

## Introduction

This Guide is intended to provide you with simple steps to upgrade your server. It does NOT contain all of the information available in the Insight Server 4.3 Admin Guide.

## Important Information

**NOTE:** Upgrading from 4.2 to 4.3 will require a new license key. Have this prior to your upgrade to avoid unnecessary down time.

To obtain a new license key, you must have an active Annual Support and Maintenance (ASM). If you do not have an active ASM, you can contact our sales department to renew your ASM: [sales@bynari.net](mailto:sales@bynari.net).

## Upgrading

Upgrading your Insight Server is as simple as 1, 2, 3... **Once you have a complete backup of your “cfg”, “LDAP”, and “Mail”, you are ready to begin the upgrade process.**



## 1 Step 1

### Download the 4.3 software:

(Red Hat) # `wget`  
<http://www.bynari.net/public/products/InsightServer/latest/rpm>  
(Debian) # `wget`  
<http://www.bynari.net/public/products/InsightServer/latest/deb>

### Stop the Insightserver 4.2 process:

```
/etc/init.d/insightserver stop
```

## 2 Step 2

### Upgrade the software:

(Log in as ROOT on command line shell)  
(Red Hat) # `rpm -Uvh insightserver-x.x.x.i386.rpm`  
(Debian) # `dpkg -i insightserver-x.x.x.i386.deb`

### Run the Setup Script:

```
# /opt/insight/etc/insightserver-setup.sh
```

## 3 Step 3

### Log into your upgraded 4.3 server

Log in as manager in the admin console of the web server. Verify that all of the settings for your installation are correct.

Log in as a user and test.

## Supported Linux Distributions

Insight Server will run on major distributions and their latest versions. It has been thoroughly tested with Red Hat, SuSE, Debian, Ubuntu and CentOS.

## Additional Resources

### FAQ

Visit the online Knowledge Database for answers to specific questions:  
<http://www.bynari.net/esupport>

### Contact Support

For technical support on all of your licensed Bynari software, email us at:  
[support@bynari.net](mailto:support@bynari.net)

1-800-241-1086 ext. 26  
Or  
1-214-350-5772

Support is available from 8:30am through 5:30pm CST Monday through Friday.

## Technical Support

For technical support contact us by email at [support@bynari.net](mailto:support@bynari.net) or by telephone 1-214-350-5772.

FAQ's can be found at:  
<http://www.bynari.net/esupport>

## Before You Begin

You must have the following criteria met to use this Quick Upgrade Guide:

1. You must be knowledgeable with Linux as an administrator.
2. Backup your existing server:
  - Configuration (cfg)
  - LDAP
  - Mail
3. It is always a good idea to store an additional copy of these items on a completely different device, (DVD, network server, etc).
4. Receive Insight Server 4.3 license key from the Bynari sales department.
5. If your operating system needs to be upgraded – now may be a good time to do this.



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