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# Real User Monitor Upgrade

This chapter describes how to upgrade the Real User Monitor probe to version 7.55. For details of probe system requirements, see “Reviewing System Requirements” in the *Real User Monitor Administration* PDF.

## Upgrading the Real User Monitor Probe

Follow the instructions below to upgrade the Real User Monitor probe. You should not uninstall the previous version of the Real User Monitor probe before installing version 7.55.

**To install the Real User Monitor 7.55 probe:**

- 1** Download the **HPRUMProbeSetup\_linux.bin** file to the **/var/tmp** directory on the Real User Monitor probe machine.

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**Note:** If you cannot download this file directly to the Linux machine on which you are installing the probe, make sure that you download the file to a machine from which you can later FTP (in binary mode) the file to the Linux machine.

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- 2** Stop the Real User Monitor probe.
  - a** Log in to the Real User Monitor probe machine as the root user.
  - b** Stop the Real User Monitor probe with the following command:

```
/etc/init.d/beatbox-capture stop
```

**Note:** If you want to ensure that no previous Real User Monitor data is lost during the upgrade process, copy the data from the previous version's `/var/spool/beatbox/channels` directory. After you install the Real User Monitor 7.55 probe, copy the data back to the new `channels` directory.

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- 3 Run the installation script as described in “Installing the Probe” in the *Real User Monitor Administration* PDF.
- 4 Start the Real User Monitor probe with the following command:

```
/etc/init.d/beatbox-capture start
```

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**Note:** The above procedure should take less than a minute and therefore results in minimal data loss.

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## Real User Monitor Limitations

When upgrading from Real User Monitor version 6.x, snapshots are deleted from the Real User Monitor probe after the probe is upgraded, even if you copy the data from the previous probe version's `/var/spool/beatbox/channels` directory.