



CounterACT[®] Operating System Update Pack Configuration Guide

Version 1.2.4

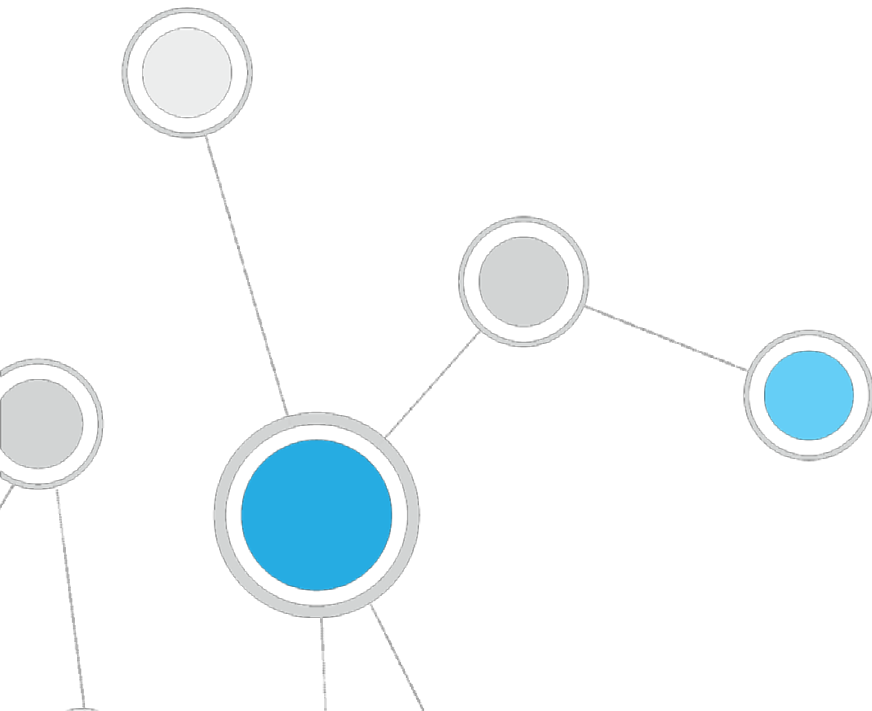


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About CounterACT Operating System Update Pack

The CounterACT Operating System Update Pack lets you take advantage of operating system changes made to CounterACT, for example kernel upgrades, kernel modules, drivers, system libraries, system software and JVM versions. These changes result in improvements such as increased performance, memory utilization, system stability and security.

No configuration is required.

Refer to the *CounterACT Operating System Update Pack Release Notes* available on the [Product Updates Portal](#), [Product Download](#) page to read about the latest improvements.

Requirements

- Customers who are working with the following CounterACT version can install the plugin:
 - 7.0.0
 - An active Maintenance Contract for CounterACT devices is required.
 - Service Pack 2.2.0 or above. It is recommended to install the latest service pack to take advantage of the most current CounterACT updates.
 - The kernel and JVM updates contained in this pack apply to all CounterACT devices, with the following exceptions:
 - CounterACT Devices implemented on hardware revision 10 and below
 - CT-R Appliances delivered before 2008
-  *If you work with the Data Exchange (DEX) Plugin, you must install DEX Plugin version 3.0.4 or above before installing this pack. Earlier versions of the DEX Plugin are not compatible with this pack.*

If you upgraded your CounterACT system from version 6.3.4.x to 7.0.0, **do not upgrade** to CounterACT Operating System Update Pack version 1.1.0.1. See [Warnings and Recommendations](#) for details.

Test the Plugin

The plugin test verifies the CounterACT Linux kernel architecture, indicating for each Appliance whether there is 64bit support.

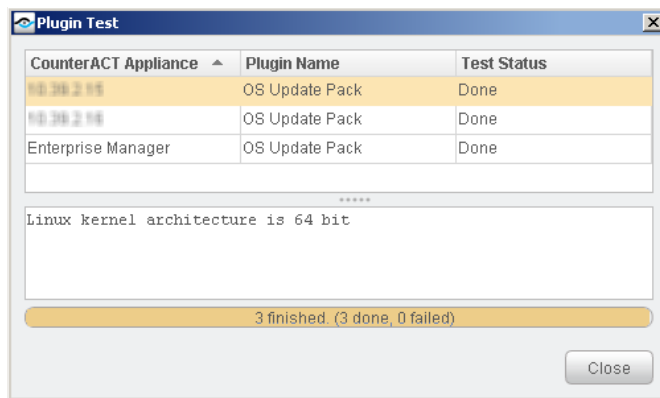
Installing the pack upgrades the CounterACT Linux kernel from 32bit to 64bit. The kernel updates contained in this pack do not apply to the following CounterACT devices:

- CounterACT Devices implemented on hardware revision 10 and below

- CT-R Appliances delivered before 2008

To test the plugin:

1. Select the **Plugins** folder from the Options pane.
2. Select **OS Update Pack** from the Plugins pane.
3. Select **Test**. The test is run and the Plugin Test window displays test results.



How to Install

This section describes how to install the pack and provides recommendations and warnings about the installation. No configuration is required.

- [Warnings and Recommendations](#)
- [Installation Options](#)

Warnings and Recommendations

- [Ask for Support](#)
- [Back Up Your System](#)
- [Installation Rollout](#)

Ask for Support

If you upgraded your CounterACT system from version 6.3.4.x to 7.0.0, **do not upgrade** to version 1.1.0.1 of this pack. In this environment, upgrading to this version may cause kernel panic and prevent CounterACT from operating.

