

# Upgrading GigaStor to version 13

This is intended to assist current GigaStor users with their disk drive conversions to version 13. Prior to version 13, data was stored on the RAID array hard drives on a first-come first-served basis. This allowed monitoring instances that received large amounts of traffic to use more hard drive space than monitoring instances that received less traffic. Over time this led to less and less disk space available for the lower traffic monitoring instances, and could eventually lead to no available disk space for these monitoring instances.

In version 13, the data is stored in a different format allowing you to configure the amount of disk space to be used on a per monitoring instance basis. This removes the data hogging issue and allows more flexibility for data storage. However, all data prior to version 13 is deleted.

## Installation requirements

- 1 Back up any GigaStor data you want to keep.
- 2 Have the following available:
  - License numbers for version 13
  - Observer 13 setup application. The latest version can be downloaded from the following FTP site: <ftp://ftp.networkinstruments.com/pub/demos/observersetup.exe>

- 3 As part of the GigaStor upgrade process, the GigaStor deletes the version 12 data. This process can take a significant amount of time (up to several hours). We suggest that you format your data drive (typically D:) before continuing with step 4. By formatting the drive, you will lose all data. You should back up any user-saved files you wish to keep.
- 4 Complete one of the following based on how you are currently using Observer and the GigaStor. For ease of installation, we do not recommend that you do a manual installation if your GigaStor software is currently running as a Windows service. If your GigaStor is running as a Windows service, recommend you use the auto-upgrade feature.
  - [“Upgrading using Auto-Upgrade”](#) on page 3.
  - [“Upgrading using manual installation — Probe running as a Windows service”](#) on page 5.
  - [“Upgrading using manual installation — Probe running in Console View”](#) on page 6.
- 5 Configure the GigaStor disk array. See [“Configuring the GigaStor disk array”](#) on page 8.

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**CAUTION ABOUT  
ERASING DATA**

Configuring the disk array erases any existing data. Data from version 11 or 12 cannot be loaded into the version 13 GigaStor control panel. Your existing data, however, can be saved to a remote data storage device and the .BFR files can be loaded into Observer to be viewed within the standard decode screen.

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**NOTE: FIRMWARE  
UPGRADE**

Gen2 and Gen2a (Gigabit Capture Adapter): Version 13 contains a new firmware for any Gen2 or Gen2a. Your GigaStor will power off if its firmware was updated on a Gen2 or Gen2a capture adapter during the installation process. It must be manually restarted.

10Gb Capture Adapter: Version 13 may contain a firmware upgrade for your 10Gig capture adapters. 10Gig systems will not power off even if the firmware is upgraded. This is due to the difference between PCI-E and PCI-X. PCI-X requires a loss of power to reset the PCI-X bus, whereas PCI-E only

requires a restart to reset the bus. For the firmware change to take affect, the bus must reset.

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## Upgrading using Auto-Upgrade

These steps assume you have not upgraded any of your consoles or GigaStor systems to version 13. First upgrade your local console, then upgrade your GigaStor. If you have already installed version 13 on your console, you may jump to step [11](#).

- 1 Close Observer on your local system by clicking File → Exit.
- 2 Launch Windows Task Manager and verify that the following processes are not running. You can launch the Task Manager by pressing Ctrl+Alt+Del or if using Remote Desktop by right-clicking the Task Bar and choosing Task Manager.
  - Observer.exe
  - NiPagingServer.exe
  - NiWsd.exe

If any of these processes are running, either wait 60 seconds for them to close automatically, or end the task by clicking the process and choosing End Task.

- 3 Launch the ObserverSetup.exe executable. Click Next through the screens choosing the options appropriate for you.
- 4 On the Choose to Install Observer or Probe screen, select Observer.
- 5 Verify the path for the installation is
  - 64-Bit systems: C:\Program Files (x86)\Observer
  - 32-Bit systems: C:\Program Files\Observer
- 6 Click Next. The installation takes about a minute. Afterwards, restart the system.
- 7 After the system restarts, click Start → All Programs → Observer → Observer to launch the software.

