

Logger 5.5 Upgrade Check

Document Status

The information in this technical note applies to HP ArcSight Logger 5.5 (L7049) and the Logger 5.5 Upgrade Check tool.

Summary

Logger 5.5 upgrade is not supported for non-SAN Logger Appliances purchased prior to July 11, 2011 that were originally running versions earlier than Logger 5.1. Upgrade for these appliances will be supported in an upcoming Logger release.

This document explains how to run the Logger 5.5 Upgrade Check tool to determine whether your non-SAN appliance can be upgraded to Logger 5.5.

Audience

The audience for this technical note is for customers who are planning to upgrade non-SAN Logger Appliances to Logger 5.5.

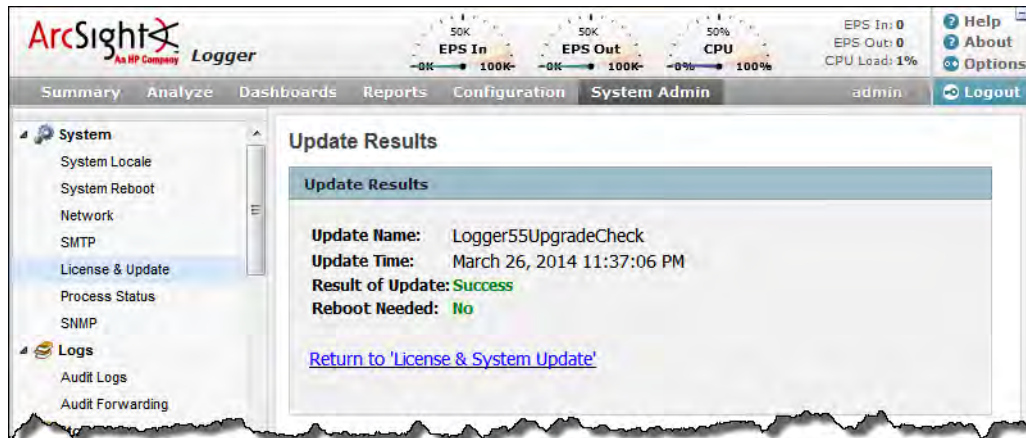
Step-by-Step Instructions

Follow the steps below to run the Logger 5.5 Upgrade Check tool. Then view the results to see whether you can upgrade your appliance to Logger 5.5.

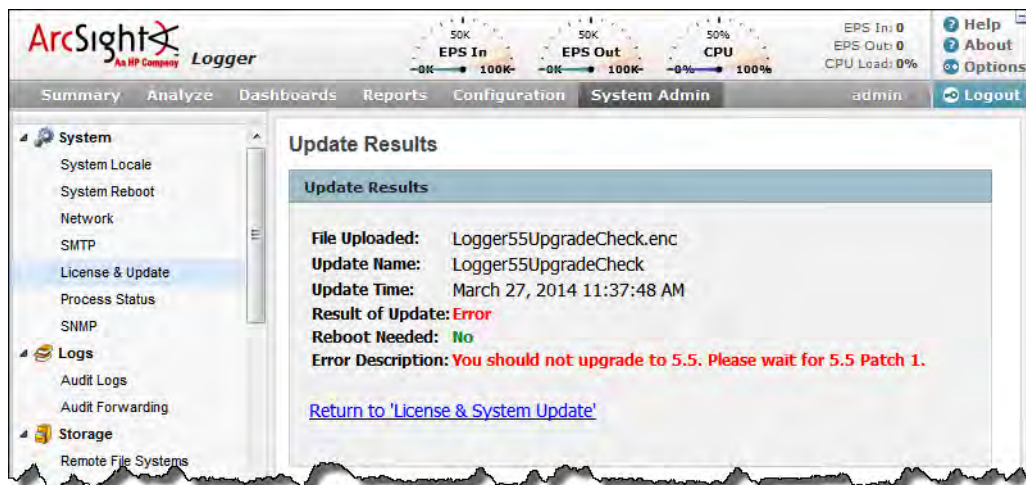
To run the Logger 5.5 Upgrade Check tool:

- 1 Download the file `Logger55UpgradeCheck.enc` to a computer from which you can connect to Logger.
- 2 From the computer to which you downloaded the file, log in to your Logger using an account with administrator (upgrade) privileges.
- 3 Click **System Admin** from the top-level menu bar.
- 4 Click **License & Update** in the **System** section.
- 5 Browse to and select the file you downloaded earlier, and then click **Upload Update**.
- 6 The ArcSight Appliance Update page displays the update progress. Once the update has completed, the page displays the update results.

- ◆ If the Result of Update field displays "Success", you can proceed with the upgrade to Logger 5.5.



- ◆ If the Result of Update field displays "Error", and the Error Description field displays "You should not upgrade to 5.5. Please wait for 5.5 Patch 1.", do not upgrade to Logger 5.5 since the upgrade is not supported on your appliance. Upgrade for your appliance will be available in an upcoming release of Logger.



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