

# NetWitness<sup>®</sup> Platform XDR

Version 12.1.0.1

## Release Notes

## Contact Information

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# Contents

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<b>What's New</b> .....	<b>5</b>
Security Fixes .....	5
Upgrade Paths .....	5
<b>Upgrade Instructions</b> .....	<b>7</b>
Running in Mixed Mode .....	8
<b>Upgrade Tasks</b> .....	<b>9</b>
Important Notes - Read This First .....	9
Synchronize Time on Component Hosts with NW Server Host .....	9
Mixed Mode Unsupported for ESA Hosts .....	9
Respond Server Service Not Enabled Until NW Server and Primary ESA Host Upgraded to 12.1.0.1 .....	9
Task 1: Upgrade External Repository .....	9
Task 2: Disable Decoder Services .....	10
Task 3: Upgrade the Patch .....	11
<b>Upgrade Options</b> .....	<b>12</b>
Option 1: Online Method (Connectivity to Live Services): Upgrade Using NetWitness Platform User Interface .....	12
Prerequisites .....	12
Procedure .....	13
Option 2: Offline Method (No connectivity to Live Services): Upgrade using the Command Line Interface .....	13
Download the 12.1.0.1 Patch .....	14
Procedure .....	15
External Repo Instructions for CLI Upgrade .....	30
Option 3: Offline Method (No connectivity to Live Services): Upgrade using the NetWitness Platform User Interface .....	31
Option 4 (Optional): Pre-Stage Upgrade Repo .....	31
<b>Post-Upgrade Tasks</b> .....	<b>34</b>
Post Upgrade Tasks for Customers Upgrading from version 11.6.x.x .....	34
Task 1 (Optional) - Move the custom certificates .....	34
Task 2- Enable Decoder Services .....	34
Task 3 (Optional) - Remove Old Plugins and Reinstall Export Connector Plugin. ....	34
<b>Getting Help with NetWitness Platform</b> .....	<b>36</b>
Self-Help Resources .....	36
Contact NetWitness Support .....	36
<b>Product Documentation</b> .....	<b>37</b>
Feedback on Product Documentation .....	37

<b>Build Numbers</b> .....	<b>38</b>
<b>Appendix A. Offline Method (No connectivity to Live Services):</b> .....	<b>39</b>
Upgrade using the NetWitness Platform User Interface. ....	39
Download the 12.1.0.1 Patch .....	39
<b>Revision History</b> .....	<b>44</b>

# What's New

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The NetWitness 12.1.0.1 release notes provides information about the changes in NetWitness Platform 12.1.

## Security Fixes

This patch release of NetWitness addresses the following vulnerabilities:

- CVE-2022-21123
- CVE-2022-21125
- CVE-2022-21166
- CVE-2022-31676
- CVE-2022-29154
- CVE-2022-2526

For more information on the various vulnerabilities fixed in this patch release, see <https://community.netwitness.com/t5/rsa-netwitness-platform-staged/nw-2022-03-multiple-components-within-netwitness-platform/ta-p/689171>.

**Note:** If you have the Export Connector plugin in your deployment, you must do the following:

- If you have Logstash installed separately, not as part of the NetWitness installation, you must uninstall the Export Connector plugin and install the updated Export Connector plugin after 12.1.0.1 patch upgrade. In this case, the old Export Connector plugin files are not automatically removed after upgrade. You must remove the old plugin files, so the scans do not list them as vulnerabilities. For more information on how to remove the old plugin files and install the updated plugins, see [Post-Upgrade Tasks](#).
- If you have Logstash installed as part of the NetWitness installation on the Log Collector service, the updated Export Connector plugin will be automatically installed during the 12.1.0.1 patch upgrade.

