



# RSA<sup>®</sup> NetWitness Platform

Version 11.4.1.4

## Release Notes



## Contact Information

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# Introduction

---

This document provides information about the changes and deprecated features in NetWitness Platform 11.4. Read this document before deploying or upgrading to NetWitness Platform 11.4.1.4.

## GPG Key Changes

The GPG Signing for NetWitness has changed for releases beyond 11.6.0.0. In order to upgrade to releases beyond 11.6.0.0, you must first upgrade to 11.4.1.4. For more information, see [GPG Key Change in NetWitness Platform Beyond 11.6.0.0](#).

## End of Life Functionality

---

The following table provides information on end of life functionality and features in RSA NetWitness Platform 11.4.1.4 or later releases.

### End of Life Functionality and Features in 11.4.1.4 or later releases

Feature	Notes
Live Connect Data Source	Live Connect Data Source is not supported in NetWitness Platform 11.4.1.4 or later releases.

## Upgrade Instructions

---

You need to read the information and follow these procedures for upgrading NetWitness Platform version 11.4.1.4.

The following upgrade paths are supported for NetWitness Platform 11.4.1.4:

- NetWitness Platform 11.3.x.x to 11.4.1.4
- NetWitness Platform 11.4.0.x to 11.4.1.4
- NetWitness Platform 11.4.1.0 to 11.4.1.4
- NetWitness Platform 11.4.1.1 to 11.4.1.4
- NetWitness Platform 11.4.1.2 to 11.4.1.4
- NetWitness Platform 11.4.1.3 to 11.4.1.4

To upgrade from NetWitness Platform 11.3.x.x to 11.4.1.4, you must download files for the 11.4.0.0 base pack, 11.4.1.0 service pack, 11.4.1.1 patch, 11.4.1.2 patch, 11.4.1.3 and the 11.4.1.4 patch release.

To upgrade from NetWitness Platform 11.4.0.x to 11.4.1.4, you must download files for the 11.4.1.0 service pack, 11.4.1.1 patch, 11.4.1.2 patch, 11.4.1.3, and the 11.4.1.4 patch release.

To upgrade from NetWitness Platform 11.4.1.0 to 11.4.1.4, you only need to download files for the 11.4.1.1 patch, 11.4.1.2 patch, 11.4.1.3 patch, and 11.4.1.4 patch release.

To upgrade from NetWitness Platform 11.4.1.1 to 11.4.1.4, you only need to download files for the 11.4.1.2 patch, 11.4.1.3 patch and 11.4.1.4 patch release.

To upgrade from NetWitness Platform 11.4.1.2 to 11.4.1.4, you need to download files for the 11.4.1.3 patch, and 11.4.1.4 patch release.

To upgrade from NetWitness Platform 11.4.1.3 to 11.4.1.4, you need to download files for the 11.4.1.4 patch release.

You can upgrade 11.4.1.4 patch using one of the following options:

- If the NetWitness Server has internet connectivity to Live Services, the NetWitness Platform User Interface can be used to apply the patch.
- If the NetWitness Server does not have internet connectivity to Live Services, the Command Line Interface (CLI) or the NetWitness Platform User Interface can be used to apply the patch.

**Note:** If you are using S4s device that utilizes SD cards, SSH to NW Server and run the following command before starting the upgrade process.

```
manage-stig-controls --disable-control-groups 7 --host-id <node uuid>
```

## Running in Mixed Mode

Running in mixed mode occurs when some services are upgraded to the latest version and some services are on older versions. See "Running in Mixed Mode" in the *RSA NetWitness Platform Hosts and Services Getting Started Guide* for further information.

## Getting Help with NetWitness Platform

### Self-Help Resources

There are several options that provide you with help as you need it for installing and using NetWitness Platform:

- See the documentation for all aspects of NetWitness Platform here: [https://community.rsa.com/t5/rsa-netwitness-platform-online/tkb-p/netwitness-online-documentation/doc-set/online\\_documentation/version/11.4](https://community.rsa.com/t5/rsa-netwitness-platform-online/tkb-p/netwitness-online-documentation/doc-set/online_documentation/version/11.4)
- Use the **Search** and **Ask it** fields in RSA Link to find specific information here: <https://community.rsa.com/welcome>
- See the RSA NetWitness® Platform Knowledge Base: <https://community.rsa.com/community/products/netwitness/knowledge-base>
- See Troubleshooting the RSA NetWitness® Platform: <https://community.rsa.com/community/products/netwitness/documentation/troubleshooting>
- See also [RSA NetWitness® Platform Blog Posts](#).
- If you need further assistance, contact RSA Support.

