Introduction

The purpose of this document is to help the existing users of EventTracker Enterprise to upgrade to a newer version, and to verify the expected functionality and performance of all its components.

If you encounter any problems during upgrade process, please contact support team to get quick and thorough instructions.

Technical Support Contact Details:
Toll Free: 877-333-1433 ext. 2
Phone: +1-410-953-6776 ext. 2
Fax: +1-410-953-6780
Email: support@eventtracker.com

Audience

It is incumbent upon all users of EventTracker v8.3 and v9.0 who wish to upgrade to v9.1 Enterprise. EventTracker strongly recommends that you read the entire document thoroughly before you begin the upgrade process. For the user’s convenience, this document is separated in two parts: ‘Upgrade - Quick View’ and ‘Upgrade - Detailed View’.

Upgrade - Quick view is written for the system administrators or the experts who are familiar with EventTracker Enterprise and upgrade process. It is presumed that the user of this section has enough knowledge of system and configuration process.

Upgrade - Detailed View is meant for EventTracker users who upgrade EventTracker for the first time. In this section, upgrade process is explained with the help of GUI.

NOTE:

- It is recommended not to install/upgrade EventTracker in a Domain Controller.
- It is recommended to run the EventTracker Manager Console on a Dedicated Windows Server.

Before you upgrade:

1. Thoroughly read the ‘EventTracker Architecture’ guide. This guide explains the architecture and sample deployment methods with illustrations.
   Managing Billions of Logs Everyday.
2. Contact support@eventtracker.com for information regarding license keys or license certificates.
3. Make sure that Windows Updates is up-to-date with .NET Framework 4.5.
4. If you have installed earlier version of EventTracker using IIS Express, before upgrading please change it to IIS to proceed with the installation.
5. While upgrading from v8.3/v9.0 to v9.1, only SQL 2016 and above (both Express and Enterprise) are supported. (SQL Upgrade Link: https://docs.microsoft.com/en-us/sql/database-engine/install-windows/upgrade-sql-server?view=sql-server-2017)


*IMPORTANT:

- After upgrade, in a Collection Master, the user might notice inconsistency in Reports/Log Search/Cab received status (Admin>Collection Master>Archives status), till the database migration is in process.
- After Upgrade, in Collection Point, the user may not be able to view the exact Cab transfer status in (Admin>Collection Point Configuration->manage archives) till the database migration is in process.

**RECOMMENDED

- It is suggested that v6.4 to v8.2 user(s), please upgrade to v8.3 or v9.0 and then upgrade to the newer version 9.1.

Who can upgrade to v9.1?

The user(s) who are having the mentioned versions: v8.3 and v9.0.

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Prerequisites

Before you begin with the upgrade process, please follow this checklist and make sure that you have all the components in place to perform a successful upgrade.

- **Required Openjdk version**: 11.0.1.
- **Elastic Search** 6.3.2.
- SQL Server ODBC Driver 11.0

For more information, refer the “System requirement” section of Install Guide-9.1.

- Microsoft .NET Framework 3.5 SP1 (For SQL purpose) and .NET Framework 4 or 4.5.2. Refer: Install .NET Framework.
- IIS or IIS Express. Refer: IIS-Configuration Guide
- Make sure Windows updates with all the latest service packs is installed.

The most effective upgrade method is to first export all the custom settings using Export Import Utility, install the new version, and then import the custom settings. There is no need to export all policy settings since all the Categories included in any prior versions have been retained.

The recommended method is to first upgrade the Manager, validate all its functionality, next upgrade the Agents, and lastly verify the performance.

Planning

This section gives you a rough estimation of time required for upgrade as well as monitoring the successful upgrade. It might take 60 – 90 minutes for you to read this document and to complete the upgrade process gracefully. You will also require spending a few minutes the following day after the upgrade, to verify all your ‘Scheduled Reports’ are being generated. If any reports fail to generate, then please read the Validation section at the end of this document.

