



syslog-ng Store Box 7.4.0

Upgrade Guide

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**Legend**

 **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

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For the most recent documents and product information, see [Online product documentation](#).

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## Preface

This document describes how to upgrade existing syslog-ng Store Box (SSB) installations to SSB 7.4.0. The document is meant to support system administrators in planning the migration to the new version of SSB.

For detailed information about versioning and supported upgrade paths in SSB, see [Version numbering in SSB](#) and .

**CAUTION:**

Read the entire document thoroughly before starting the upgrade.

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## Prerequisites and Notes

This section and its subsections contain information about the following:

### Version numbering in SSB

All releases of syslog-ng Store Box (SSB) belong in the following categories (including their respective maintenance releases):

- **LTS release version**

Format: <major.0.maintenance>, for example, 6.0.0, 6.0.1

For more information, see the **Long Term Support (LTS)** section under [the syslog-ng Store Box Product Life Cycle Table](#).

- **Feature release version**

Format: <major.minor.maintenance>, for example, 4.9.1, or 6.5.0

For more information, see the **Feature release** section under [the syslog-ng Store Box Product Life Cycle Table](#).

### Upgrade paths to SSB

These sections contain information about the general guidelines for supported direct upgrade paths in syslog-ng Store Box (SSB), the possible upgrade scenarios, and their recommended upgrade paths for upgrading from LTS or Feature releases to LTS or Feature releases, and detailed information about the possible upgrade paths to the current version of SSB (currently, version 7.4.0).

For detailed information, see the following subsections:

# Guidelines and support for direct upgrade paths in SSB

This section provides general guidelines for supported direct upgrade paths in syslog-ng Store Box (SSB).

For more information about possible upgrade scenarios, and their recommended upgrade paths for upgrading from LTS or Feature releases to LTS or Feature releases, see [Possible upgrade path scenarios, and their recommended upgrade paths](#).

For more information about specific upgrade paths to the current release of SSB (version 7.4.0), see [Upgrade paths to the current version of SSB](#).

## General guidelines for direct upgrade paths

The following general guidelines apply for direct upgrade paths in SSB at all times:

- **Maintenance version prerequisites**

Before you upgrade from any LTS or Feature release version, always make sure that the release you are using has the latest available maintenance version installed. Otherwise, always upgrade directly to the latest available maintenance version of the release version you are using.

### Examples: meeting maintenance version prerequisites before upgrading

The following examples illustrate two different upgrade scenarios when you can not upgrade directly and have to meet the maintenance requirements first.

#### Feature release version

If your SSB appliance is at Feature release version M.F.0 (where M is the major version and F is the minor feature version), while a maintenance Feature release version of M.F.1 exists, you must perform a direct upgrade to M.F.1 (that is, to the latest available M.F maintenance version) before upgrading forward.

#### LTS version

If your SSB appliance is at LTS version M.0.Y (where M is the major version and Y is the maintenance version), while a maintenance LTS version M.0.Z exists (where  $Y < Z$ ), One Identity recommends to perform a direct upgrade to version M.0.Z (that is, to the latest available LTS maintenance version of major version M) before upgrading forward.

- **Supported direct upgrade scenarios**

Direct upgrade scenarios are only available to a succeeding version number. For example, upgrading from Feature release version M.F.0 to LTS version M.0.X is not supported, as  $0 < F$ .

For LTS release versions, direct upgrade is only available to the LTS versions of the same or next major release, and to the Feature release versions of the same major release.

One Identity recommends to first upgrade to the latest LTS release version of the same major version.

### Example: Direct upgrade from LTS versions

**NOTE:** The following upgrade paths are examples to demonstrate the general guidelines of upgrade paths. For more information about specific upgrade paths to the current release of SSB (version 7.4.0), see [Upgrade paths to the current version of SSB](#).

For example, from version M.0.X, you can jump directly to Feature release versions M.1.0, M.2.0, and so on, or to LTS versions M.0.X+1 and M+1.0.1.