### Contact RSA Support

If you contact RSA Support, you should be at your computer. Be prepared to provide the following information:

- The version number of the RSA NetWitness Platform product or application you are using.
- The type of hardware you are using.

Use the following contact information if you have any questions or need assistance.

RSA Link	<a href="https://community.rsa.com">https://community.rsa.com</a> In the main menu, click <b>My Cases</b> .
International Contacts (How to Contact RSA Support)	<a href="https://community.rsa.com/docs/DOC-1294">https://community.rsa.com/docs/DOC-1294</a>
Community	<a href="https://community.rsa.com/community/support">https://community.rsa.com/community/support</a>

## Upgrade Tasks

**Note:** Before upgrading the hosts make sure that the time on each host is synchronized with the time on the NetWitness Server.

To synchronize the time do one of the following:

- Configure the NTP Server. For more information, see "Configure NTP Servers" in the *System Configuration Guide*.

- Run the following commands on each hosts:

1. SSH to NW host.

2. Run the following commands.

```
systemctl stop ntpd
ntpdate nw-node-zero
systemctl start ntpd
```

### Task 1: Upgrade External Repository

**Note:** Perform the below steps only if you are using an external repository for 11.4.1.4.

To upgrade the external repository which is an externally managed server, do the following:

1. Upgrade the external repository with the latest upgrade content for the RSA netwitness-11.4.1.4.zip.

The following is the structure after upgrading the external repository:

```

-----repodata
|-11.4.0.1
|---OS |a, Suresh
|-----repodata
|-----RSA
|-----repodata
|-11.4.1.0
|---OS |a, Farheen
|-----repodata
|-----RSA
|-----repodata
|-11.4.1.1
|---OS |a, Suresh
|-----repodata
|-----RSA
|-----repodata
|-11.4.1.2
|---OS |a, Farheen
|-----repodata
|-----RSA
|-----repodata
|-11.4.1.3
|---OS |a, David
|-----repodata
|-----RSA
|-----repodata
|-11.4.1.4
|---OS |a, Suresh
|-----repodata
|-----RSA
|-----repodata


```



## Task 2: Disable Decoder Services

Before upgrading to 11.4.1.4, you must disable Capture AutoStart on Network Decoder and Network Hybrid Services.

### To disable Capture Autostart:

1. Go to **ADMIN > Services**.  
The Administration Services view is displayed.
2. Select a Network Decoder or Network Hybrid service and select  > **View > Config**.  
The services config view for the selected Network Decoder or Network Hybrid is displayed.
3. In the **Decoder Configuration** panel, deselect the **Capture Autostart** and click **Apply**.

## Task 3: Upgrade the Patch

You can choose one of the following upgrade methods based on your internet connectivity.

- [Option 1: Online Method \(Connectivity to Live Services\): Upgrade Using NetWitness Platform User Interface](#).
- [Option 2: Offline Method \(No connectivity to Live Services\): Upgrade using the Command Line Interface](#).
- [Option 3: Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#)

## Upgrade Options

### Option 1: Online Method (Connectivity to Live Services): Upgrade Using NetWitness Platform User Interface

You can use this method if the NetWitness Server is connected to Live Services and can obtain the package.

**Note:** If the NetWitness Server does not have access to Live Services, use [Option 2: Offline Method \(No connectivity to Live Services\): Upgrade using the Command Line Interface](#) , or use [Option 3: Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#)

### Prerequisites

Make sure that:

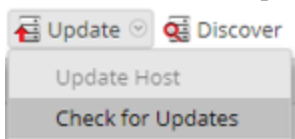
1. The “Automatically download information about new upgrades every day” option is checked and is applied in **ADMIN > System > Upgrades**.
2. Go to **ADMIN > Hosts > Update > Check for Updates** to check for upgrades. The Host page displays the **Update Available** status.
3. 11.4.1.4 is available under “Update Version” column.

