

Endpoint Protection (EPP) OnPrem | Service Pack 8.3.4.0

Deployment Guide

Objective:

This service pack (SP) includes only bug fixes.

What's Included in SP 8.3.4.0?

Files:

- WAR files:
 - eps.war
 - cs-pushdata.war
 - cs-pushaction.war
 - cs-consumer.jar
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Pre-requisites:

- **SP File Size:** 606 MB
- **Minimum Disk Space Required on Server (Before Download):** 5 GB
- In multisite setup this SP should be executed for Control Center (AGR) and Site Serve (SSR).

Note:

1. It is recommended to take backup of your 8.3 server before proceed with this 8.3.4 SP
 2. As soon as SP gets applied, it is highly recommended to take backup of 8.3.4 Server
 3. Do not restore the 8.3 Backup on 8.3.4 server
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Compatibility:

- **EPP Version:** This SP is specific to **EPP v8.3** server.
- **For EPS v8.2 Customers:**
 1. Upgrade **EPS v8.2** to **v8.3**. [See [Upgrade Guide: 8.2 to 8.3](#)]
 2. After upgrade, apply this SP.
- **For EPS v8.1 Customers:**
 1. **Backup** your **EPS v8.1** system. [See [EPS 8.1 to 8.2 Migration Guide](#)]
 2. Install **EPS v8.2**.
 3. Restore the **EPS v8.1** backup onto the **EPS v8.2** server.
 4. Upgrade to **EPP v8.3**. [See Upgrade Guide: 8.2 to 8.3]
 5. Then, execute this SP.
- **Offline Customers** - Use the separate [offline tool](#) for further license sync.

- **Supported Client OS and Versions:**
 - **Client Version:** 10.11
 - **Supported OS:**
 - Windows 10 (32 & 64 bit)
 - Windows 11
 - Windows Server 2016, 2019, 2022
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Manual Steps to Apply Service Pack 8.3.4.0:

1. **Download the SP Script:**
 - Access the following FTP location to:
<http://download.quickheal.com/builds/seqrite/83/en/build/sp4.0/servicepack.sh>
MD5 Checksum: efff9bbe98aeb1978d434bc6f2acfc7
2. **Create the Service Pack Directory:**
 - Create a directory named "servicepack"
Path: `/opt/Seqrite_EndPoint_Security/deployment/clientpackager/servicepack`
 - Create directory "**server**" under '**servicepack**'
 - Execute the following command to create the directory:
`mkdir /opt/Seqrite_EndPoint_Security/deployment/clientpackager/servicepack`
3. **Download the Service Pack Script:**

Download the "**servicepack.sh**" script from the provided FTP link and place it in the directory:
`/opt/Seqrite_EndPoint_Security/deployment/clientpackager/servicepack/server`

Execute the Service Pack Script:
Navigate to the "**server**" folder and run the service pack script using the following command:
`bash servicepack.sh`

```
Starting Installer ...
```

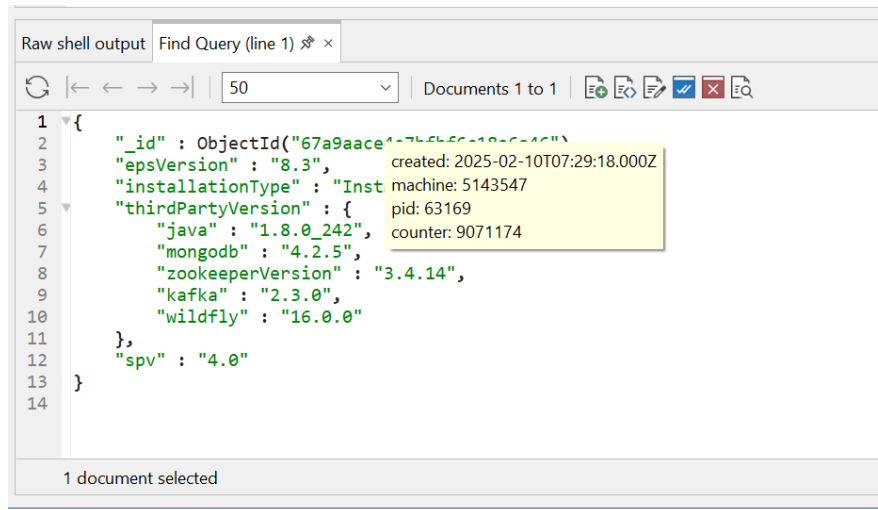
```
Service-pack execution is in Progress, it may take sometime. Please wait for its completion  
Extracting files ...
```

```
Please refer SP_Logs.log for more detail at /opt/Seqrite_EndPoint_Security/log/
```

```
Finishing installation ...  
root@UQADBTPV264T:/opt# █
```