However, you cannot perform a single-step, direct upgrade to a version that is larger than the next LTS release (for example, from version M.0.X to version M+2.0.1).

For feature release versions, direct upgrade path is available to the Feature release versions of the same major release, and the LTS versions of the next major version.

### Example: Direct upgrade from Feature release versions

**NOTE:** The following upgrade paths are examples to demonstrate the general guidelines of upgrade paths. For more information about specific upgrade paths to the current release of SSB (version 7.4.0), see [Upgrade paths to the current version of SSB](#).

For example, from version M.F.0, you can jump directly to Feature release versions M.F+1.0, M.F+2.0, and so on, or to LTS versions M+1.0.1 and M+1.0.2.

However, you cannot perform a single-step, direct upgrade to a version that is larger than the next LTS release (for example, from version M.F.0 to version M+2.0.1).

**NOTE:** While you cannot perform a single-step upgrade (for example, directly upgrading from version M.F.0 to version M+1.G.0), you can upgrade from version M.F.0 to version M+1.G.0 in two steps. First, upgrade to the latest available

maintenance version of M+1 LTS, then upgrade to version M+1.G.0.

**NOTE:** Starting from version 7.0.1 LTS, syslog-ng Store Box (SSB) supports the SSB 4000 appliance. The usual upgrade path to the newest feature version is supported only if the feature version to which you want to upgrade also supports the SSB 4000 appliance. Because of this, for example, you cannot upgrade from version 7.0.1 LTS to version 7.2F. However, SSB Feature release version 7.3F or later already supports the SSB 4000 appliance, so you can upgrade from version 7.0.1 LTS to version 7.3F or succeeding versions.

## Possible upgrade path scenarios, and their recommended upgrade paths

The following examples illustrate possible upgrade scenarios, and their recommended upgrade paths for upgrading from LTS or Feature releases to LTS or Feature releases:

**NOTE:** The following upgrade paths are examples to demonstrate the general guidelines of upgrade paths. For more information about specific upgrade paths to the current release of SSB (version 7.4.0), see [Upgrade paths to the current version of SSB](#).

Example for	From	To	Recommended (optimal) upgrade path
LTS to next LTS upgrade	6.0.0	7.0.2	6.0.0 to 6.0.5, then to 7.0.2
Complex upgrade, with several upgrade steps	4.9.0	7.3.0	4.9.0 to 4.9.1, then to 5.0.4, then to 6.0.5, then to 7.0.2, then to 7.3.0
Direct, single-step upgrade	7.1.0	7.3.0	7.1.0 to 7.3.0

From older releases, upgrade to 6 LTS first, then to 7 LTS. For details, see [How to upgrade to syslog-ng Store Box 5 LTS](#).

For more information about specific upgrade paths to the current release of SSB (version 7.4.0), see [Upgrade paths to the current version of SSB](#).

For more information about guidelines for supported direct upgrade paths in SSB, see [Guidelines and support for direct upgrade paths in SSB](#).

## Upgrade paths to the current version of SSB

This section contains detailed information about the possible upgrade paths to the current version of syslog-ng Store Box (SSB). The most recent SSB version is 7.4.0.

For more information about the versioning system in SSB, see [Version numbering in SSB](#).

For more information about guidelines for supported direct upgrade paths in SSB, see [Guidelines and support for direct upgrade paths in SSB](#).

## Upgrade paths to the current version of SSB (version 7.4.0)

Upgrading to SSB version 7.4.0 is tested and supported using the following upgrade path scenarios:

- The latest SSB 7 LTS maintenance version (for example, 7.0.x) to version SSB 7.4.0.

**NOTE:** Always upgrade to the latest available maintenance version of SSB 7 LTS before upgrading to SSB version 7.4.0.

- The latest maintenance versions of the previous, not yet discontinued feature releases to version SSB 7.4.0.

