


Upgrade the firmware on your ExtraHop system

Published: 2024-07-18


The following procedure shows you how to upgrade your ExtraHop system to the latest firmware release. While the firmware upgrade process is similar across all ExtraHop appliances, some appliances have additional considerations or steps that you must address before you install the firmware in your environment. If you need assistance with your upgrade, contact ExtraHop Support.

 **Important:** When settings migration fails during firmware upgrade, the previously installed firmware version and ExtraHop system settings are restored.

Pre-upgrade checklist

Here are some important considerations and requirements about upgrading ExtraHop appliances.

- A system notice appears on consoles and sensors connected to ExtraHop Cloud Services when a new firmware version is available.
- Verify that your Reveal(x) 360 system has been upgraded to version 9.4 before upgrading your self-managed sensors.
- If you are upgrading from firmware version 8.7 or earlier, contact ExtraHop Support for additional upgrade guidance.
- If you have multiple types of ExtraHop appliances, you must upgrade them in the following order:
 1. Console
 2. Sensors (EDA and Ultra)
 3. Recordstores
 4. Packetstores

 **Note:** Your browser might time out after 5 minutes of inactivity. Refresh the browser page if the update appears incomplete.

If the browser session times out before the ExtraHop system is able to complete the update process, you can try the following connectivity tests to confirm the status up the upgrade process:

- Ping the appliance from the command line of another appliance or client workstation.
- From the Administration settings on a console, view the appliance status on the Manage Connected Appliances page.
- Connect to the appliance through the iDRAC interface.

Console upgrades

- For large console deployments (managing 50,000 devices or more), reserve a minimum of one hour to perform the upgrade.
- The console firmware version must be greater than or equal to the firmware version of all connected appliances. To ensure feature compatibility, all connected appliances should be running firmware version 8.7 or later.

Recordstore upgrades

- Do not upgrade recordstores to a firmware version that is newer than the version installed on connected consoles and sensors.
- After upgrading the console and sensors, [disable record ingest on the recordstore](#) before upgrading the recordstore.

- You must upgrade all recordstore nodes in a recordstore cluster. The cluster will not function correctly if nodes are on dissimilar firmware versions.
 - ⚠ **Important:** The message `Could not determine ingest status on some nodes and Error` appear on the Cluster Data Management page in the Administration settings of the upgraded nodes until all nodes in the cluster are upgraded. These errors are expected and can be ignored.
- You must enable record ingest and shard reallocation from the Cluster Data Management page after all nodes in the recordstore cluster are upgraded.

Packetstore upgrades

- Do not upgrade packetstores to a firmware version that is newer than the version installed on connected consoles and sensors.

Upgrade the firmware on a console and sensor

1. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
2. In the Appliance Settings section, click **Firmware**.
3. From the **Available Firmware** drop-down list, select the version of firmware that you want to install. The recommended version is selected by default.



Note: For sensors, the list includes only firmware versions that are compatible with the version running on the connected console.

4. Click **Download and Install**.

After the firmware upgrade installs successfully, the ExtraHop appliance restarts.

Upgrade the firmware on recordstores

1. Download the firmware for the appliance from the [ExtraHop Customer Portal](#) to your computer.
2. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
3. Click **Cluster Data Management**.
4. Click **Disable Record Ingest**.
5. Click **Admin** to return to the main Administration page.
6. Click **Firmware**.
7. Click **Upgrade**.
8. On the Upgrade Firmware page, select one of the following options:
 - To upload firmware from a file, click **Choose File**, navigate to the `.tar` file you want to upload, and click **Open**.
 - To upload firmware from a URL, click **retrieve from URL** instead and then type the URL in the Firmware URL field.
9. Click **Upgrade**.
The ExtraHop system initiates the firmware upgrade. You can monitor the progress of the upgrade with the Updating progress bar. The appliance restarts after the firmware is installed.
10. Repeat steps 6-9 on all remaining recordstore cluster nodes.

Next steps

After all nodes in the recordstore cluster are upgraded, re-enable record ingest and shard reallocation on the cluster. You only need to perform these steps on one recordstore node.

1. In the Explore Cluster Settings section, click **Cluster Data Management**.
2. Click **Enable Record Ingest**.
3. Click **Enable Shard Reallocation**.

Upgrade the firmware on packetstores

1. Download the firmware for the appliance from the [ExtraHop Customer Portal](#) to your computer.
2. Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`.
3. Click **Upgrade**.
4. On the Upgrade Firmware page, select one of the following options:
 - To upload firmware from a file, click **Choose File**, navigate to the `.tar` file you want to upload, and click **Open**.
 - To upload firmware from a URL, click **retrieve from URL** instead and then type the URL in the Firmware URL field.
5. Optional: If you do not want to automatically restart the appliance after the firmware is installed, clear the **Automatically restart appliance after installation** checkbox.
6. Click **Upgrade**.
The ExtraHop system initiates the firmware upgrade. You can monitor the progress of the upgrade with the Updating progress bar. The appliance restarts after the firmware is installed.
7. If you did not choose to automatically restart the appliance, click **Reboot** to restart the system.
After the firmware update is installed successfully, the ExtraHop appliance displays the version number of the new firmware on the Administration settings.

Upgrade connected sensors in Reveal(x) 360

Administrators can upgrade sensors that are connected to Reveal(x) 360.

Before you begin

- Your user account must have privileges on Reveal(x) 360 for System and Access Administration or System Administration.

Here are some considerations about upgrading sensors:

- Sensors must be connected to ExtraHop Cloud Services
- Notifications appear when a new firmware version is available
- You can upgrade multiple sensors at the same time

1. Log in to Reveal(x) 360.
2. Click the System Settings icon and then click **Sensors**.

Sensors that are eligible for upgrade display an up arrow in the Sensor Version field.

Reveal(x) 360 Sensors						
Name		7 results		New firmware is available.		
<input type="checkbox"/>	Name	Sensor Model	Status	License	Sensor Version	Date Added
<input checked="" type="checkbox"/>	sensor-1	EDA1100V	Online	Valid	↑ 8.8.0.1362	2022-03-16 10:15:53
<input checked="" type="checkbox"/>	sensor-2	EDA1100V	Online	Valid	↑ 8.8.0.1414	2022-03-11 08:43:58

3. Select the checkbox next to each sensor that you want to upgrade.
4. In the Sensor Details pane, select the firmware version from the **Available Firmware** drop-down list.
The drop-down list only displays versions that are compatible with the selected sensors.

Only the selected sensors that have a firmware upgrade available appear in the Sensor Details pane.

5. Click **Install Firmware**.

When the upgrade completes, the Sensor Version field is updated with the new firmware version.