4. Verify Successful Execution:

- After successfully executing the SP, verify that the Server Information under MongoDB, located at Path: global > collections > serverInformation, displays "spv": "4.0".



The screenshot shows a MongoDB shell window with a document selected. The document contains the following fields:

```
1 {
2   "_id" : ObjectId("67a9aace1a75f56c18c616"),
3   "epsVersion" : "8.3",
4   "installationType" : "Inst",
5   "thirdPartyVersion" : {
6     "java" : "1.8.0_242",
7     "mongodb" : "4.2.5",
8     "zookeeperVersion" : "3.4.14",
9     "kafka" : "2.3.0",
10    "wildfly" : "16.0.0"
11  },
12  "spv" : "4.0"
13 }
14
```

5. Check Telemetry Information:

- After the SP executes successfully, confirm that the Telemetry Info collection contains the following entries:

- "spMode": 1,
- "spDownload": 1,
- "spVersion": "4.0",
- "spFailReason": "SSP_4_0_Is_Completed"



The screenshot shows a MongoDB shell window displaying a document from the Telemetry Info collection. The document contains the following fields:

```
40 {
41   "clientVersion" : "10.11.0.0",
42   "count" : NumberInt(7)
43 }
44 ],
45 "spMode" : NumberInt(1),
46 "spDownload" : NumberInt(1),
47 "spVersion" : "4.0",
48 "spFailReason" : "SSP_4_0_Is_Completed",
49 "features" : {
50   "idsIps" : {
51     "idsIpsStatus" : NumberInt(1),
52     "detectPortScanAttack" : NumberInt(0)
53   },
54   "firewall" : NumberInt(0),
55   "webSecurity" : {
```

Note: After executing the SP, the server version will be displayed as 8.3.4.0 on the server console.

Troubleshooting: Rollback and Re-Application:

- **Rollback Message:**

- If you see a "rollback message," it indicates the SP was not successfully applied. This can happen for two reasons:

1. **Multiple Executions:** The SP may have been executed multiple times without verifying the success of the previous attempt.
1. **Unexpected Error:**
 - a. A system error, such as a reboot or interruption (e.g., Ctrl+C), caused the failure.

```
2024-10-24 05:37:39 : [Info] checkDBServerReachable_fun Entry
2024-10-24 05:37:39 : [Info] checkDBServerReachable_fun Exit
2024-10-24 05:37:44 : [Error] User terminated service pack with ctrl+c action or Rebooted/Powered Off the machine
2024-10-24 05:37:44 : [Info] updateSPFailReasonInDB_fun Entry
SP fail reason : 3.0 - Date : 2024-10-24 05:37:44 : [Error] User terminated service pack with ctrl+c action or Rebooted/Powered Off the machine
2024-10-24 05:37:44 : [Info] Updating SP fail version in telemetryInfo collection Entry
2024-10-24 05:37:44 : [Info] versionUpdateStatus in DB : MongoDB shell version v4.2.2 connecting to: mongodb://localhost:27017/?authSource=sqepsng80&compressors=disabled&gssapiServiceName=mongoddb Implicit session: session { "id" : UUID("e489c153-dea3-418c-bd3a-80abcd432c6d") } MongoDB server version: 6.0.4 WARNING: shell and server versions do not match { "acknowledged" : true, "modifiedCount" : 1, "modifiedCount" : 1 }
2024-10-24 05:37:44 : [Info] Updating SP fail version in telemetryInfo collection Exit
2024-10-24 05:37:44 : [Info] updateSPFailReasonInDB_fun Exit
```