**NOTE:** Starting from version 7.0.1 LTS, syslog-ng Store Box (SSB) supports the SSB 4000 appliance. The usual upgrade path to the newest feature version is supported only if the feature version to which you want to upgrade also supports the SSB 4000 appliance. Because of this, for example, you cannot upgrade from version 7.0.1 LTS to version 7.2F. However, SSB Feature release version 7.3F or later already supports the SSB 4000 appliance, so you can upgrade from version 7.0.1 LTS to version 7.3F or succeeding versions.

## Upgrade checklist

The following list applies to all configurations:

- The firmware of your SSB appliance is not tainted (that is, none of its files were modified locally). If the firmware is tainted, a warning is displayed on the **Basic Settings > System > Version details** page.

Upgrading is not supported if the firmware is tainted. If your firmware is tainted, [contact our Support Team](#).

- You have backed up your configuration and your data.

For more information on creating configuration and data backups, see [Data and configuration backups](#).

- For added safety, you have also exported the current configuration of SSB.

For detailed instructions, refer to [Exporting the configuration of SSB](#).

- You have a valid [support portal](#) account.

To download the required firmware file and the new license file, you need a valid [support portal](#) account. To create an account, navigate to the [support portal](#) and follow the instructions on screen (you will need to enter your product's asset number, which is the license number or serial number you have been provided previously).

- You have downloaded the new 7.4.0 license file from [support portal](#). As license files are specific to each long term release, upgrading to SSB 7.4.0 removes any earlier license.
- You have downloaded the latest SSB firmware file from the [Downloads page](#).

For a details about the firmware file, see [Firmware in SSB](#).

- You have read the Release Notes (changelog) of the firmware(s) before updating. The Release Notes might include additional instructions specific to the firmware version.

The Release Notes are available on the [syslog-ng Store Box Documentation page](#).

If you have a high availability cluster:

- **CAUTION:** Before upgrading to SSB version 7.4.0 in High Availability (HA) mode, ensure that the nodes have already been restarted since the last upgrade. Otherwise, you have to restart the nodes before upgrading SSB to version 7.4.0.

- You have IPMI access to the slave node. You can find detailed information on using the IPMI interface in the following documents:

For syslog-ng Store Box (SSB) Appliance 3000, 3500 and 4000, see Knowledge Base Article [Latest IPMI firmware for Syslog-ng Store Box 3000/3500/4000 and One Identity Safeguard for Privileged Sessions 3000/3500/4000 appliances](#).

- You have verified on the **Basic Settings > High Availability** page that the HA status is not degraded.
- If you have a high availability cluster with geocustering enabled: Perform the firmware upload steps an hour before the actual upgrade. Geocustering can introduce delays in the synchronization between the primary and the secondary node, and the secondary node might not be able to sync the new firmware from the primary node on time.

If you are upgrading SSB in a virtual environment:

**NOTE:** When setting up a virtual environment, carefully consider the configuration aspects such as CPU, memory availability, I/O subsystem, and network infrastructure to ensure the virtual layer has the necessary resources available. Please consult [One Identity's Product Support Policies](#) for more information on environment virtualization.

- You have created a snapshot of the virtual machine before starting the upgrade process.
- You have configured and enabled console redirection (if the virtual environment allows it).

During the upgrade, SSB displays information about the progress of the upgrade and any possible problems to the console, which you can monitor with IPMI (ILOM) or console access.

We recommend that you test the upgrade process in a non-production (virtual) environment first.

Upgrading SSB requires a reboot. We strongly suggest that you perform the upgrade on the production appliance during maintenance hours only, to avoid any potential data loss.

## Upgrading to SSB 7.4.0

For details on upgrading your syslog-ng Store Box (SSB) installation to 7.4.0, see the following procedures.

### Upgrading SSB

If you want to upgrade a SSB cluster, see [Upgrading an SSB cluster](#) on page 12.

#### Prerequisites

Read the following warnings before starting the upgrade process.

