Upgrade EventTracker Agent Update using EtaDataDispatcher Utility

EventTracker 8.1/8.2
Abstract

The purpose of this document is to help users to deploy the EventTracker agent updates in silent mode using EtaDataDispatcher Utility.

Target Audience

This guide is helpful for users who wish to deploy EventTracker agent updates for v8.1/8.2.
How to- Upgrade EventTracker Agent using EtaDataDispatcher Utility

Table of Contents

Abstract ...................................................................................................................................................... 1
Target Audience ...................................................................................................................................... 1
Process to be followed after applying the Update in the Manager Console ............................................ 3
  Upgrade the EventTracker Agent Update using EtaDataDispatcher.exe utility .................................. 3
Steps to verify the deployment status in the Manager console ............................................................... 8
Steps to verify the upgrade status in the Remote Agent system ............................................................ 9
  ‘All’ and ‘Custom’ option in EventTracker Data Dispatcher ................................................................. 10
  Silent ETDataDispatcher upgrading process after applying the Update: ET82U17-064 (For v8.2) .... 11
Process to be followed after applying the Update in the Manager Console

Upgrade the EventTracker Agent Update using EtaDataDispatcher.exe utility.

Pre-requisite: To run EtaDataDispatcher Utility, in the Agent system, Remedial Actions should be enabled, before applying the update. The user can use this dispatcher utility to deploy Agent updates from ET8XUAXX-XXX onwards.

NOTE: For 8.2 user(s), it’s not required to enable the Remedial actions, if the customer has applied the Service Pack 2 (Update-ET82U17-064).

- Select the EtaDataDispatcher.exe utility kept in the \install directory\Prism Microsystems\EventTracker\Agent.

- Right-click and select ‘Run as administrator’.

Figure: 1
How to- Upgrade EventTracker Agent using EtaDataDispatcher Utility

- Select the checkbox for the option "Send Execute Script" and browse the ‘ET8XUAXX-XXX.bat’ file from the \install directory\Prism Microsystems\EventTracker\RemoteInstaller\Script.

- Browse the agent update ‘ET8XUAXX-XXX.exe’ which needs to be run at the Agent system, in the ‘Send Script Data’ option.

- Select the Group from the dropdown list and choose the target system to which you wish to deploy the agents.

Figure: 2

EventTracker Data Dispatcher

The current settings can be distributed and applied to specified agents across the enterprise. Select the Agents where you would like to apply this configuration and select 'Apply'. 'Script' folder will hold the executables or Script files and 'Script data' contains files which are used by script files those are present in 'Execute Script' folder.

Select Systems

Groups: Select Group

Systems: List of Selected Systems:

Add ►
AddAll ►
<< Remove
<< Remove All

Apply
Close
Select the systems and click the Add button, to add it to the List of selected systems box. This is shown in the figure above.

Click the Apply button for applying the changes.

The below message gets displayed.
How to Upgrade EventTracker Agent using EtaDataDispatcher Utility

- Click OK.

**IMPORTANT**

- The Send Script (if selected), Send Script Data and Send Execute Script in the Action pane get retained.
- The Systems within the group selected also get retained in the Systems pane.
- The Systems selected on List of Selected Systems pane will not be retained.

This is shown in the figure below:
NOTE: The above mentioned UI changes will be available only after the user applies the Update: ET81U16-031 (v8.1) and ET82U16-020 (v8.2).
Steps to verify the deployment status in the Manager console

- Selected files will be copied to the Agent\Config folder with the respective system, user and domain name. (CASPER@Karen@TOONS)

- To confirm whether the files were transferred to the targeted agent systems, go to the \install directory\Prism Microsystems\EventTracker\Agent\Config and check the folders: ‘ExecuteScript’ and ‘ScriptData’. The respective folders should be empty.

- If the selected scripts and executables are still in the folder, the agent might be down or not reachable.
Steps to verify the upgrade status in the Remote Agent system

- Traverse to `\install directory\Prism Microsystems\EventTracker\Agent\ExecuteScript` and verify whether the files are copied in the agent system as shown below.