## Upgrade Paths

The following upgrade paths are supported for NetWitness 12.1.0.1:

- NetWitness 11.6.0.0 to 12.1.0.1
- NetWitness 11.6.0.1 to 12.1.0.1
- NetWitness 11.6.1.0 to 12.1.0.1
- NetWitness 11.6.1.1 to 12.1.0.1
- NetWitness 11.6.1.2 to 12.1.0.1
- NetWitness 11.6.1.3 to 12.1.0.1

- NetWitness 11.6.1.4 to 12.1.0.1
- NetWitness 11.7.0.0 to 12.1.0.1
- NetWitness 11.7.0.1 to 12.1.0.1
- NetWitness 11.7.0.2 to 12.1.0.1
- NetWitness 11.7.1.0 to 12.1.0.1
- NetWitness 11.7.1.1 to 12.1.0.1
- NetWitness 11.7.1.2 to 12.1.0.1
- NetWitness 12.0.0.0 to 12.1.0.1
- NetWitness 12.1.0.0 to 12.1.0.1

# Upgrade Instructions

---

You need to read the information and follow these procedures for upgrading NetWitness version 12.1.0.1.

Upgrade Path	Downloads Required
From 11.6.0.0 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.0.1 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.1.0 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.1.1 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.1.2 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.1.3 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.6.1.4 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.0.0 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.0.1 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.0.2 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.1.0 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.1.1 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>
From 11.7.1.2 to 12.1.0.1	<ul style="list-style-type: none"><li>• 12.1.0.0 base pack</li><li>• 12.1.0.1 patch release</li></ul>

Upgrade Path	Downloads Required
From 12.0.0.0 to 12.1.0.1	<ul style="list-style-type: none"> <li>• 12.1.0.0 base pack</li> <li>• 12.1.0.1 patch release</li> </ul>
From 12.1.0.0 to 12.1.0.1	<ul style="list-style-type: none"> <li>• 12.1.0.1 patch release</li> </ul>

You can upgrade 12.1.0.1 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 *NetWitness Platform Hosts and Services Getting Started Guide* for further information.

**Note:** If you are running Endpoint Log Hybrid in mixed mode, make sure Endpoint Broker is on the same version as one of the Endpoint Servers.



## Upgrade Tasks

---

### Important Notes - Read This First

#### Synchronize Time on Component Hosts with NW Server Host

Before upgrading your 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*.
- Perform the following steps on each host:
  - a. SSH to the Admin Server host.
  - b. Run the following commands.

```
salt \* service.stop ntpd
salt \* cmd.run 'ntpdate nw-node-zero'
salt \* service.start ntpd
```

#### Mixed Mode Unsupported for ESA Hosts

Mixed mode is not supported for ESA hosts in NetWitness Platform version. The NetWitness server, ESA primary host, and ESA secondary host must all be on the same NetWitness Platform version.

#### Respond Server Service Not Enabled Until NW Server and Primary ESA Host Upgraded to 12.1.0.1

After upgrading the primary NW Server (including the Respond Server service), the Respond Server service is not automatically re-enabled until after the Primary ESA host is also upgraded to 12.1.0.1. The Respond post-upgrade tasks only apply after the Respond Server service is upgraded and is in the enabled state.

#### Task 1: Upgrade External Repository

**Note:** Perform the below steps only if you are using an external repository for 12.1.0.1.

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-12.1.0.1.zip`.

The following is the structure after upgrading the external repository:

```



|-12.1.0.0
|---OS
|-----reodata
|---RSA
|-----reodata
|-12.1.0.1
|---OS
|-----reodata
|---RSA
|-----reodata
|-cloud-extras
|---RSA
|-----reodata

```

## Task 2: Disable Decoder Services

Before upgrading to 12.1.0.1, 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](#)
- [Option 4 \(Optional\): Pre-Stage Upgrade Repo](#)

## 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 host 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:

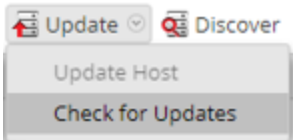
1. The **Automatically download information about new upgrades every day** option is selected and is applied in  (Admin) > System > Updates.
2. Go to  (Admin) > Hosts > Update > Check for Updates to check for upgrades. The Host page displays the **Update Available** status.
3. 12.1.0.1 is available under **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.