**Note:** If you have custom certificates, move any custom certificates from `/etc/pki/nw/trust/import/` directory to `/root/cert`. Follow these steps to move the certificates:


- 1.) `mkdir /root/cert.`
- 2.) `mv /etc/pki/nw/trust/import/* /root/cert.`

### Procedure

1. Go to **ADMIN > Hosts**.
2. Select the NetWitness Server (nw-server) host.
3. Check for the latest updates.



4. **Update Available** is displayed in the **Status** column if you have a version upgrade in your Local Update Repository for the selected host.
5. Select **11.4.1.4** from the **Update Version** column.  
If you:

- Want to view a dialog with the major features in the upgrade and information on the upgrades click the information icon (  ) to the right of the update version number.
  - Cannot find the version you want, select **Update > Check for Updates** to check the repository for any available upgrades. If an upgrade is available, the message "New updates are available" is displayed and the **Status** column upgrades automatically to show **Update Available**. By default, only supported upgrades for the selected host are displayed.
6. Click **Update > Update Host** from the toolbar.
  7. Click **Begin Update**.
  8. Click the **Reboot Host** when prompted.
  9. Repeat steps 6 to 8 for other hosts.

**Note:** You can select multiple hosts to upgrade at the same time only after upgrading and rebooting the NetWitness Admin server. All ESA, Endpoint, and Malware Analysis hosts should be upgraded to the same version as that of NW Admin Server.

**Note:** Not all components have been changed for 11.4.1.4, so after you perform the upgrade steps, it is normal to see some components with different version numbers. For a list of the components that were upgraded for this release, see [Build Numbers](#).

## Option 2: Offline Method (No connectivity to Live Services): Upgrade using the Command Line Interface

You can use this method if the NetWitness Server is not connected to Live Services.

**Note:** Alternatively, you can upgrade using the [Option 3: Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#)

### Download the 11.4.1.4 Patch

Download the RSA NetWitness Platform 11.4.1.4 Upgrade Pack file, which contain all the NetWitness Platform 11.4.1.4 upgrade files, from the RSA Link

<https://community.rsa.com/community/products/netwitness/114/downloads> to a local directory.  
netwitness-11.4.1.4.zip

Upgrading from	Download and Stage file
11.3.x.x	netwitness-11.4.0.0.zip, netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip

Upgrading from	Download and Stage file
11.4.0.x	netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.0	netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.1	netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.2	netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.3	netwitness-11.4.1.4.zip

**Note:** If you are using external repository, you can upgrade the external repository with the latest upgrade content. For more information see, [Task 1: Upgrade External Repository](#).

## Procedure

You need to perform the upgrade steps for NW Admin servers and for component servers.

**Note:** If you copy paste the commands from PDF to Linux SSH terminal, the characters do not work. It is recommended to type the commands.

- **If you are upgrading from 11.3.x.x to 11.4.1.4**, you must stage 11.4.0.0, 11.4.1.0, 11.4.1.1, 11.4.1.2, 11.4.1.3, and 11.4.1.4. Log into the `/root` directory of the Admin NetWitness Server and create the following directories:

```
/tmp/upgrade/11.4.0.0
/tmp/upgrade/11.4.1.0
/tmp/upgrade/11.4.1.1
/tmp/upgrade/11.4.1.2
/tmp/upgrade/11.4.1.3
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directories:

```
unzip netwitness-11.4.0.0.zip -d /tmp/upgrade/11.4.0.0
unzip netwitness-11.4.1.0.zip -d /tmp/upgrade/11.4.1.0
unzip netwitness-11.4.1.1.zip -d /tmp/upgrade/11.4.1.1
unzip netwitness-11.4.1.2.zip -d /tmp/upgrade/11.4.1.2
unzip netwitness-11.4.1.3.zip -d /tmp/upgrade/11.4.1.3
unzip netwitness-11.4.1.4.zip -d
/tmp/upgrade/11.4.1.4
```

- **If you are upgrading from 11.4.0.x to 11.4.1.4**, you must stage 11.4.1.0, 11.4.1.1, 11.4.1.2, 11.4.1.3, and 11.4.1.4. Log into the `/root` directory of the Admin NetWitness Server and create the following directories:

```
/tmp/upgrade/11.4.1.0
/tmp/upgrade/11.4.1.1
/tmp/upgrade/11.4.1.2
/tmp/upgrade/11.4.1.3
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directories:

```
unzip netwitness-11.4.1.0.zip -d /tmp/upgrade/11.4.1.0
unzip netwitness-11.4.1.1.zip -d /tmp/upgrade/11.4.1.1
unzip netwitness-11.4.1.2.zip -d /tmp/upgrade/11.4.1.2
unzip netwitness-11.4.1.3.zip -d /tmp/upgrade/11.4.1.3
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

- **If you are upgrading from 11.4.1.0 to 11.4.1.4**, you only need to stage 11.4.1.1, 11.4.1.2, 11.4.1.3, and 11.4.1.4. Log into the `/root` directory of the Admin NetWitness Server and create the following directory:

```
/tmp/upgrade/11.4.1.1
/tmp/upgrade/11.4.1.2
/tmp/upgrade/11.4.1.3
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directories:

```
unzip netwitness-11.4.1.1.zip -d /tmp/upgrade/11.4.1.1
unzip netwitness-11.4.1.2.zip -d /tmp/upgrade/11.4.1.2
unzip netwitness-11.4.1.3.zip -d /tmp/upgrade/11.4.1.3
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

- **If you are upgrading from 11.4.1.1 to 11.4.1.4**, you only need to stage 11.4.1.2, 11.4.1.3, and 11.4.1.4. Log into the `/root` directory of the Admin NetWitness Server and create the following directory:

```
/tmp/upgrade/11.4.1.2
/tmp/upgrade/11.4.1.3
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directories:

```
unzip netwitness-11.4.1.2.zip -d /tmp/upgrade/11.4.1.2
unzip netwitness-11.4.1.3.zip -d /tmp/upgrade/11.4.1.3
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

- **If you are upgrading from 11.4.1.2 to 11.4.1.4**, you need to stage 11.4.1.3 and 11.4.1.4. Log into the `/root` to the directory of the Admin NetWitness Server and create the following directories:

```
/tmp/upgrade/11.4.1.3
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directory:

```
unzip netwitness-11.4.1.3.zip -d /tmp/upgrade/11.4.1.3
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

- **If you are upgrading from 11.4.1.3 to 11.4.1.4**, you need to stage only 11.4.1.3. Log into the `/root` to the directory of the Admin NetWitness Server and create the following directories:

```
/tmp/upgrade/11.4.1.4
```

and then copy the package zip files to the `/root` directory of the Admin server and extract the package files from `/root` to the appropriate directory:

```
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

**Note:** If you copied the `.zip` file to the created staging directory to unzip, make sure that you delete the initial `.zip` file that you copied to the staging location after you extract it.

1. Initialize the upgrade, using the following command:
 

```
upgrade-cli-client --init --version 11.4.1.4 --stage-dir /tmp/upgrade
```
2. Upgrade Netwitness Server, using the following command:
 

```
upgrade-cli-client --upgrade --host-addr <IP of Netwitness Server> --version 11.4.1.4
```
3. When the component host upgrade is successful, reboot the host from NetWitness UI.
4. Repeat steps 2 and 3 for each component host, changing the IP address to the component host which is being upgraded.

**Note:** You can check versions of all the hosts, using the command `upgrade-cli-client --list` on the NetWitness Server. If you want to view the help content of `upgrade-cli-client`, use the command `upgrade-cli-client --help`.

**Note:** If the following error displays during the upgrade process:

```
2017-11-02 20:13:26.580 ERROR 7994 - [ 127.0.0.1:5671]
o.s.a.r.c.CachingConnectionFactory : Channel shutdown: connection error;
protocol method: #method<connection.close>(reply-code=320, reply-
text=CONNECTION_FORCED - broker forced connection closure with reason
'shutdown', class-id=0, method-id=0)
```

the patch will install correctly. No action is required. If you encounter additional errors when upgrading a host to a new version, contact [Getting Help with NetWitness Platform](#).