Upgrade - Quick View

In this section, you can get quick insight into upgrade process

- **Common steps for all upgrades**
- **Upgrade from v8.3.x/v9.0.x to v9.1.x Enterprise**

**IMPORTANT:**

- The transferred TLS reports from Collection Point will not display the selected reports, on clicking the information icon in Collection Master, in case the main reports are selected for transferring in Collection Point.
What will happen to the existing KOs/Reports/Parsing Rules/Alerts after upgrading from v8.3 to v9.1?

**Knowledge Objects**: All existing KOs will be deleted. Before upgrading user can export the customer created KOs and again he can import it. But they need to assign the CIM mapping for that otherwise it won’t work.

**Reports**: Defined reports which are not related to EventTracker, Windows will be deleted. But if the user has configured any defined report as scheduled or queued, it will be retained.

**Reports Parsing rules**: Parsing rules except, EventTracker and Windows, will get deleted. But if the user has configured any defined report parsing rules, it will be retained.

**Alerts**: Alert except EventTracker, Windows and Active Alerts will get deleted.

Common steps for all upgrades

Before you start with the upgrade process

- Verify that all the prerequisites have been satisfied.
- When upgrading from v8.3 and v9.0 to v9.1, please verify all prerequisites are installed manually on server machine.
- While uninstalling v8.3 or v9.0, user has to enable the option to retain all the configuration and data. After uninstalling, please check if all prerequisites are installed manually on server machine.
- For v9.1, you can take a backup of the database from EventTracker Control Panel -> Diagnostics which is explained in detail in Upgrade from v9.0.x to v9.1.x.
- If you have incorporated your company logo into EventTracker, then take a backup of .jpg file of your company logo before un installing the EventTracker. You need to replace the backed up image file after installing EventTracker Enterprise.
- For CM and CP set up, please upgrade CM (Collection Master) first, and then upgrade CP (Collection point).
- **Preferred**: Before upgrading EventTracker, the user has to export the user defined (user created/modified) alerts and categories.
- Before upgrading from v8.3 and v9.0 to v9.1, make sure that .NET 4.5 is installed. If Microsoft .NET Framework 4.5.2 is not installed, refer the Install Guide v9.1.
NOTE: If .NET 4.0 is already present, the pre-install check will not install .NET 4.5 and the user will have to install it manually.

- The logged in user who is upgrading to EventTracker v9.1 should have SQL sysadmin privilege. If the user does not have sufficient permission then an error message is displayed.

<table>
<thead>
<tr>
<th>Select SQL Instance</th>
</tr>
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<tbody>
<tr>
<td>Currently logged in user and the system's administrator group do not have necessary permissions on SQL Instance 'EVENTTRACKER'. Please make sure the logged in user is having sysadmin permission on the SQL Instance 'EVENTTRACKER' before continuing the installation. Do you want to continue?</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

Figure 1

After Upgrade process:

- If SSL (HTTPS) is configured in earlier version, then the configuration will not be retained after upgrade to v9.1. Please make sure to reconfigure it again as mentioned in [Securing IIS Web Server with SSL](#).

- As the menu options have been changed, the User Privileges configuration won't be retained after upgrade to v9.1 for non-admin users. You have to reconfigure it again.

- If the user has configured JSON file in DLA Manager in the older version, after upgrading, the user will have to reconfigure the same.

- If you have upgraded from the older versions of EventTracker to v9.1, then the following services needs to be added in the service restart list.

1) EventTracker WatchList
2) EventTracker Monitoring Daemon
3) elasticsearch-service-x64
4) EventTracker Elasticsearch Indexer

To add the above services to the restart list, go to EventTracker Control Panel-> Double click EventTracker Agent Configuration -> Click the Services Tab.
In the Service Restart List Pane, click the **Add** button and add the service name.

Before you start with the upgrade process

1. Verify that all the [prerequisites](#) have been satisfied.
2. Backup all custom Categories, Alerts (Please check the ‘Export E-mail Settings’ check box), Filters and Reports using Export Import Utility.
3. Please note down the custom changes you have made in the ‘Trusted List’ (*Agent Configuration* -> *Network Connection Monitor* -> *Suspicious Traffic Only (SNAM)* -> *Trusted List*).