**Note:** In 11.7.1.0 and later versions, the (optional) **Pre Stage Host** option is added in the **Update** drop-down list. For more information, see [Option 4 \(Optional\): Pre-Stage Upgrade Repo.](#)

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 **12.1.0.1** from the **Update Version** column. If you:
  - Want to view a dialog with the major features in the upgrade and information on the updates, click the information icon (  ) to the right of the upgrade version number.
  - Cannot find the version you want, select **Update > Check for Updates** to check the repository for any available updates. If an update 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 updating and rebooting the NetWitness Server host. All ESA, Endpoint, and Malware Analysis hosts should be upgraded to the same version as that of NW Admin Server or NetWitness Server host.

**Note:** Not all components have been changed for 12.1.0.1, 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 host 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 12.1.0.1 Patch

Download the NetWitness 12.1.0.1 Upgrade Pack file, which contains all the NetWitness 12.1.0.1 upgrade files, from the NetWitness Community <https://community.netwitness.com/t5/netwitness-platform-downloads/tkb-p/netwitness-downloads> to a local directory.

netwitness-12.1.0.1.zip

Upgrading from	Download and Stage file
11.6.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.0.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.3	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.4	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
12.0.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
12.1.0.0	netwitness-12.1.0.1.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 NetWitness Server host and for component hosts.

**Note:** Ensure that you have enough space in the NetWitness Server root and tmp directory before you unzip the package files.

**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.

**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.

- **If you are upgrading from 11.6.0.0 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-

```
cli-client --init --stage-dir /tmp/upgrade --download-path <download
file path> --version 12.1.0.1 again to stage 12.1.0.1.
```

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.6.0.1 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --
download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.



- **If you are upgrading from 11.6.1.0 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.6.1.1 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --
download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1 again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.6.1.2 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.6.1.3 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --
download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.6.1.4 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.0.0 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.0.1 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --  
download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.0.2 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1 again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.1.0 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.



- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1 again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.1.1 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --
download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1 again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 11.7.1.2 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.

- **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 12.0.0.0 to 12.1.0.1**, You only need to stage 12.1.0.0 and 12.1.0.1. There are two options to stage 12.1.0.1.
  - **Option 1 (Manual)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:
 

```
/tmp/upgrade/12.1.0.0
```

```
/tmp/upgrade/12.1.0.1
```

 and then copy the package zip files to the `/root` directory of the NetWitness Server and extract the package files from `/root` to the `/tmp/upgrade/12.1.0.1` directory:
 

```
unzip netwitness-12.1.0.0.zip -d /tmp/upgrade/12.1.0.0
```

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```
  - **Option 2 (Automated)** : Log into the `/root` to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.0 and 12.1.0.1 package zip files to the `/root/NW` directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --
download-path <download file path> --version 12.1.0.1
```

Here, `<download file path>` is the location where you need to copy the **netwitness-12.1.0.0.zip** and **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1`

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command `[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1` again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command `upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

- **If you are upgrading from 12.1.0.0 to 12.1.0.1**, You only need to stage 12.1.0.1. There are two options to stage 12.1.0.1.
  - **Option 1 (Manual)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade/12.1.0.1
```

and then copy the package zip files to the /root directory of the NetWitness Server and extract the package files from /root to the /tmp/upgrade/12.1.0.1 directory:

```
unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1
```

- **Option 2 (Automated)** : Log into the /root to the directory of the NetWitness Server and create the following directory:

```
/tmp/upgrade and /root/NW
```

and then copy the NetWitness 12.1.0.1 package zip file to the /root/NW directory of the NetWitness Server.