## External Repo Instructions for CLI Upgrade

**Note:** The external repo should have separate directories for 11.4.0.0, 11.4.1.0, 11.4.1.1, 11.4.1.2, 11.4.1.3 and 11.4.1.4, as described in [Option 2: Offline Method \(No connectivity to Live Services\): Upgrade using the Command Line Interface](#).

1. Stage 11.4.1.4 by creating a directory on the NetWitness Server at `/tmp/upgrade/11.4.1.4` and extract the zip package.
 

```
unzip netwitness-11.4.1.4.zip -d /tmp/upgrade/11.4.1.4
```

**Note:** If you copied the .zip file to the created staging directory to unzip, make sure that you delete the initial .zip file that you copied to the staging location after you extract it.

2. Initialize the upgrade, using the following command:  
`upgrade-cli-client --init --version 11.4.1.4--stage-dir /tmp/upgrade`
3. Upgrade NetWitness Server, using the following command:  
`upgrade-cli-client --upgrade --host-addr <IP of NetWitness Server> --version 11.4.1.4`
4. When the component host upgrade is successful, reboot the host from NetWitness UI.
5. Repeat steps 3 and 4 for each component host, changing the IP address to the component host which is being upgraded.

**Note:** You can check versions of all the hosts, using the command `upgrade-cli-client --list` on NetWitness Server. If you want to view the help content of `upgrade-cli-client`, use the command `upgrade-cli-client --help`.

**Note:** If the following error displays during the upgrade process:  

```
2017-11-02 20:13:26.580 ERROR 7994 - [ 127.0.0.1:5671]
o.s.a.r.c.CachingConnectionFactory : Channel shutdown: connection error;
protocol method: #method<connection.close>(reply-code=320, reply-
text=CONNECTION_FORCED - broker forced connection closure with reason
'shutdown', class-id=0, method-id=0)
```

the patch will install correctly. No action is required. If you encounter additional errors when upgrading a host to a new version, contact [Getting Help with NetWitness Platform](#).

## Option 3: Offline Method (No connectivity to Live Services): Upgrade using the NetWitness Platform User Interface

Follow the instructions in [Release Notes 11.4.1.4: Appendix A. Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#).

## Post-Upgrade Tasks

This topic is divided into two sections, based on the version that you are upgrading from:

[Post Upgrade Tasks for Customers Upgrading from version 11.4.1.x](#)

[Post Upgrade Tasks for Customers Upgrading from version 11.3.x.x or 11.4.0.x](#)

## Post Upgrade Tasks for Customers Upgrading from version 11.4.1.x

### Task 1 - Upgrade HIVE version

**Note:** If you already installed customized HIVE RPMs in 11.2.1 or later, you can skip this task

After you upgrade to 11.4.1.4, you need to upgrade the HIVE version that is compatible with Warehouse. To install the latest HIVE version, run the following commands on the NetWitness admin server and restart the Reporting Engine service. Download the latest HIVE RPMs from <https://community.rsa.com/docs/DOC-109473>.

1. To install HIVE 0.12 version, run the following command:  

```
rpm -ivh rsa-nw-hive-jdbc-0.12.0-1.x86_64.rpm
```
2. To Install HIVE 1.0 version, run the following command:  

```
rpm -ivh rsa-nw-hive-jdbc-1.0.0-1.x86_64
```


### Task 2 (Optional) - Move the custom certificates

Move the custom certificates from external directory to `/etc/pki/nw/trust/import` directory.

### Task 3 - Enable Decoder Services

After you upgrade to 11.4.1.4, you must enable Capture AutoStart on Network Decoder and Network Hybrid Services.

#### To enable the Capture Autostart field:

1. Go to **ADMIN > Services**.  
The Administration Services view is displayed.
2. Select a Network Decoder or Network Hybrid service and select  > **View > Config**.  
The services Config view for the selected Network Decoder or Network Hybrid is displayed.
3. In the **Decoder Configuration** panel, select the **Capture Autostart** field and click **Apply**.