  The batch file will be present in the folder `\install directory\Prism Microsystems\EventTracker\Agent\ExecuteScript`

  ![Figure: 7](image)

  The executable file will be present in `\install directory\Prism Microsystems\EventTracker\Agent\ScriptData`.

  ![Figure: 8](image)

- Also the `PatchBackupDir` folder gets created.

- The `UpdateUtility-Log.txt` under `\install directory\Prism Microsystems\EventTracker\Agent` will have the update install state detail as shown below:
How to Upgrade EventTracker Agent using EtaDataDispatcher Utility

On successful Update execution ‘etalog.txt’ present in the agent directory will contain the detail of the execution status.

‘All’ and ‘Custom’ option in EventTracker Data Dispatcher

Only for v8.2

After applying the Update-ET82U17-064, the EventTracker Data Dispatcher window gets updated with a new options like ‘All’ and ‘Custom’ under select System pane. When the ‘All’ option is
selected, all the systems will get listed. For ‘Custom’ option, the user can create his/her customized list of systems in .txt format and can browse the file. A figure is shown below:

**Silent ETDataDispatcher upgrading process after applying the Update: ET82U17-064 (For v8.2)**

- For silent installation, the user will first have to create an xml file with the tag patterns shown below:

  ```xml
  1  <EtaDataDispatcherParams>
  2  
  3  </Script>
  4  </ScriptData>
  5  </ExecuteScript>
  6  </Systems>
  </EtaDataDispatcherParams>
  
  Figure: 12
  
  Now, copy the location path and the file name for the respective tags.
How to- Upgrade EventTracker Agent using EtaDataDispatcher Utility

For example:

```<Script>C:\Users\Karen\Desktop\silent\silent.ps1</Script>```

Similarly,

1. For the `ScriptData` tag, provide the full path along with the script file name.
2. For `ExecuteScript` tag, provide the full path along with the exe name.
3. And for the `Systems` tag, enter the systems name separated by semi-colon (;).

Note: All the following tags "Script", "ScriptData", "ExecuteScript" and "Systems" accept values separated by semicolon.

An example is shown below:

```xml
<EtaDataDispatcherParams>
  <Script>C:\Users\Karen\Desktop\silent\silent.ps1</Script>
  <ScriptData>C:\Users\Karen\Desktop\silent\ET02U17-056.bat</ScriptData>
  <ExecuteScript>C:\Users\Karen\Desktop\silent\ET02U17-056.exe</ExecuteScript>
  <Systems>r1s4ml\test-1</Systems>
</EtaDataDispatcherParams>
```

Figure: 13

- After entering the values, save the xml file.

For silent installation through command prompt,

- Open cmd.
- Redirect control to path where EtaDataDispatcher.exe is located.
  For example:
  ```bash
  ...install directory\EventTracker\Agent
  ```
- Type `EtaDataDispatcher.exe` followed by the path where you have saved the xml file in the given format:

  ```cmd
  "C:\Users\Karen\Desktop\silent\Param1.xml"
  ```

The figure is shown below:
How to Upgrade EventTracker Agent using EtaDataDispatcher Utility

Figure: 14
It will fetch the tag values mentioned in the xml format and copy it accordingly.

Once it gets completed, you can verify it in the mentioned path: \Install directory\Prism Microsystems\EventTracker\Agent\Config folder.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>ExecuteScript</td>
<td>3/31/2017 5:22 PM</td>
<td>File folder</td>
<td></td>
</tr>
<tr>
<td>Script</td>
<td>3/31/2017 5:22 PM</td>
<td>File folder</td>
<td></td>
</tr>
<tr>
<td>ScriptData</td>
<td>3/31/2017 5:22 PM</td>
<td>File folder</td>
<td></td>
</tr>
</tbody>
</table>

Figure: 15

- After the installation is completed, the following Event ID gets generated in the Manager console.