#### *To upgrade a standalone SSB node to version 7.4.0*

1. Stop SSB from accepting the incoming log traffic. Navigate to **Basic Settings > System > Service control** and click **Disable**.
2. Update the firmware of SSB using the web interface.
  - a. Navigate to **Basic Settings > System > Upgrade**.
  - b. Upload the new .ISO file.
  - c. When the upload is finished, click **Upgrade and reboot node**.
3. Navigate to **Basic Settings > System > System Control > This node**, and choose **Reboot**.

SSB attempts to boot with the new firmware. Wait for the process to complete.
4. *Recommended step.* To help troubleshoot potential issues following the upgrade, collect and save system information (create a debug bundle) now.

Navigate to **Basic Settings > Troubleshooting > System debug** and choose **Collect and save current system state info**.
5. Navigate to **Basic Settings > System > Version details** and check the version numbers of SSB. In case you encounter problems, you can find common troubleshooting steps in [Troubleshooting](#) on page 14.

6. Upload the new license file. For details, see [Updating the SSB license](#) on page 13.
7. Enable SSB to receive the incoming log traffic. Navigate to **Basic Settings > System > Service control** and click **Enable**.

## Upgrading an SSB cluster

### Prerequisites

Make sure that you have physically connected the IPMI interface to the network and that it is properly configured. This is important because you can only power the secondary node on through the IPMI interface. For details on configuring the IPMI interface, see *Out-of-band management of SSB* in the *Administration Guide*.

### To upgrade an SSB cluster

1. Stop SSB from accepting the incoming log traffic. Navigate to **Basic Settings > System > Service control** and click **Disable**.
2. Update the firmware of SSB using the web interface.
  - a. Navigate to **Basic Settings > System > Upgrade**.
  - b. Upload the new .ISO file.
  - c. When the upload is finished, click **Upgrade, reboot master, and shut down slave**.

3. Log in to the SSB web interface to verify that the primary node upgrade was successful.

Navigate to **Basic Settings > System > Version details** and check the version numbers of SSB. If you encounter any problem, you can find common troubleshooting steps in [Troubleshooting](#) on page 14.

4. Upload the new license file. For details, see [Updating the SSB license](#) on page 13.
5. Use the IPMI interface to start the secondary node.

The secondary node attempts to boot with the new firmware, and reconnects to the primary node to sync data. During the sync process, certain services (including Heartbeat) are not available. Wait for the process to finish, and the secondary node to boot fully.

6. Navigate to **Basic Settings > High Availability > High availability & Nodes**, then verify that the secondary node is connected, it has the same firmware versions as the primary node, and that they both operate in **HA** state.

**NOTE:** When upgrading an SSB cluster, the upgrade process on the slave node will be completed only once a takeover has been performed.

7. Enable SSB to receive the incoming log traffic. Navigate to **Basic Settings > System > Service control** and click **Enable**.

# Updating the SSB license

You can update an existing syslog-ng Store Box (SSB) license with the following procedure.

## **To update the syslog-ng Store Box (SSB) license**

1. Download the new 7.4.0 license file from [support portal](#).  
You need a new license file for every long-term-supported release. If there is no license file for SSB 7.4.0 under your account, [contact our Licensing Team](#) and **Request a license key for a new version**.
2. Navigate to **Basic Settings > System > License**.
3. Click **Browse** and select the new license file.  
You can upload compressed licenses (for example, .zip archives).
4. Click **Upload**, then **Commit**.

## Troubleshooting

If you experience any strange behavior of the web interface, first try to reload the page by holding the SHIFT key while clicking the Reload button of your browser to remove any cached version of the page.

In the unlikely case that SSB encounters a problem during the upgrade process and cannot revert to its original state, SSB performs the following actions:

- Initializes the network interfaces using the already configured IP addresses.
- Enables SSH access to SSB, unless SSB is running in sealed mode. That way, it is possible to access the logs of the upgrade process, which helps the Support Team to diagnose and solve the problem.

**NOTE:** SSH access will be enabled on every active interface, even if management access has not been enabled for the interface.

In case the web interface is not available within 30 minutes of rebooting SSB, check the information displayed on the local console and [contact our Support Team](#).

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## Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product