## Post Upgrade Tasks for Customers Upgrading from version 11.3.x.x or 11.4.0.x

Perform all the post upgrade tasks mentioned in *Upgrade Guide for RSA NetWitness Platform 11.4.1.0*.



## Build Numbers

---

The following table lists the build numbers for the components of NetWitness Platform 11.4.1.4.

Component	Version Number
NetWitness Platform Bootstrap	11.4.1.4-2105042143.5
NetWitness Platform Configuration Management	11.4.1.4-2105041956.5
NetWitness Platform Deployment Upgrade	11.4.1.4-2105041956.5
NetWitness Legacy Web Server	11.4.1.4-210601075247.5
NetWitness Platform UI	11.4.1.4-210601040008.5
NetWitness Platform Security Analytics	110n-11.4.1.4-210601075237.5

## Release Notes 11.4.1.4: Appendix A. Offline Method (No connectivity to Live Services): Upgrade using the NetWitness Platform User Interface

The following rules apply when you apply version upgrades:

- You must upgrade the NW Server host first.
- You can only apply a version that is compatible with the existing host version.

**Caution:** The offline User Interface method is only available if you are upgrading a host from 11.3.1.0, 11.3.1.1, 11.3.2.0, 11.3.2.1, 11.4.1.0, 11.4.1.1, 11.4.1.2, or 11.4.1.3 to 11.4.1.4. If you are upgrading a host on an earlier version, you must use the [Release Notes 11.4.1.4: Appendix A. Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#) method. After you complete Step 5 in [Release Notes 11.4.1.4: Appendix A. Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#), go to [Upgrading from 11.3.1.x, 11.3.2.x, 11.4.1.x to 11.4.1.4](#).

**Caution:** If you are upgrading a host from 11.4.0.0 or 11.4.0.1 to 11.4.1.4 using the offline User Interface method, in Step 5 of [Release Notes 11.4.1.4: Appendix A. Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#), the upgrade will fail with the message **Download error**. You can still complete the upgrade successfully by following the steps in [Upgrading from 11.4.0.0, or 11.4.0.1 to 11.4.1.4](#).

### Download the 11.4.1.4 Patch

Download the RSA NetWitness Platform 11.4.1.4 Upgrade Pack file, which contain all the NetWitness Platform 11.4.1.4 upgrade files, from the RSA Link <https://community.rsa.com/community/products/netwitness/114/downloads> to a local directory. netwitness-11.4.1.4.zip

Upgrading from	Download and Stage file
11.3.x.x	netwitness-11.4.0.0.zip, netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.0.x	netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip

Upgrading from	Download and Stage file
11.4.1.0	netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.1	netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.2	netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip
11.4.1.3	netwitness-11.4.1.4.zip

### Task 1. Populate Staging Folder (/var/lib/netwitness/common/upgrade-stage/) with Version Updates

- If you are upgrading from 11.3.1.0 or later to 11.4.1.4, download the netwitness-11.4.0.0.zip, netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip and netwitness-11.4.1.4.zip upgrade package from RSA Link to a local directory.
- If you are upgrading from 11.4.0.x to 11.4.1.4, download the netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip upgrade package from RSA Link to a local directory.
- If you are upgrading from 11.4.1.0 to 11.4.1.4, download the netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip and upgrade package from RSA Link to a local directory.
- If you are upgrading from 11.4.1.1 to 11.4.1.4, download the netwitness-11.4.1.2.zip , netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip upgrade package from RSA Link to a local directory.
- If you are upgrading from 11.4.1.2 to 11.4.1.4, download the netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip upgrade package from RSA Link to a local directory.