- 8 Select Time Limited Functional Demo from the splash screen.
- 9 From the main Observer console, click Help → License Observer and type your license numbers and click OK.
- 10 Close Observer and open Observer to launch Observer in a licensed mode.
- 11 After Observer opens you may receive messages stating that probes are attempting to connect that are older than the currently installed version. Click OK on any of these messages.
- 12 On the left side of your Observer console, select a monitoring instance from your GigaStor and right-click that monitoring instance and choose Select Probe or Device Properties.
- 13 Click OK on the message that states that the probe is currently not connected.
- 14 After the Probe or Device Properties box opens, click the Auto upgrade tab.
- 15 Select Auto upgrade probe for a Major version release.
- 16 Click the Enter License Information button.
- 17 Select the Enter Expert Probe or redirected Observer monitoring instance licensing information and type the licensing information for your GigaStor and click OK.
- 18 Click OK to exit the Probe or Device Properties screen.
- 19 The next time the probe attempts to connect, Observer passes the upgrade files. The remote probe will disconnect, install its software and restart. See [“Firmware upgrade”](#) on page 2 for more details. After the restart has completed, the probe connects to your system.

You have successfully upgraded your local Observer Console and GigaStor device to version 13. To complete the configuration, see [“Configuring the GigaStor disk array”](#) on page 8.

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**NOTE:**

Your GigaStor software must be setup to run as a Windows service and set to restart after an upgrade for step [19](#) to work properly. If it is not setup to run as a Windows service or not

setup to restart, you must manually restart the system to complete the upgrade.

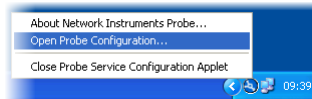
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## Upgrading using manual installation — Probe running as a Windows service

- 1 Stop the GigaStor software. Click Start → Control Panel → Administrative Tools → Services.
- 2 Select the Network Instruments Expert Probe Service. Click Action (Menu) → Stop. This stops the Network Instruments Expert Probe (GigaStor).
- 3 Close the Network Instruments Probe Service Configuration Applet. Right-click the Network Instruments Service Configuration Applet and select Close Probe Service Configuration Applet.

This icon is located in the bottom right corner of the screen in the Windows system tray. There is a blue icon called the Network Instruments Probe Service Configuration Applet.

Figure 1 Probe Service Configuration Applet



- 4 Launch Windows Task Manager and verify that the following processes are not running. You can launch the Task Manager by pressing Ctrl+Alt+Del or if using Remote Desktop by right-clicking the Task Bar and choosing Task Manager.
  - Observer.exe
  - NiSrvConfig.exe
  - NiPagingServer.exe
  - NiWsd.exe (If GigaStor Suite only)
  - NiExpertProbeSrv.srv

If any of these processes are running, either wait 60 seconds for them to close automatically, or end the task by clicking the process and choosing End Task.

- 5 Launch the ObserverSetup.exe executable. Click Next through the screens choosing the options appropriate for you.
- 6 On the Choose to Install Observer or Probe screen, select Expert Probe.
- 7 Verify the path for the installation is
  - 64-Bit systems: C:\Program Files (x86)\Observer
  - 32-Bit systems: C:\Program Files\Observer
- 8 Click Next. The installation takes several minutes due to a firmware update. Afterwards, restart the system.

After the system restarts, your GigaStor software attempts to run as a Windows service, but due to its license number not being updated it will not launch properly. The probe service must be stopped to continue. Follow step [1](#) to stop the probe service then continue with step [9](#).

- 9 Click Start → Programs → Expert Probe → Expert Probe to launch the software.
- 10 When the application launches it prompts you to type your licensing information. Type your version 13 license number and click OK.

You have now successfully updated the software. To complete the configuration, see [“Configuring the GigaStor disk array”](#) on page 8.

## Upgrading using manual installation — Probe running in Console View

- 1 Close the Observer console software by clicking File → Exit.
- 2 Launch Windows Task Manager and verify that the following processes are not running. You can launch the Task Manager by pressing Ctrl+Alt+Del or if using Remote Desktop by right-clicking the Task Bar and choosing Task Manager.

- Observer.exe
- NiPagingServer.exe
- NiWsd.exe

If any of these processes are running, either wait 60 seconds for them to close automatically, or end the task by simply clicking the process and choosing End Task.

- 3** Launch the ObserverSetup.exe executable. Click Next through the screens choosing the options appropriate for you.
- 4** On the Choose to Install Observer or Probe screen, select Observer.
- 5** Verify the path for the installation is
  - 64-Bit systems: C:\Program Files (x86)\Observer
  - 32-Bit systems: C:\Program Files\Observer

Then click Next.

- 6** The installation of the new software takes approximately 10 minutes due to the firmware update. Afterwards when prompted to shutdown (gen2) or restart (10Gig), select the shutdown or restart option.
- 7** Click Start → Programs → Observer → Observer to launch the software.
- 8** Select Time Limited Functional from the splash screen.
- 9** From the main Observer console, click Help → License Observer and type your license numbers.
- 10** Click OK to license.
- 11** Close and reopen Observer to open Observer in licensed mode.