**Upgrade Procedure**

1. Uninstall the existing version by retaining old configuration and data.
2. Restart the EventTracker Manager Server or system.
3. Install EventTracker v9.1.x Enterprise.
4. Configure the service accounts, if the archives/reports are stored in the network path.
5. Using Export Import Utility, import all the custom Categories, Alerts, Filters and Reports.
6. Verify that the Categories, Alerts, Filters and Legacy Reports are intact.
7. Upgrade all agents using the System Manager.
8. Update the Trusted List with the changes you have noted down earlier.

**Post Upgrade Process**

1. Logon to **EventTracker Enterprise**.
2. Click the **Admin** menu, and then click **Alerts**.
   EventTracker displays Alert Management page.
3. Click the alert name to be modified. EventTracker displays Alert Configuration page.
4. Select the threat level from Threat Level dropdown.
5. Click the Finish button. EventTracker saves the configuration settings.

For agent upgrade details, please click here.

Upgrade from v8.2.x/v8.3.x to v9.1.x

1. Uninstall the existing version by retaining old configuration and data.

![EventTracker Pre-Install Check](image)

Figure 2

2. Restart the EventTracker manager server or system.
3. Install EventTracker v9.1.
4. Configure the service accounts, if the archives/reports are stored in the network path.
5. Verify that the Categories, Alerts, Filters and Scheduled Reports are intact.
6. Upgrade all windows agents using ‘System Manager’.
7. **Preferred**: Import Knowledge Objects after upgrade. Details are explained in Upgrade from v9.0.x to v9.1.x.
8. **Preferred**: Import the parsing rules, token templates and Defined Reports based on the user requirement.
9. **Optional**: To utilize newly added/Modified categories/alerts import the complete alerts /complete categories files from the configuration directory (Install directory). Prior to importing user has to manually delete existing categories and alerts from the application. Then import all categories and all alerts from configuration files.

- After upgrading, if the collection master is v9.1, and if collection point is using any older version of EventTracker, then incidents will not be visible. If you upgrade collection point to v9.1, post upgrade incidents will only be transferred to collection master.
- If On Demand/Scheduled/Queued reports are getting failed irrespective of the export type chosen (pdf, xml,) in windows 2003 environment, kindly reinstall crystal reports. To clean up crystal reports,
please refer **Fix for Crystal Report Error**. After the clean-up, download and install the executable file **32bit.msi** for **Support Pack 10 (v. 13.0.10.1385)** from the location [http://scn.sap.com/docs/DOC-7824](http://scn.sap.com/docs/DOC-7824).

**Compliance Dashboard**

- The Dashlets are preserved after the upgrade and the user can customize the dashlets by selecting the customize icon 📊.

**My Dashboard**

- The dashlets created under **My Dashboard** are also preserved after the upgrade process and the user can further customize it by selecting the customize icon 📊.

**Upgrade from v8.3.x to v9.1.x**

The procedure to **upgrade from v9.0.x to v9.1.x** is mentioned in the detail section.
Upgrade from v8.1.x /v8.2.x to v9.1.x

The procedure to upgrade from v8.1.x/v8.2.x to v9.1.x is same like upgrade from v9.0.x to v9.1.x.

Upgrade - Detailed View

In this section, you will learn upgrade process in detail.

- Upgrade from v9.0.x to v9.1.x Enterprise
- Upgrade from v8.3.x/v9.0.x to v9.1.x Enterprise

Upgrade from v9.0.x to v9.1.x

- Please refer Common steps for all upgrades for more details.
- Before upgrading, please take a backup of the database and details are given below.
  a) Double-click EventTracker Control Panel, double-click Diagnostics.
  b) Click the Backup Configuration button.
     Backup & Restore window displays.
  c) Browse and select the folder you wish to back up.
  d) Click the Backup now button.

Figure 8
After the backup has been taken, go to folder for which the backup has been taken. A file with the extension .bkp will be used to restore later.