After this, run the below command to extract, validate, and initialize the 12.1.0.1 zip files:

```
[root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1
```

Here, <download file path> is the location where you need to copy the **netwitness-12.1.0.1.zip** if it is downloaded to the local directory earlier.

For Example: [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path /root/NW --version 12.1.0.1

Once the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed** is displayed in the console of the admin server, only then the initialization process will begin.

**Note:** If you do not receive the message **(INFO) Download and extraction of all the necessary NetWitness zips are completed**, run the command [root@SA ~]# upgrade-cli-client --init --stage-dir /tmp/upgrade --download-path <download file path> --version 12.1.0.1 again to stage 12.1.0.1.

**Note:** After staging 12.1.0.1 (using the Option 2), if the initialization fails, run the command upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade. If the initialization succeeds, ignore the [first step](#) under **Upgrading the NetWitness Server and component hosts** and proceed with the further steps in it.

## Upgrading the NetWitness Server and component hosts

1. Initialize the upgrade, using the following command:  
`upgrade-cli-client --init --version 12.1.0.1 --stage-dir /tmp/upgrade`

**IMPORTANT:** Once *init* is performed, do not reboot the NW Admin server or restart jetty.

2. Upgrade Netwitness Server, using the following command:  
`upgrade-cli-client --upgrade --host-addr <IP of Netwitness Server> --version 12.1.0.1`

3. When the component host upgrade is successful, reboot the host from NetWitness UI.

**IMPORTANT:** This is a mandatory step. Ensure that you reboot the host from the 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 12.1.0.0 and 12.1.0.1, as described in [Option 2: Offline Method \(No connectivity to Live Services\): Upgrade using the Command Line Interface](#)

**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. Stage 12.1.0.1 by creating a directory on the NetWitness Server at `/tmp/upgrade/12.1.0.1` and extract the zip package.  
`unzip netwitness-12.1.0.1.zip -d /tmp/upgrade/12.1.0.1`
2. Initialize the upgrade, using the following command:  
`upgrade-cli-client --init --version 12.1.0.1--stage-dir /tmp/upgrade`
3. Upgrade Netwitness Server, using the following command:  
`upgrade-cli-client --upgrade --host-addr <IP of Netwitness Server> --version 12.1.0.1`
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

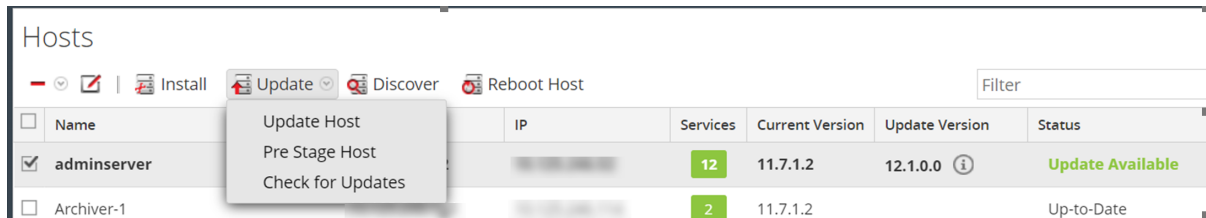
Follow the instructions in [Appendix A. Offline Method \(No connectivity to Live Services\): Upgrade using the NetWitness Platform User Interface](#).

### Option 4 (Optional): Pre-Stage Upgrade Repo

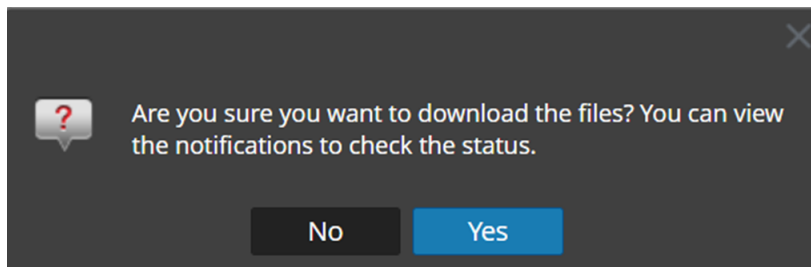
You can pre-stage the upgrade repository by downloading the required packages (.zip) without affecting the system. This minimizes the upgrade downtime and ensures the upgrade is completed within the planned time.