1. SSH to the NW Server host.

2. If you are upgrading from 11.3.1.0 or later to 11.4.1.4, copy netwitness-11.4.0.0.zip, netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder.

```
sudo cp /tmp/netwitness-11.4.0.0.zip /var/lib/netwitness/common/update-stage/
sudo cp /tmp/netwitness-11.4.1.0.zip /var/lib/netwitness/common/update-stage/
sudo cp /tmp/netwitness-11.4.1.1.zip /var/lib/netwitness/common/update-stage/
sudo cp /tmp/netwitness-11.4.1.2.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.3.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-stage/
```

3. If you are upgrading from 11.4.0.x or later to 11.4.1.4, copy netwitness-11.4.1.0.zip, netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder.

```
sudo cp /tmp/netwitness-11.4.1.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.1.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.2.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.3.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-stage/
```

4. If you are upgrading from 11.4.1.0 to 11.4.1.4, copy netwitness-11.4.1.1.zip, netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip from the local directory to the /var/lib/netwitness/common/upgrade-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-11.4.1.1.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.2.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.3.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-stage/
```

5. If you are upgrading from 11.4.1.1 to 11.4.1.4, copy netwitness-11.4.1.2.zip, netwitness-11.4.1.3.zip , and netwitness-11.4.1.4.zip from the local directory to the /var/lib/netwitness/common/upgrade-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-11.4.1.2.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.3.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-stage/
```

6. If you are upgrading from 11.4.1.2 to 11.4.1.4, copy netwitness-11.4.1.3.zip, and netwitness-11.4.1.4.zip from the local directory to the