**Step 1: Close/terminate all the EventTracker Components**

Before you start with upgrade, it is very crucial to close/terminate all the EventTracker components present in the system, like EventTracker Enterprise, EventTracker Control Panel, and even **RDP** (Remote Desktop Protocol) session.

During uninstall, if any of the previous EventTracker component is open then EventTracker asks you to close the program.

Close the open component, and then click the **Retry** button. EventTracker resumes uninstall process.

**Step 2: Uninstall v9.0**

1. Select the **Start** button, select **Settings**, and then select **Control Panel**.
2. Select **Add or Remove Programs**, select **EventTracker**, and then select the **Remove** button.

![Add or Remove Programs](image)

Figure 9

(OR)
Select the **Start** button, select **Programs**, and then select **Prism Microsystems**.
Select **EventTracker**, and then select **Uninstall EventTracker**.
EventTracker will display the confirmation message.

![Programs and Features](image)

Figure 10

3. If you have installed EventTracker agents on different systems then a message box will appear to confirm the uninstall process.
4. Click the Yes button to continue the installation process. EventTracker starts uninstall process, and displays ‘Uninstall EventTracker’ dialog box. 

   ![Uninstall EventTracker Enterprise](image)

   By default all the file options are selected. Keep the default selection to retain the data and configurations.

5. Click the Ok button.

**Step 3: Restart the EventTracker Manager Server or System**

1. Close all the open applications on the desktop.
2. Click the Start button and then click Shut Down drop down.
3. Select Restart option, and then click the OK button.

**Step 4: Install EventTracker v9.1 Enterprise**

Kindly follow the steps mentioned below for upgrade process.

1. To install v9.1, launch EventTrackerSetup.exe.

   EventTracker Pre-Install Check message displays.
2. Click on **Yes**.

The Pre-Installer “Welcome” window displays. For the detailed Pre-Installation Check process, please refer to Install Guide v 9.1 (Page 13).

**EventTracker - Install Shield Wizard displays.**

InstallShield Wizard displays the **Welcome** screen.
3. Click Next >.
   InstallShield Wizard displays the License Agreement screen.
4. Read the license agreement, click ‘I accept the terms in the license agreement’ option and then click the Next > button.
Select a Certificate File page displays.
To locate the path of the certificate file, click the **Browse** button.
InstallShield Wizard displays the **Select File** window.
5. Locate the file from the appropriate folder, and then select **Open**.
   InstallShield Wizard updates the folder path.
6. Click **Next >**.

   InstallShield[R] Wizard displays the **Select Components** screen.
7. Click the **Next >** button.

   Select EventTracker Console Type page displays.
8. Select a console type (Standard/Collection Point/Collection Master).

   a. If Collection Point Console Type is selected, click Next >.

   b. Enter Collection Master details, click Next >.
c. Enter **Collection Master**: details, enable **Skip** option, and then click **Next >**.
(OR)

a. If **Collection Master** option is selected, and then click **Next >**.

If you have selected **Change Audit** component, then InstallShield Wizard displays **Change Audit SnapShot** dialog box.
**NOTE:** Do not change the install path.

9. Select the **Next >** button.
10. **Ready to Install the Program** page displays. Click the **Install** button.
11. In the final screen "**Ready to Install the Program**", after you click **Install** button, the installation process will start, with a message displaying "**Please wait, Migration in Progress....**"

Basic Configuration window displays.
12. Select appropriate options, and then select the **OK** button.

InstallShield Wizard displays the last screen.
13. Click **Finish** to conclude the installation process.

InstallShield Wizard displays the **EventTracker Configuration** screen.
14. Type valid user credentials in the **User Name** and **Password** fields respectively and then click the **OK** button.

After successfully validating the user credentials, InstallShield\[R\] Wizard displays the **EventTracker Configuration** message box.

15. Click the **OK** button.

**Step 5:** Configure the service accounts, if the archives/reports are stored in the network path.

Click ‘**Configure the service accounts**’ section.