## Procedure

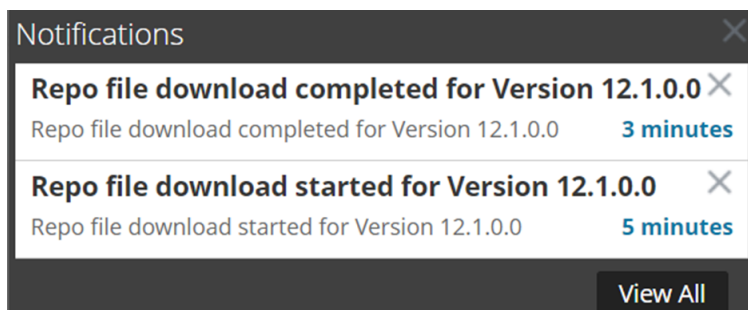
1. Go to  (Admin) > **Hosts**.
2. Click **Update > Check for Updates** from the toolbar.  
All possible update versions will be displayed in the Versions drop-down list.
3. Click **Update > Pre Stage Host** and select the version in the update version column.  
A confirmation message for downloading the files is displayed.



Name	IP	Services	Current Version	Update Version	Status
<input checked="" type="checkbox"/> adminserver		12	11.7.1.2	12.1.0.0	Update Available
<input type="checkbox"/> Archiver-1		2	11.7.1.2		Up-to-Date



4. Click **Yes** to download the upgrade packages to the repo.
5. Verify the status of the download in the notifications tray as shown below.  
The **Pre Stage Host** and **Upgrade Host** will be disabled until pre stage is completed.

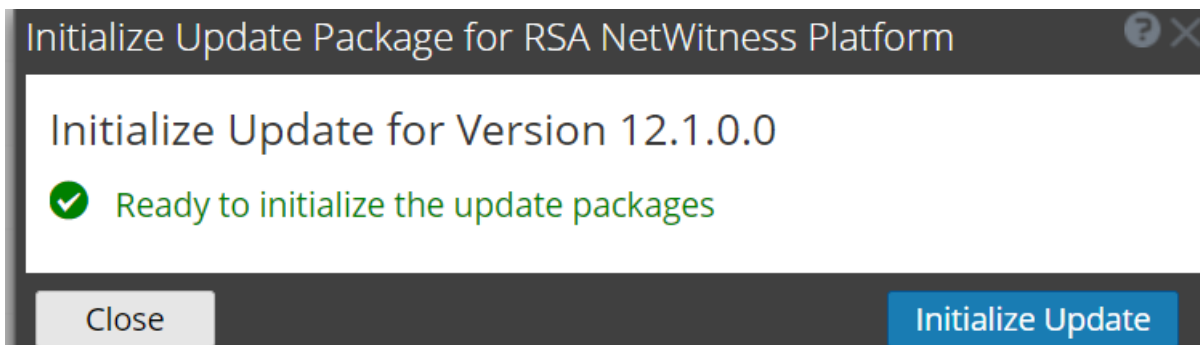


**Note:** The current version and the update version in the UI will be the same during the pre stage as it is not the actual update. This is because only the repo files are downloaded and no actual upgrade is done. The version will change only after upgrade.

6. If the download is successful, **Check for Updates** again to start the initialization.
7. Click **Initialize Update**.



The initialization of the package will take some time as the files are large and will need to be unzipped.



**IMPORTANT:** Pre Stage Repo preparation steps from 1 to 4 can be performed at any time. However, from steps 5 to 8 the upgrade process begins and you must NOT reboot the host or restart the jetty server during this time as it will corrupt the .ZIP files.