- b. When space is less than 2 gb

```
see /var/log/unattended-upgrades/unattended-upgrades.log
You have mail.
Last login: Mon Feb 10 13:10:54 2025 from 172.18.14.170
root@UQADBTPLV264T:~# tail -100f /opt/Secrite_EndPoint_Security/log/SP_Logs.log
2025-02-11 05:43:21 : [Info] IP: 172.18.14.244
2025-02-11 05:43:21 : [Info] MacIp: 00:50:56:a9:2e:78
00:00:00:00:00:00
2025-02-11 05:43:21 : [Info] HostName: UQADBTPLV264T
2025-02-11 05:43:21 : [Info] Get token from OCS server
2025-02-11 05:43:21 : [Info] Curl token api call success to OCS server: 0
2025-02-11 05:43:21 : [Info] Token received from update server
2025-02-11 05:43:21 : [Info] Curl api call success to OCS server 0
2025-02-11 05:43:21 : [Info] API response is received from OCS server. Response is {"timestamp":"2025-02-11T05:43:21.266+0000", "status":1404, "error": "Not Found", "message": "No message available", "path": "/ocs-serverapi/v1/upgradeorservicepack/appServerDetails"}
2025-02-11 05:43:21 : [Info] Buffer cache memory
                total      used      free      shared buff/cache available
Mem:    7.8Gi    3.4Gi    196Mi    1.0Mi    4.1Gi    4.0Gi
Swap:   975Mi    704Mi    271Mi
2025-02-11 05:43:29 : [Info] Buffer memory cache cleared successfully.
                total      used      free      shared buff/cache available
Mem:    7.8Gi    3.4Gi    4.1Gi    1.0Mi    246Mi    4.1Gi
Swap:   975Mi    704Mi    271Mi
2025-02-11 05:43:29 : [Error] Available space on server is 409 MB. Required minimum disk space is 2GB
2025-02-11 05:43:30 : [Info] App server Clean up activity Entry
2025-02-11 05:43:37 : [Info] App server Clean up activity Exit
2025-02-11 05:43:37 : [Info] Existing wildfly details
Hatching Defaults entries for wildfly on UQADBTPLV264T:
  env_reset, mail_badpass,
  secure_path=/usr/local/sbin:/usr/local/bin:/usr/sbin:/usr/bin:/sbin:/bin:/snap/bin,
  use_pty
```

Note: If the SP fails and is rolled back, the server will remain in the previous state.

Post-Rollback Verification:

- After a rollback, the Telemetry Info collection in **sqepsng80** will contain the following:

```
"clientAgentsInfo" : [
  {
    "clientVersion" : "10.11.0.0",
    "count" : NumberInt(1)
  }
],
"spMode" : NumberInt(1),
"spDownload" : NumberInt(1),
"spVersion" : "",
"spFailReason" : "4.0 - Date : 2025-02-10 05:43:56 : [Error] User terminated service pack with ctrl+c action or Rebooted/Powered Off the machine",
"features" : {
  "idsIps" : {
    "idsIpsStatus" : NumberInt(1),
    "detectPortScanAttack" : NumberInt(0)
  },
  "firewall" : NumberInt(0),
  "webSecurity" : {
    "browsingProtection" : NumberInt(1),
    "phishingProtection" : NumberInt(1),
    "restrictCategory" : NumberInt(0),
    "restrictWebsites" : NumberInt(0),
    "scheduleInternetAccess" : NumberInt(0),
    "enableGoogleAccessController" : NumberInt(0),
    "enableYoutubeAllowList" : NumberInt(0)
  },
  "applicationControl" : NumberInt(0),
  "deviceControl" : NumberInt(0),
  "dataLossPrevention" : NumberInt(0),
  "dlpRegExp" : NumberInt(0),
  "updateMode" : NumberInt(1),
  "internetProxyStatus" : NumberInt(0),
  "vulScanStatus" : NumberInt(0),
```

- **Reapply the Service Pack:**
 - If the SP fails or rolls back, it can be reapplied by following steps **1 to 7** again.
 - **Rollback Log:**
 - If the SP installation fails, a rollback log will be generated in the directory:
`/opt/Seqrite_EndPoint_Security/logs/SP_Rollback.log`
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Automatic Service Pack 8.3.4.0 Deployment

This is a global release that will be rolled out in phases.