**Step 7:** Verify that the Categories, Alerts, Filters, are intact
**Verify Category:**

1. Logon to EventTracker Enterprise.
2. Click the Admin menu, and then click Category. EventTracker displays Category Management Page.
3. Search for the imported custom category under Category Tree tab.
   In addition, you can find the custom category on the right side of the page, in Last 10 modified categories list. Example: New Category

![Category Tree](image)

**Figure 36**

(OR)

Click the Search tab, enter the category name in Search field, and then click the Go button.

**Verify Alerts:**

1. Click the Admin menu, and then click Alerts. EventTracker displays Alert Management page.
2. Enter the alert name in **Search** Field, and click the **Go** button.

To find alert(s) in the list, you can make use of scroll bar and the page numbers provided at the bottom of **Alert Management** page.

**Verify Filters:**

1. Click the **Admin** menu, and click **Event Filters**.
   EventTracker displays **Event Filters** page. The newly imported filters are listed in this page.
Figure 39

2. Click the filter name to see the imported filter details. EventTracker displays **Event Filter configuration** page.

Figure 40

**Step 8: Upgrade all Windows agents using the System manager**

EventTracker agent upgrade is necessary to keep the agents up to date with the manager system.

1. Logon to **EventTracker Enterprise**.
2. Select the **Admin** menu, and select **Systems**.
   
   EventTracker displays **System** manager page.
3. Right-click the desired domain/group name and then select **Upgrade agent**.
EventTracker displays **Upgrade Remote Agent(s) dialog box.**

**Figure 42**

**Figure 43**
<table>
<thead>
<tr>
<th>Option</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All systems in the selected group</strong></td>
<td>Click this option to upgrade all the agents in the selected group.</td>
</tr>
<tr>
<td><strong>Take systems from the text file</strong></td>
<td>Create a text file containing agent system names for which the</td>
</tr>
<tr>
<td></td>
<td>upgrade has to be done. The text file should contain one system</td>
</tr>
<tr>
<td></td>
<td>name per line.</td>
</tr>
<tr>
<td></td>
<td>If you select this option then browse the text file to select the</td>
</tr>
<tr>
<td></td>
<td>agent system names.</td>
</tr>
<tr>
<td><strong>Agent type</strong></td>
<td>Select the agent to upgrade.</td>
</tr>
<tr>
<td><strong>Specific systems in the selected group</strong></td>
<td>Out of all the agent systems present in the group, select specific</td>
</tr>
<tr>
<td></td>
<td>agent system(s) to upgrade.</td>
</tr>
</tbody>
</table>

(OR)

Select the ![icon](image) icon corresponding to the remote system’s name (where the agent is to be upgraded), and then click **Upgrade Agent** from the dropdown list.

**Figure 44**

EventTracker displays **Upgrade Remote agent(s)** pop-up window.
4. **Check the agent type option which you wish to upgrade, and then click the **Next** button.**

5. **Select **Windows Domain Network** option, and fill in the user credentials.**
If the remote agent is in some other non trusted domain or the remote system is not accessible using Windows file sharing, then select the **Upgrade over IP (Non Windows Domain)** option.

Figure 47 (OR)
6. Check **Install default Remedial Action EXEs on this system** option to install remedial action scripts.

EventTracker displays a message box.

---

**Message from webpage**

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

[OK] [Cancel]

---

**Remedial Actions** are scripts or executable files that can be launched at either the agent or the manager side, in response to events. If this option is enabled, predefined scripts will be placed in the `EventTracker\Agent\Script` folder at the manager side. These may be installed at the agent side also, during deployment via the **System** manager.

7. Click **OK** to install remedial action EXEs
(OR)

Click **Cancel** to not to install remedial action EXEs.

The agent will be installed on the selected machine with the default etaconfig.ini configuration.

8. Click the **Advanced** button to set a more specific configuration while agent upgrade.

The **Default** option is selected by default to apply manager side ‘Agent configuration’ settings (etaconfig.ini).

(OR)

Select the **Custom config** option to select a custom configuration file.

The custom configuration will provide you the templates which you have created in Agent configuration and two more predefined templates.