If this is the case, contact your [support representative](#) for help.

Upgrading to the current version of this pack does not cause these issues.

Back Up Your System

It is recommended to back up the Enterprise Manager and Appliances before installing the pack as the installation cannot be rolled back.

Installation Rollout

If you are installing this pack for the first time, the system will reboot, temporarily putting the system into a more sensitive state. To protect against any unforeseeable reboot-related issues that may occur during this time, it is recommended to install the pack on CounterACT device/s that you have either physical or remote (such as RMM or iDRAC) access to.

If you are upgrading from an earlier version of the pack, no reboot occurs.

Installation Options

Since this pack makes significant changes to the CounterACT operating system, you may want to selectively install the pack only on the Enterprise Manager or on individual Appliances before installing on the entire CounterACT deployment.

- [Installing the Pack on All Appliances](#)
- [Installing the Pack on an Individual Appliance](#)
- [Installing the Pack on the Enterprise Manager Only](#)

Installing the Pack on All Appliances

To install the pack:

1. Navigate to the [Product Updates Portal, Product Downloads](#) page.
2. Select and save the plugin **.fpi** file.
3. Select **Options** from the CounterACT Console Tools menu.
4. Navigate to and select the Plugins folder. The Plugins pane opens.
5. Select **Install**. The Open dialog box opens.
6. Browse to and select the saved plugin **.fpi** file.
7. Select **Install**. An installation or upgrade information dialog box and a license agreement dialog box will open. Accept the license agreement to proceed with the installation.

Installing the Pack on an Individual Appliance

You can limit the installation of the pack to individual Appliances by creating a file named **.osup_skip_install164** in the location specified below before starting the normal installation.

To install the pack:


1. Log in to the Enterprise Manager as root.

2. Run the following command:

```
touch /usr/local/forescout/etc/.osup_skip_install164
```

3. Run the following command:

```
fstool oneach -c touch /usr/local/forescout/etc/.osup_skip_install164
```


 *This command will not work if the SSH port (22/TCP) is not accessible from the Enterprise Manager to the Appliance.*

4. Open SSH to the Appliance you want to install the pack on.

5. Run the following command:

```
rm -f /usr/local/forescout/etc/.osup_skip_install164
```

6. Continue the installation as described in [Installing the Pack on All Appliances](#).

 *If you initially installed the pack on one or more Appliance and would later like to install it on an additional Appliance, delete the `.osup_skip_install164` file on the additional Appliance and then perform a service restart.*


Installing the Pack on the Enterprise Manager Only

You can limit the installation of the pack to the Enterprise Manager alone (without automatically distributing it to all registered Appliances) by creating a file named `.osup_skip_install164` in the location specified below before starting the normal installation.

To install the pack:

1. Log in to the Enterprise Manager as root.
2. Run the following command:

```
fstool oneach -c touch /usr/local/forescout/etc/.osup_skip_install164
```

 *This command will not work if the SSH port (22/TCP) is not accessible from the Enterprise Manager to the Appliance.*

3. Continue the installation as described in [Installing the Pack on All Appliances](#).

Installing the Pack on High Availability Clusters

If you installed the Operating System Update Pack on a High Availability cluster, and then the Standby node was later shut down and replaced, the new Standby node will not automatically be updated with the pack after you synchronize the nodes. The CounterACT Linux kernel will remain 32bit. In such a case, you need to manually run an `fstool` command to update the Standby node or perform a failover from the Active node to the Standby node.

To update the pack on a replacement Standby node, perform one of the following:

- Manually run an `fstool` command:

- a. Set up a CounterACT device as a High Availability Secondary node via the High Availability CounterACT Initial Setup. This node will serve as the replacement Standby node. Refer to the section in the *CounterACT Installation Guide* that describes High Availability CounterACT Device Setup for more information.
 - 📄 *During the installation procedure, the nodes are referred to as the Primary node and the Secondary node. The nodes are referred to as the Active node and the Standby node after installation and during operation, according to their current status.*
- b. Log in to the Active Node as root and run the following command:

```
fstool osup ku_upgrade_passive
```

 - Perform a failover from the Active node to the Standby node.

Refer to the section in the *CounterACT Installation Guide* that describes High Availability Failover triggers for more information.

Additional CounterACT Documentation

For more detailed information about the CounterACT features described here or additional CounterACT features and modules, refer to the following resources:

- [Documentation Portal](#)
- [Product Updates Portal](#)
- [CounterACT Console Online Help Tools](#)

Documentation Portal

The ForeScout Documentation Portal is a Web-based library containing information about CounterACT tools, features, functionality and integrations.

To access the Documentation Portal:

1. Go to https://updates.forescout.com/support/files/counteract/docs_portal/.
2. Use your customer support credentials to log in.
3. Select the CounterACT version you want to discover.

Product Updates Portal

The Product Updates Portal provides links to CounterACT version releases, service packs, plugins and modules as well as related documentation. The portal also provides a variety of How-to Guides, Installation Guides and more.

To access the Product Updates Portal:

1. Go to <https://updates.forescout.com/support/index.php?url=counteract>.

2. Select the CounterACT version you want to discover.

CounterACT Console Online Help Tools

Access information directly from the CounterACT Console.

Console Help Buttons

Use context sensitive *Help* buttons to quickly access information about the tasks and topics you are working with.

Console User Manual

Select **CounterACT Help** from the **Help** menu.

Plugin Help Files

1. After the plugin is installed, select **Options** from the **Tools** menu and then select **Plugins**.
2. Select the plugin and then select **Help**.

Documentation Portal

Select **Documentation Portal** from the **Help** menu.

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