/var/lib/netwitness/common/upgrade-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-11.4.1.3.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-stage/
```

7. If you are upgrading from 11.4.1.3 to 11.4.1.4, copy netwitness-11.4.1.4.zip from the local directory to the /var/lib/netwitness/common/upgrade-stage/ staging folder. For example:

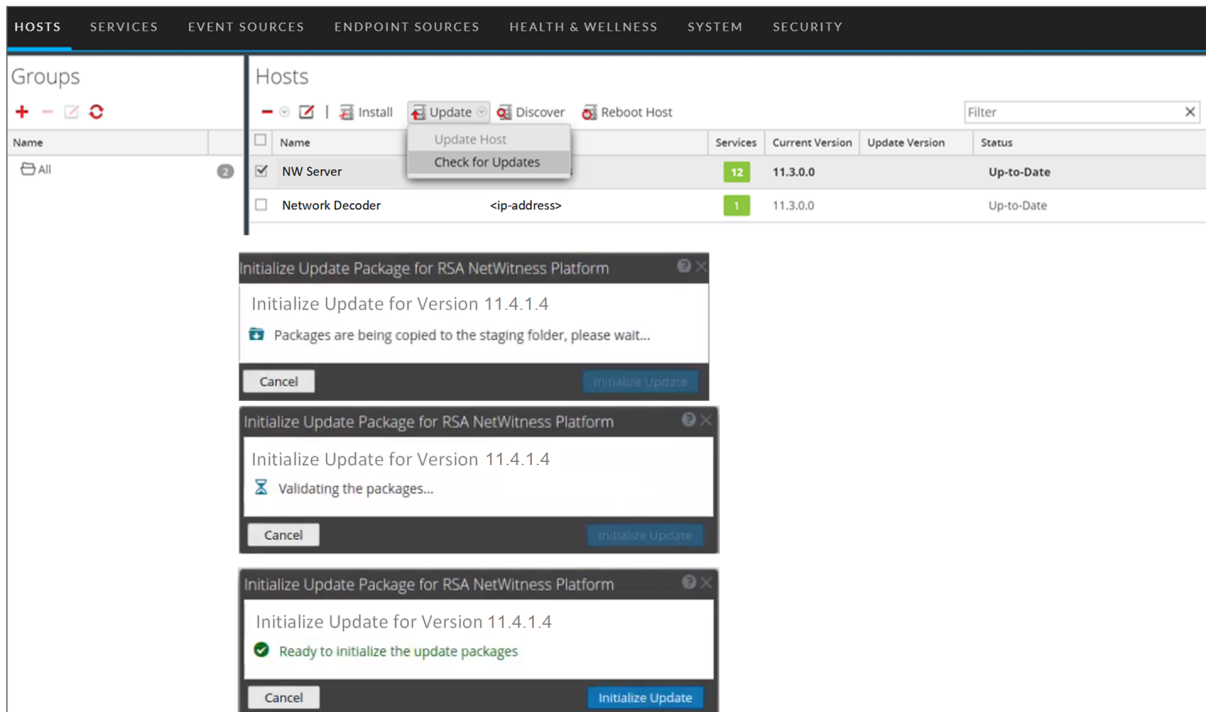
```
sudo cp /tmp/netwitness-11.4.1.4.zip /var/lib/netwitness/common/update-
```

stage/  
NetWitness Platform unzips the file automatically.

## Task 2. Apply Updates from the Staging Area to Each Host

**Caution:** You must upgrade the NW Server host before upgrading any Non-NW Server host.

1. Log in to NetWitness Platform.
2. Go to **ADMIN > HOSTS**.
3. Check for updates and wait for the update packages to be copied, validated, and ready to be initialized.

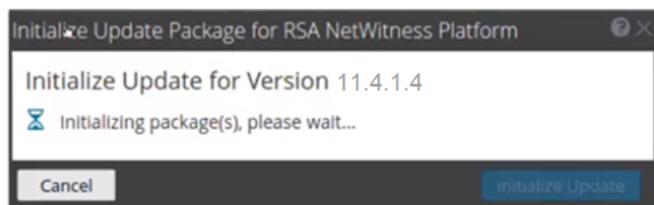


"Ready to initialize packages" is displayed if:

- NetWitness Platform can access the update package.
- The package is complete and has no errors.

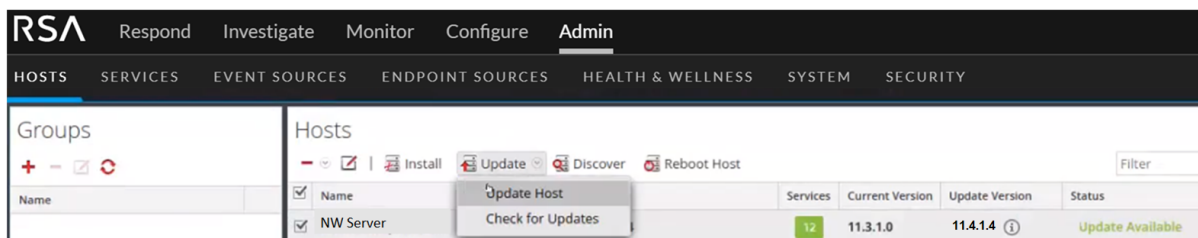
Refer to [Troubleshooting Version Installations and upgrades](#) for instructions on how to troubleshoot errors (for example, "**Error deploying version <version-number>**" and "**Missing the following update package(s)**," are displayed in the **Initiate Update Package for RSA NetWitness Platform** dialog.)

4. Click **Initialize Update**.



It takes some time to initialize the packages because the files are large and need to be unzipped. After the initialization is successful, the **Status** column displays **Update Available** and you complete the rest of the steps in this procedure to finish the update of the host.

5. Click **Update > Update Hosts** from the toolbar.



6. Click **Begin Update** from the **Update Available** dialog.  
After the host is upgraded, it prompts you to reboot the host.
7. Click **Reboot** from the toolbar.

### Upgrading from 11.3.1.x, 11.3.2.x, 11.4.1.x to 11.4.1.4

After you click **Update Hosts** in step 5, complete these steps:

1. Click **Begin Update** from the Update Available dialog.  
After the host is upgraded, it prompts you to reboot the host.
2. Click **Reboot Host** from the toolbar.

### Upgrading from 11.4.0.0, or 11.4.0.1 to 11.4.1.4

After you click **Update Hosts** in step 5, the upgrade will fail with the message **Download error**. You can successfully complete the upgrade by following these steps.

1. In the Command Line Interface (CLI):
  - a. SSH to NW Server.
  - b. Run the following command:
 

```
upgrade-cli-client --upgrade --host-addr <IP of Netwitness Server> --version 11.4.1.4
```
2. After the NW Server is successfully updated, log in to the NW Server user interface and go to **Admin > HOSTS**, where you are prompted to reboot the host.
3. Click **Reboot Host** from the toolbar.

You can upgrade all the other hosts directly from the user interface:

1. Click **Begin Update** from the Update Available dialog.  
After the host is upgraded, it prompts you to reboot the host.
2. Click **Reboot Host** from the toolbar.