You can select the template of your choice.
**etaconfig_Servers.ini**: This predefined template contains the ideal server configurations which can be applied to the selected agent system.

**etaconfig_Workstations.ini**: This predefined template contains the ideal workstation configurations which can be applied to the selected agent system. This option disables the ‘Offline event sending’ option.

9. Click the **Upgrade** button.

EventTracker displays information message.

![Message from webpage](image)

Figure 51

10. Click the **OK** button.

EventTracker displays **System Status** screen.
11. Click the button, to see the latest status.

![Figure 52](image)

**Figure 52**

**NOTE:** It may take some time to load the status.

**Step 10:**

As the menu options have been changed, the **User Privileges** configuration won’t be retained after upgrade to v9.1 for non-admin users. You have to reconfigure it again.

a) To configure the privileges, go to **Admin** hyperlink, select **Users**. EventTracker displays User Management window.

b) Select the user(s) and click the **Assign Privileges** icon.

![Figure 54](image)

**Figure 54**
EventTracker displays the Add Privileges window.

c) Select required field and click **OK**.

![Figure 55](image)

**Step 11: Import Knowledge Objects after upgrade**

1. Logon to EventTracker Enterprise.
2. To import **Knowledge Objects**, select the **Admin** menu, and then select **Knowledge Objects**.
3. Select the **Import** icon.
   EventTracker Knowledge Objects Import/Export window displays.
4. Select the **Browse...** button and then select the file from desired location.

**NOTE:** The file extension should be `.etko` only. The knowledge objects are segmented into folders. Based on the devices the user(s) is having, they can import them which is available in ...

```...\InstallDIR\EventTracker\Knowledge Packs```
5. Select the **Open** button.
6. Select the **Upload** button.
7. To upload knowledge objects, select the **Object name** option.

8. Click on **Import**.
NOTE:

- After upgrading from v8.3/v9.0 to v9.1, the user will first have to import the new Token templates (with the extension .ettd) from the .. install DIR\Program Files\Prism MicroSystems\EventTracker\Configuration Files and then import the newly available Defined Reports (with the extension .issch) from the same path.

- While importing the newly added defined reports from the EventTracker Control Panel, the user has to select the Old Type option with extension .issch.

**Configure Service Accounts**

If the user is setting UNC path (Uniform Naming Convention) for storing Archives/Reports, then service account of EventTracker Scheduler, EventTracker EventVault, EventTracker Reporter, EventTracker Indexer and Event Correlator (if available) services should be made to run on the user account which will have full permission on the set UNC path.

1. Open the “EventTracker Configuration” from the Start button, and “Run as administrator”.

![Figure 58](image)

2. Configure the same with a user who has full permissions to access the shared archives folder.
Karen has full permissions to access the archives UNC path.

**NOTE:** Please ignore the above steps, if it is already configured with the required user.

1. Select the Start button, and then select Run.
2. Type **services.msc**, and click the OK button.

3. In the Services window, search for EventTracker services.
4. Right click the service name, and click **Properties**.
   - For example: Right click **EventTracker EventVault** service.
   - ‘EventTracker EventVault Properties (Local Computer)’ dialog box will appear on the screen.

5. Click **Log On** tab, and select **This account** option.
6. Enter the user credentials and correct password. The user name should be in ‘domain name\user name’ format.
7. Click the **Apply** button.
   Warning message will be displayed on the desktop.

8. Click the **OK** button.
9. To run the service with new logon name, stop and start the service.
10. Likewise, for rest of the services, repeat step 4 to step 10 to change the service account. The **Log On As** column will display the changed service account name.
Upgrade from v8.3.x/v9.0.x to v9.1.x

The upgrade procedure from v8.3 to v9.1 is the same as v9.0 to v9.1. The detail procedure is described in Upgrade from v9.0.x to v9.1.x.

NOTE:

- Before upgrading, please take a backup of the database and follow the instructions mentioned in Upgrade from v9.0.x to v9.1.x.
- Please refer Common steps for all upgrades for more details.