You have now successfully updated the software. To complete the configuration, see [“Configuring the GigaStor disk array”](#) on page 8.

# Configuring the GigaStor disk array

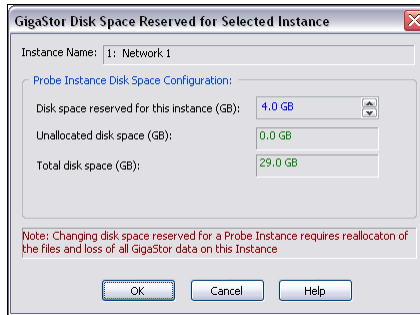
## CAUTION ABOUT ERASING DATA

This process erases any existing data. Data from version 11 or 12 data cannot be loaded into the version 13 GigaStor control panel. Your existing data, however, can be saved to a remote data storage device and the .BFR files can be loaded into the application to be viewed within the standard decode screen.

- 1 Use Windows Remote Desktop to connect to the GigaStor unit.
- 2 Choose the option below depending on whether you are running as a probe or as a console.
  - Console: Click Options → Selected Probe or Local Observer monitoring instance Memory and Security Administration.
  - Probe running as a Windows Service: Stop the probe service through Windows Control Panel. Then launch the probe from the Start→Programs menu.
- 3 Click the GigaStor Instances tab.
- 4 Click one of your active monitoring instances.
- 5 Click the Configure Disk Space Reserved for Selected monitoring instance.
- 6 If you did not complete step 3 on page 2 a message appears stating that by continuing your version 12 data will be deleted. If you are ready to proceed, click Delete.
- 7 A screen appears that shows you the amount of hard drive space available to allocate for the selected monitoring instance. Any hard drive space you allocate for this monitoring instance is not be available for any other active monitoring instance.

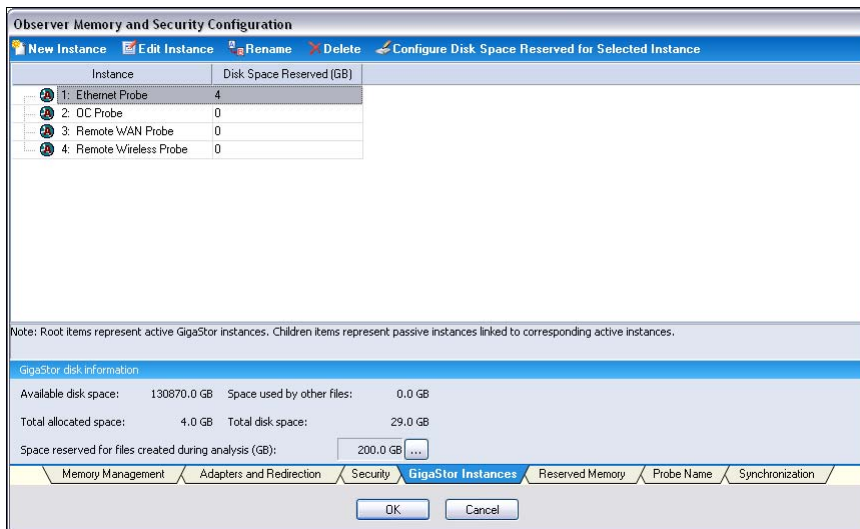
Passive monitoring instances will not use this space. Therefore, there is no need to worry about allocating hard drive space for passive monitoring instances. We recommend you have only one active monitoring instance and allocate all available hard drive space to it. You may choose to have multiple active monitoring instances, but then you must allocate some space to it and save some space for the other active monitoring instances.

Figure 2 Disk Space Reserved for Selected Instance



- 8 Click OK to exit this screen.
- 9 You have now allocated hard drive space for the first active monitoring instance. If you have other active monitoring instances you can allocate hard drive space for them, by clicking another active monitoring instance, then clicking the Configure Disk Space Reserved for Selected monitoring instance then following the step 7 and step 8.

Figure 3 GigaStor Instances tab



- 10 After you have allocated all the disk space for each active monitoring instance, click OK.

- 11** After you start running the GigaStor Control Panel, data is written to the new hard drive space. You must open the GigaStor Control Panel screen for this to take place even if you have scheduling configured. The disk space will not actually be allocated until the GigaStor Control Panel is opened for each active monitoring instance.

You have now completed the steps allocate hard drive space on your GigaStor unit.