8. Check the status of initialization in the notifications tray.
9. After the initialization is completed successfully, click **Update > Update Host**.  
After the host is updated, you will be prompted to reboot the host.
10. Set up the host and reboot the host.

## Post-Upgrade Tasks

This topic provides information about the tasks performed after upgrading from 11.6.x.x to 12.1.0.1.

[Post Upgrade Tasks for Customers Upgrading from version 11.6.x.x](#)

### Post Upgrade Tasks for Customers Upgrading from version 11.6.x.x



#### Task 1 (Optional) - Move the custom certificates

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

#### Task 2- Enable Decoder Services

After you upgrade to 12.1.0.1, 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**.

#### Task 3 (Optional) - Remove Old Plugins and Reinstall Export Connector Plugin.

Follow the below procedure only if you have export connector plugin in your deployment and logstash installed separately.

##### Remove the old plugin

You must remove the old plugin, so the scans do not list them as vulnerabilities.

1. Remove old Export Connector Plugin files. Do the following.

```
rm -rf /usr/share/logstash/vendor/bundle/jruby/2.5.0/logstash-  
inputnetwitness_export_connector-1.x.x  
rm -rf /usr/share/logstash/vendor/bundle/jruby/2.5.0/gems/logstash-  
inputnetwitness_export_connector-1.x.x
```

**Note:** 1.x.x can be 1.1.0 or 1.0.0

### **Install the updated plugin**

If you have Logstash installed separately, not as part of the NetWitness installation, you must install the updated Export Connector plugin after 12.1.0.1 patch upgrade. For more information to install the updated plugin, see <https://community.netwitness.com/t5/netwitness-platform-online/install-netwitness-logstash-input-plugin/ta-p/669115>.

### **Restart the Log Collector.**

```
service nwlogcollector restart
```

**Note:** In case you have installed Logstash separately, outside NetWitness installation, the path and version of the plugin will be different. Restarting of the Log Collector service may not be required.

# Getting Help with NetWitness Platform

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## Self-Help Resources

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

- See the documentation for all aspects of NetWitness here: <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness-documentation>
- Use the **Search** and **Create a Post** fields in NetWitness Community portal to find specific information here: <https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions>
- See the NetWitness Knowledge Base: <https://community.netwitness.com/t5/netwitness-knowledge-base/tkb-p/netwitness-knowledge-base>
- See Troubleshooting section in the guides.
- See also [NetWitness® Platform Blog Posts](#).
- If you need further assistance, contact NetWitness Support.

## Contact NetWitness Support

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

- The version number of the 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.

NetWitness Community Portal	<a href="https://community.netwitness.com">https://community.netwitness.com</a> In the main menu, click <b>Support</b> > <b>Case Portal</b> > <b>View My Cases</b> .
International Contacts (How to Contact NetWitness Support)	<a href="https://community.netwitness.com/t5/support/ct-p/support">https://community.netwitness.com/t5/support/ct-p/support</a>
Community	<a href="https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions">https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions</a>
NW Update	<a href="https://update.netwitness.com">https://update.netwitness.com</a>
LiveUI	<a href="https://live.netwitness.com">https://live.netwitness.com</a>

# Product Documentation

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The following documentation is provided with this release.

Documentation	Location URL
NetWitness Platform XDR All Versions Documents	<a href="https://community.netwitness.com/t5/netwitness-platform-online/netwitness-platform-all-documents/ta-p/676246">https://community.netwitness.com/t5/netwitness-platform-online/netwitness-platform-all-documents/ta-p/676246</a>
NetWitness Platform XDR 12.1 Product Documentation	<a href="https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation">https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation</a>
NetWitness Platform XDR 12.1 Upgrade Guide	<a href="https://community.netwitness.com/t5/netwitness-platform-online/upgrade-guide-for-12-1/ta-p/687965">https://community.netwitness.com/t5/netwitness-platform-online/upgrade-guide-for-12-1/ta-p/687965</a>

## Feedback on Product Documentation

You can send an email to [nwdocsfeedback@netwitness.com](mailto:nwdocsfeedback@netwitness.com) to provide feedback on NetWitness Platform documentation.

