

Enterprise Security ReporterTM 3.6 Release Notes

The instructions in this document are for upgrading to version 3.6. If you need to install the full version of Enterprise Security Reporter, please see the *Getting Started Guide*.

WHAT'S NEW?

To see what is new in Enterprise Security Reporter 3.6, please see article **Q13442: Enterprise Security Reporter 3.x Version History**, which you can access at: <http://www.scriptlogic.com/support/Products/ESR/>

BEFORE YOU BEGIN

Download Latest Version

If you have not yet done so, please download the latest version of the Enterprise Security Reporter discovery console upgrade and reporting console installation files: <http://www.scriptlogic.com/support/Products/ESR/>

Back Up Your Files

As with all software installations, it is recommended that you back up your files before installing the new software. The simplest way to back up your files is to navigate to the directory on the server where Enterprise Security Reporter is installed. Press CTRL-A to select all files in this folder. Press CTRL-C to copy the files to the clipboard. Create a new folder and press CTRL-V to paste these files into this new backup folder.

Database Upgrade

A new feature in Enterprise Security Reporter 3.6 checks the version of your databases against the version of the software installed and automatically upgrades the databases if necessary. You no longer need to manually upgrade your databases.

INSTALLING THE DISCOVERY CONSOLE UPGRADE

Enterprise Security Explorer is provided in a Microsoft® Windows® Installer package format, which allows for robust, self-repairing of application files and ease of installation and software distribution. The Windows Installer service is included with Windows 2000 and later, for the purposes of this product installation.

Note: If you are upgrading from a version prior to 3.02, when the databases are being upgraded, you will see a message that states you must upgrade the databases before running the upgrade installer.

1. Double-click the **ESR3Setup_DiscoveryConsoleUpgrade.msi** file. The **Welcome** box appears.
2. Click **Next**. The **License Agreement** dialog box appears.

Note: You must accept the terms of the license agreement in order to continue with the installation. The software may also be governed by other applicable laws and copyrights not specifically enumerated in the license agreement, or as dictated by supplemental documentation included with the product or at the time of purchase or evaluation.

3. Select **I accept the terms in the license agreement**, and then click **Next**. The **Destination Folder** dialog box appears.
 - If you want to change the installation destination, click **Change**, and then select a new location.
4. Click **Next**. The **Setup Type** box appears.
5. Click **Next**. The **Ready to Install the Program** box appears.
6. Click **Install**. As the install progresses, a message box displays.

When the installation is complete, the **InstallShield Wizard Completed** box appears.
7. Click **Finish**.

INSTALLING THE REPORTING CONSOLE

You can install the Reporting Console on any computer in your network.

1. Double-click the **ESR3Setup_ReportingConsole.msi** file. The **Welcome** box appears.
2. Click **Next**. The **License Agreement** box appears.

Note: You must accept the terms of the license agreement in order to continue with the installation. The software may also be governed by other applicable laws and copyrights not specifically enumerated in the license agreement, or as dictated by supplemental documentation included with the product or at the time of purchase or evaluation.

3. Select **I accept the terms in the license agreement**, and then click **Next**. The **Destination Folder** dialog box appears.
 - If you want to change the installation destination, click **Change**, and then select a new location.
4. Click **Next**. The **Setup Type** box appears.
5. Click **Next**. The **Ready to Install the Program** box appears.
6. Click **Install**. A bar displays the progress.

When the installation is complete, the **InstallShield Wizard Completed** box appears.
7. Click **Finish**.

TROUBLESHOOTING

Discovery Engine Fails After The Upgrade

If the discovery engine fails after the upgrade, remove and then reinstall the discovery engine.

Removing the Discovery Engine



Type the following at the command line on the computer on which the discovery engine is installed:

```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>Installutil.exe /u  
"C:\Program Files\ScriptLogic Corporation\ESR3\Discovery  
Engine\ESR3DiscoveryEngine.exe"
```

Once the discovery engine has been successfully uninstalled, the installation directory must be removed before another install can be completed (C:\Program Files\ScriptLogic Corporation\ESR3\Discovery Engine\).

Installing the Discovery Engine

Important: Installing the Discovery Engine on a computer that is running other ScriptLogic products may cause the computer to reboot. To prevent the reboot, temporarily shut down any ScriptLogic products or services running on the target computer before installing the Discovery Engine.

1. From the Discovery Console, click . The **Install Discovery Service** box opens.
2. In the **Target machine name** box, type the name of the computer where the Discovery Console is installed, or select the computer from the list.
3. In the **Domain\username** box, type the account name that can run the Discovery Engine, or click  to locate an account name.
4. In the **Password** box, type the password.

5. Click **OK**. The **Discovery Engine Setup** window shows the progress of the installation of the discovery engine and service.
6. When you see **Process complete**, click **Close**.

Discovery Engine Service Marked for Deletion

If you see a message stating that "the service has been marked for deletion" and are unable to install the discovery engine on the target server, reboot the target server, and then reinstall the discovery engine.

Unlocking the Discovery Console

If, for any reason, the licensing objects become corrupted, the Discovery Console locks and you see a message box when you start the application. To unlock the discovery console, you need an unlock code. Click **Request unlock code** to send an email to ScriptLogic. When you receive the unlock code via email, type the code in the **Unlock code** box, and then click **OK**.

Running Enterprise Security Reporter on 64-bit Virtual Machines

If you run Enterprise Security Reporter on any 64-bit version of Microsoft Windows on non-Microsoft virtual servers (such as VMWare®), you may experience problems with the Discovery Console or Reporting Console. ScriptLogic has verified incompatibilities with some of these platforms, and recommend only installing Enterprise Security Reporter on 32-bit versions of virtual systems.

CONTACTING SCRIPTLOGIC

ScriptLogic may be contacted about any questions, problems or concerns at:



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- Download product updates, patches and/or evaluation products.
- Locate product information and technical details.
- Find out about Product Pricing.
- Search the Knowledge Base for Technical Notes containing an extensive collection of technical articles, troubleshooting tips and white papers.
- Search Frequently Asked Questions, for the answers to the most common non-technical issues.
- Participate in Discussion Forums to discuss problems or ideas with other users and ScriptLogic representatives.