```

4. Run the `systemctl start mongod` command to restart the MongoDB service.
5. Run the `mongo --host <IP or hostname of MongoDB Server:Port> -u <username> -p <password> --authenticationDatabase <database_name> --authenticationMechanism SCRAM-SHA-256` command to connect to the node.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

Example:

```
[root@localhost upgrade_replica_set]# mongo --host 10.10.3.142:27017 -u mongodb -p mongodb --
authenticationDatabase admin --authenticationMechanism SCRAM-SHA-256
MongoDB shell version v4.0.6
connecting to: mongodb://10.10.3.142:27017/?authMechanism=SCRAM-SHA-
256&authSource=admin&gssapiServiceName=mongodb
Implicit session: session { "id" : UUID("0315bda2-73f3-4304-9166-c008b9b06ce3") }
MongoDB server version: v4.0.6
...
rsnetbrain:PRIMARY>
```

Tip: If SSL is enabled, run the command `mongo --host <IP or hostname of MongoDB Server:Port> -u <username> -p <password> --authenticationDatabase <database_name> --ssl --sslAllowInvalidCertificates --authenticationMechanism SCRAM-SHA-256` command.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

5. Appendix: Dumping MongoDB Data

The built-in MongoDB command `mongodump` is a simple and efficient tool for backing up a small volume of MongoDB data. However, for a large volume of data, it is more time-consuming than using the `cp` command introduced in [Backing Up MongoDB Data](#).

Note: Make sure the service of MongoDB is running when you run the `mongodump` command.

Note: The dumped data can be used to restore data in any server.

1. Log in to the Linux server where the MongoDB is installed as **root** user.
2. Open a command prompt and run the `[root@localhost ~]# mkdir /etc/mongodb_databk` command to create a directory under the **/etc** directory to save the backup data.
3. Run the `mongodump --host <ip>:<port> -u <username> -p <password> --authenticationDatabase <database_name> --authenticationMechanism SCRAM-SHA-256 --gzip --out <filepath>` command to dump the MongoDB data to the **/etc/mongodb_databk** directory.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

Example:

```
[root@localhost ~]# mongodump --host 127.0.0.1:27017 -u mongodb -p mongodb --
authenticationDatabase admin --authenticationMechanism SCRAM-SHA-256 --gzip --out
/etc/mongodb_databk
```

Tip: If SSL is enabled, run the `mongodump --host <ip>:<port> -u <username> -p <password> --authenticationDatabase <database_name> --ssl --sslAllowInvalidCertificates --authenticationMechanism SCRAM-SHA-256 --gzip --out <filepath>` command.

4. Verify the backup result.
 - 1) Run the `cd /etc/mongodb_databk` command to navigate to the **/etc/mongodb_databk** directory.
 - 2) Run the `ls -al` command under the **mongodb_databk** directory to browse the backup data.

Restoring Dumped MongoDB Data

Restore the dumped data by using the `mongorestore` command provided by MongoDB.

Note: Make sure the service of MongoDB is running when you run the `mongorestore` command.

Note: Make sure other relevant services are stopped.

To restore the dumped MongoDB data onto the MongoDB server, run the `mongorestore --host <ip>:<port> -u <username> -p <password> --authenticationDatabase <database_name> --authenticationMechanism SCRAM-SHA-256 --gzip <filepath>` command.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

Example:

```
[root@localhost ~]# mongorestore --host 127.0.0.1:27017 -u mongodb -p mongodb --
authenticationDatabase admin --authenticationMechanism SCRAM-SHA-256 --gzip /etc/mongodb_databk
```

Tip: If SSL is enabled, run the `mongorestore --host <ip>:<port> -u <username> -p <password> --authenticationDatabase <database_name> --ssl --sslAllowInvalidCertificates --authenticationMechanism SCRAM-SHA-256 --gzip <filepath>` command.

Note: The `<database_name>` mentioned in the above command must be **admin** for NetBrain.

6. Appendix: Interactive Pre-Installation of Service Monitor Agent

Service Monitor Agent will be pre-installed with MongoDB, Elasticsearch, License Agent, Redis, RabbitMQ and Front Server if it was not previously installed.

In such scenario, you'll be prompted to configure the following parameters before the installation or upgrade of the above components takes place:

```
INFO: Starting to check configuration parameters...
Configuring Service Monitor Agent ...
The values in brackets are the default values of the parameters. To keep the default value for
the current parameter,
press the Enter key.
Please enter the URL (must end with /) to call NetBrain Web API service for the Service Monitor
[http(s)]:
//<IP address or hostname of NetBrain Application Server>/: http://10.10.3.141/
Please enter the API Key to be used to communicate with application server which must be the same
as the one created on Web API server:
Please re-enter API key to confirm:
Please enter a log path for NetBrain Service Monitor Agent
[/var/log/netbrain/nbagent]: /log/nbagent
NetBrain Web API service URL: http://10.10.3.141/ServicesAPI
API key: *****
NetBrain Service Monitor Agent LogPath: /log/nbagent
Certificate Authority verification: no
Do you want to continue using these parameters? [yes]
...
```

Note: The log path for Service Monitor Agent must have at least 10G free space. You can keep the default path or input your required path after inputting the URL and API key.

Note: If **https://** is used in the Web API Service URL, you will be asked whether to enable the Certificate Authority verification and input the Certificate Authority file if enabled.

Note: The API Key should be the same as the one to be/had been created when installing Web API Server.

7. Appendix: Generating SSL Certificate

1. Run PowerShell as an administrator.

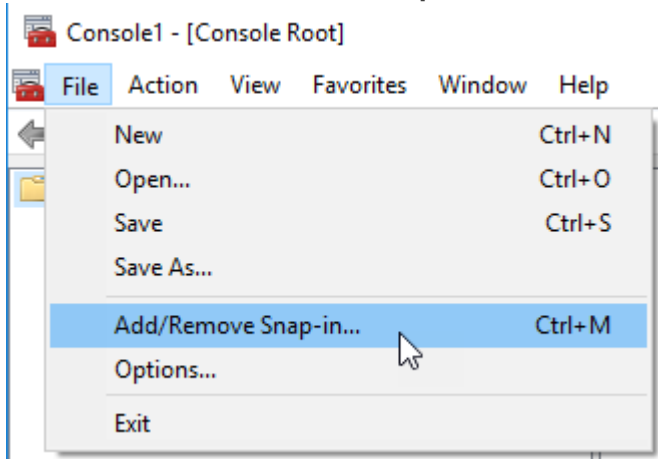
2. Run the following command to create the certificate:

```
New-SelfSignedCertificate -DnsName <Computer name> -CertStoreLocation  
"cert:\LocalMachine\My"
```

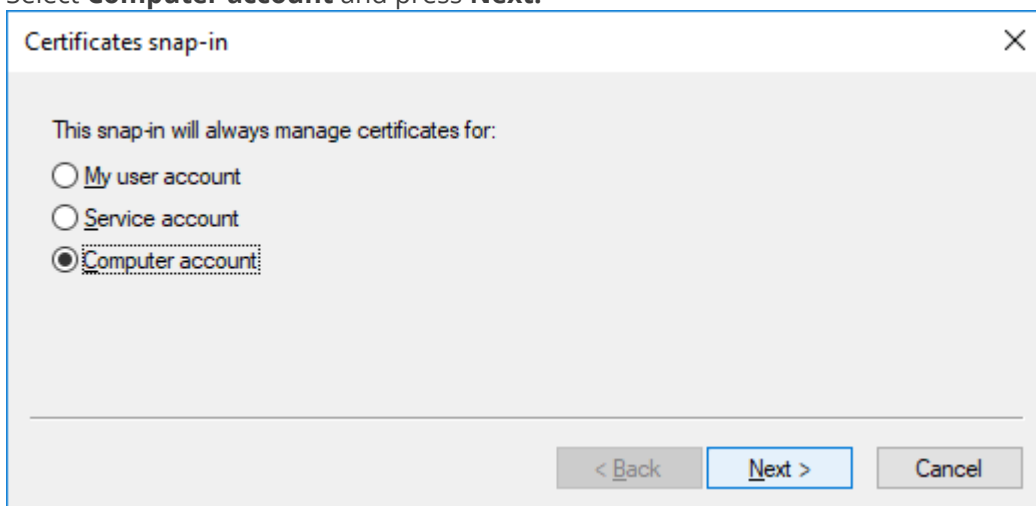
Tip: You can use the Tab key to help you input location, and hostname command for your computer name.

3. Next, you need to add the self-signed certificate as a trusted certificate authority.
Run `MMC -32` as an administrator.

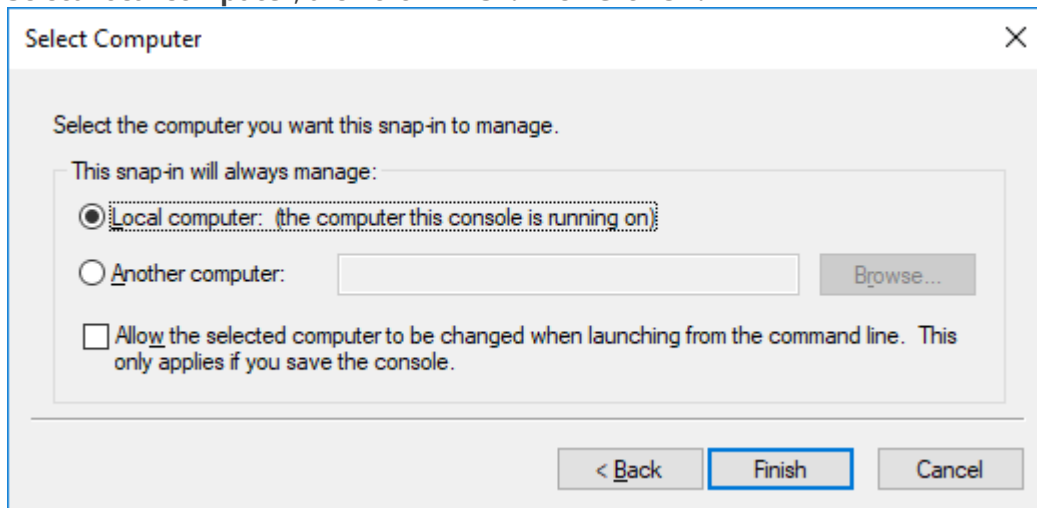
4. Select **File > Add or Remove Snap-ins**.



5. Select **Certificates** and then click **Add**.
6. Select **Computer account** and press **Next**.



7. Select **Local computer**, then click **Finish**. Then Click **OK**.



8. Find the certificate in **Personal > Certificates**.
9. Right-click the newly created certificate and then select **Properties**. Input the desired *Friendly Name* field for the certificate based upon what you are testing. Once completed, select the **Apply** button followed by **OK**.
10. You can copy the certificate to **Trusted Root Certificate Authorities**.