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## Build Numbers

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The following table lists the build numbers for various components of NetWitness 12.1.0.1.

Component	Version Number
NetWitness Bootstrap	12.1.0.1-2210181351.5
NetWitness Component Descriptor	12.1.0.1-2210190815.5
NetWitness Config Management	12.1.0.1-2210181353.5
NetWitness Deployment Upgrade	12.1.0.1-2210181354.5
NetWitness Legacy Web Server	12.1.0.1-221019070601.5
NetWitness UI	12.1.0.1-221019014726.5

# 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.

### Download the 12.1.0.1 Patch

Download the NetWitness Platform 12.1.0.1 Upgrade Pack file, which contains all the NetWitness Platform 12.1.0.1 upgrade files, from the NetWitness Community <https://community.netwitness.com/t5/netwitness-platform-downloads/tkb-p/netwitness-downloads> to a local directory.

netwitness-12.1.0.1.zip

Upgrading from	Download and Stage file
11.6.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.0.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.3	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.6.1.4	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.0.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.1	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
11.7.1.2	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
12.0.0.0	netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip
12.1.0.0	netwitness-12.1.0.1.zip

**Note:** If you get the **Download Error**, see the **Troubleshooting** information for resolution.

---

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

- If you are upgrading from 11.6.0.0 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.0.1 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.1.0 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.1.1 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.1.2 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.1.3 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.6.1.4 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.0.0 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.0.1 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.0.2 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.1.0 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.1.1 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 11.7.1.2 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 12.0.0.0 to 12.1.0.1, download the `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip`, upgrade package from NetWitness Community to a local directory.
- If you are upgrading from 12.1.0.0 to 12.1.0.1, download the `netwitness-12.1.0.1.zip` upgrade package from NetWitness Community to a local directory.

1. SSH to the NW Server host.

2. If you are upgrading from 11.6.0.0 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```



```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

NetWitness unzips the file automatically.

3. If you are upgrading from 11.6.0.1 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

NetWitness unzips the file automatically.

4. If you are upgrading from 11.6.1.0 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

NetWitness unzips the file automatically.

5. If you are upgrading from 11.6.1.1 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

6. If you are upgrading from 11.6.1.2 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

7. If you are upgrading from 11.6.1.3 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

8. If you are upgrading from 11.7.0.0 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

9. If you are upgrading from 11.7.1.0 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

10. If you are upgrading from 11.7.0.1 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

11. If you are upgrading from 11.7.0.2 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

12. If you are upgrading from 11.6.1.4 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

13. If you are upgrading from 11.7.1.1 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

14. If you are upgrading from 11.7.1.2 to 12.1.0.1, copy netwitness-12.1.0.0.zip and netwitness-12.1.0.1.zip from the local directory to the /var/lib/netwitness/common/update-stage/ staging folder. For example:

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/
```

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```


15. If you are upgrading from 12.0.0.0 to 12.1.0.1, copy `netwitness-12.1.0.0.zip` and `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:  

```
sudo cp /tmp/netwitness-12.1.0.0.zip /var/lib/netwitness/common/update-stage/  
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```
16. If you are upgrading from 12.1.0.0 to 12.1.0.1, copy `netwitness-12.1.0.1.zip` from the local directory to the `/var/lib/netwitness/common/update-stage/` staging folder. For example:  

```
sudo cp /tmp/netwitness-12.1.0.1.zip /var/lib/netwitness/common/update-stage/
```

## 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.
2. Go to  (Admin) > **Hosts**.  
Check for updates and wait for the update packages to be copied, validated, and ready to be initialized.
3. "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.

# Revision History

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Date	Description
November 2022	Release for GA