



Upgrading to Observer

18.2.0.0

User Guide

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Chapter 1: Upgrading to Observer v17

Before upgrading to Observer v17

What is new in Observer v17

The optimized performance tuning and data collection of the Observer Analyzer allows for faster root cause analysis while expanded web-based tracking delivers detailed end-user analysis.

Version control management	Check for and download all Observer Platform updates and version releases quickly and easily from within the product interface. Improved version control management saves time and allows you to access all new features and functions as they become available. Keep your licenses up to date and running smoothly.
HTTP application monitoring	Enhanced HTTP application monitoring offers deep insight into how web-based applications are operating and how users are accessing IT resources, including information on browser type and operating system.
Microsoft UC support	Get in-depth support for the Microsoft UC platform. Obtain summary views of UC/VoIP metrics and qualify user experience on a per-call basis. In conjunction with tracking VoIP, teams can monitor Microsoft Lync server health by pairing Analyzer with Observer Infrastructure .
Third-party analysis	Multiple tools to manage and investigate performance issues are no longer needed because Analyzer now has integrated support for third-party analysis and exporting captures for external analysis and security solutions. This means you can send captures to security devices, compliance and forensic tools, and other network analyzers.

What is needed for upgrading

To successfully upgrade Observer to version 17, you must have or know some items before beginning the upgrade. There is no need to uninstall your existing Observer installation.

Table 1. What to collect before upgrading to Observer v17

What to have or know	Purpose for having or knowing
Version 17 license information for Observer	During the first launch of Observer, you may need to provide your version 17 license information. If this Observer installation is to be controlled by OMS and you use OMS for distributing licenses, you may not need this.
Version 17 installation file for Observer	This file is necessary for upgrading Observer unless OMS is in place and being used for auto-upgrades.
If you will be using OMS to control user logins, a user name and password is required to launch Observer each time. Until these have been changed in OMS, the default user name and password accepted by OMS to log into Observer is: admin / admin .	The first login to Observer might require a user name and password understood by OMS. No other login credentials are accepted. This user name and password must be used for configuring user access.
The Security tab has changed at Options > Observer General Options > Security .	The 3DES/PSK communication security model has been replaced with TLS-based architecture. Therefore, the remaining options are for certificate trust and, optionally, the password for changing the partial packet capture size.
The Edit Probe Instance window has changed at Options > Selected Probe or Local Observer Instance, Memory and Security Administration > Configure Memory .	Both statistics memory and trending memory configurations now have distinct values to choose from. If you had customizations, you will need to choose suitable alternatives from the new lists.
A probe instance redirection password has been added to Observer. This is located at Options > Selected Probe	A redirection password must be set for each probe instance (or one password for all) if you are not using OMS. The password you set must be used by users that attempt to redirect the probe instances. If you are using OMS for probe redirection permissions, these passwords will be left unused because the permissions are instead controlled by authorization policies in OMS. We recommend you set the redirection password(s) even

What to have or know	Purpose for having or knowing
or Local Observer Instance, Memory and Security Administration > Security > Set Instance Redirect Password.	if the password(s) will remain unused by using that feature of OMS.
A probe administration password has been added to Observer. This is located at Options > Selected Probe or Local Observer Instance, Memory and Security Administration > Security > Set Password.	A probe administration password is necessary for administration of the probe (such as right-clicking a probe instance and selecting Administer Selected Probe) and for connecting Observer Apex to a data source like the Observer GigaStor. Change this password away from its default: "admin".

Installing and licensing

Follow the specific details for installing the software and getting your product licensed.

Installing Observer software

Prerequisite(s):

See [Supported Operating Systems \(page 6\)](#) for a list of supported operating systems.

Caution: Do not uninstall your product prior to or after upgrading unless you intend to remove the product from your system. Beginning with Observer Platform 17.0, each Observer Platform product creates a security certificate that uniquely identifies it when it is installed. If you uninstall your product prior to upgrading, you will lose the trust relationship established by the security certificate and must re-authenticate. Uninstalling and reinstalling creates a new certificate. The new certificate will be automatically rejected by other Observer Platform products that had had a pre-existing association with the asset ID of the reinstalled software. For more details about the certificates, see [Understanding the certificate trust model](#).

To install the Observer software, follow these steps:

1. Download the latest installation image from our website. Start the installation program.

<http://update.viavisolutions.com/latest/ObserverSetupx64.exe>

2. When the setup program runs, follow the onscreen instructions.

Supported Operating Systems

Your product must be installed on one of these operating systems to receive assistance from Technical Support.

Table 2. Supported Operating Systems

Product Name	64-bit Windows	32-bit Windows
GigaStor Software Edition	Windows 7 (SP1 or higher) to Windows Server 2012 R2	Not supported
Observer Apex	Windows Server 2008 R2 Enterprise, Standard, Web (SP1 or higher) to Windows Server 2012 R2	
Observer Management Server (OMS)	Windows 7 (SP1 or higher) to Windows Server 2012 R2	
Observer Expert	Windows 7 (SP1 or higher) to Windows Server 2012 R2	
Observer Standard	Windows 7 (SP1 or higher) to Windows Server 2012 R2	
Observer Suite	Windows 7 (SP1 or higher) to Windows Server 2012 R2	
Observer Expert Console Only (ECO)	Windows 7 (SP1 or higher) to Windows Server 2012 R2	Windows 7 (SP1 or higher) to Windows Server 2012 R2
	Windows Server 2008 R2 Enterprise, Standard, Web (SP1 or higher) to Windows Server 2012 R2	Windows Server 2008 R2 Enterprise, Standard, Web (SP1 or higher) to Windows Server 2012 R2

How to license Observer and GigaStor

To license and activate a compatible GigaStor, Observer, or Probe:

1. Install and launch the application.
2. After launching the application in DEMO mode, click the **Help** menu and select **License Observer**.
3. Click the **Enter Name** button in the lower left corner.
4. Type into the **Contact/Department** and **Company** boxes exactly what is listed in your license document.
5. Click **OK**, and then click **Accept** on the confirmation dialog.
6. Ensure the **Identification Number** matches the number on your license document. If they do not match, click **Re-Type Name?** to correct any mistakes.
7. Type the license number, from your license document, into the **License Number** box.
8. Click **OK**.

You successfully licensed and activated your product.

If licensing and activating your product remains unsuccessful, please contact [Technical Support](#).

How to have Observer managed by OMS

If your organization uses OMS and wants Observer to be a managed asset, you must integrate Observer into OMS. Doing so allows functionality like user authentication and authorization, plus software version control.

Caution: By following these steps, Observer will be managed by OMS. After the connection is made, *you will be unable to disable the management* within Observer. Therefore, the only way to remove Observer from being managed is to remove the asset from within OMS.

To change Observer to be managed by OMS:

1. Click the File tab, and click **Info > Manage by OMS**.
2. In the **System Settings** pane, click **Manage by OMS**.
3. Select **Manage Asset with OMS**.
4. In the **OMS Server** box, type the IP address or DNS name of the OMS server.
5. Choose the type of license to redeem using the **License Type** list.
6. Type OMS administrator credentials into the **User Name** and **Password** boxes.

The credentials must have permission to add new assets and/or licenses to OMS (depending on which is needed), or the asset must already be defined and the user must have access to the asset and a license number must be present.

7. Click **Manage**.

If successful, Observer should now be managed by OMS.

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