

How to Use RME SWIM Tool to Upgrade NAMs

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Introduction

CiscoWorks Resource Manager Essentials (RME) manages Cisco devices. The RME Software Image Manager (SWIM) tool is very useful for software management and upgrade for most Cisco devices, which includes the Network Analysis Module (NAM) for Catalyst 6500/6000 switches.

This document shows issues that relate to NAM upgrades and tips on how to use SWIM to upgrade your NAMs.

Prerequisites

Requirements

Before you attempt this configuration, ensure that you meet these requirements:

- You have RME version 3.4 or later.
- The NAM already runs version 2.1 or later for WS-X6380-NAM. For WS-SVC-NAM-1 and WS-SVC-NAM-2, the NAM runs version 2.2 or later. You must have root access to the NAM.
- Your CiscoWorks server has at least 70 MB of extra disk space to store the NAM image. (The image is large.)

Components Used

The information in this document is based on these software and hardware versions:

- RME 3.5.
- WS-SVC-NAM-2 for upgrade from 2.2(1a) to 3.1(1a).
- Catalyst 6500/6000 switch that runs Cisco IOS® Software Release 12.1(13)E1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Note: The NAM upgrade with the SWIM tool uses HTTP protocol (*not* FTP), which can take some time for the job to finish.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Preschedule SWIM Job Tasks for the NAM, Switch, and RME Server

In this section, you are presented with the information to configure the features described in this document.

Step-by-Step Instructions

Follow these steps:

1. To configure root password in maintenance mode, first reset the NAM to maintenance mode from the switch.

Note: The NAM command-line interface (CLI) root user must have the same password for both application and maintenance mode.

- ◆ For Catalyst OS (CatOS):

```
reset nam_mod_# cf:1
```

- ◆ For Cisco IOS Software:

```
hw-module module nam_mod_# reset cf:1
```

2. Session into the NAM and issue the **password** command to configure the root password to be the same as the password in the application mode.
3. Add NAM into RME with the correct Local User (root) and the password.

Note: The RME Check Device Attributes function fails for the NAM Local User. (Refer to Cisco bug ID CSCsa01756 (registered customers only)). However, you can safely ignore this problem.

4. Add the switch that contains the NAM into RME.

You must add all the correct attributes for SNMP read and write community strings and Telnet/enable passwords.

5. Configure the switch with an autologout time of longer than 90 minutes.

Because the upgrade through HTTP protocol can require a long time, disable autologout on the switch.

6. To disable autologout, set the autologout time to 0 (disable) on the switch before you schedule the NAM upgrade via SWIM.

The command is:

- ◆ For CatOS:

```
set logout 0
```

- ◆ For Cisco IOS Software:

```
configure terminal  
line vty 0 4  
exec-timeout 0 0
```

7. After you complete these steps, use the RME SWIM tool to schedule a NAM upgrade job.

Verify

There is currently no verification procedure. After the SWIM job is done, check the job log to see if there are any errors. A successful SWIM log for a NAM upgrade job should look like this:

```
-----  
JOB ID - 4 SUMMARY
```

```
Device Name : 14.32.6.30  
Software upgrade result - Completed Successfully  
Software upgrade took - 1 hrs 24 mins 42 secs
```

```
Total number of devices scheduled for upgrade: 1  
Number of devices upgraded: 1  
Number of devices failed : 0  
Total time taken for Job - 1 hrs 24 mins 45 secs
```

```
-----  
Starting Job: ID - 4  
Owned by : admin  
Job description: ecao-nam-job  
Results e-mailed to : nobody@nowhere.com  
Time created : 7 Aug 2003 15:57:01 EDT  
Scheduled time : 7 Aug 2003 15:57:01 EDT
```

```
Total number of devices in the job: 1
```

```
Reboot devices immediately after download : yes  
Stop if error detected : no
```

```
Job running on : rtp-willow (172.18.123.78)  
Tftp Root Directory : /tftpboot
```

```
Processing Device : 14.32.6.30 (#1 of 1)  
Start Time : 07 Aug 2003 15:57:12 EDT
```

```
Connecting to NAM's Supervisor device ...  
Resetting NAM Device Partition now ...  
Waiting for NAM Device to become online ...  
Establishing Session for NAM Module  
Logged into the NAM Module  
Device connected successfully  
Copying the new Cisco NAM Series Software Image file now.
```

```
Fetching image from Image Library (for NAM Series Software Upgrade):  
c6svc-nam.3-1-1a.bin.gz --> /var/tmp/aaaQVaqMu  
Image retrieved from library.
```

```
Loading image file to device  
HTTP protocol will be used for image transfer  
Rebooting the NAM Module Now...  
NAM Module Rebooted Successfully  
Loading image file to flash device is complete
```

```
Adding History Record into database for Application S/W  
Updating History for this device complete
```

```
Image Upgrade Completed Successfully
```

```
End Time : 07 Aug 2003 17:21:54 EDT  
Time Taken: 1 hrs 24 mins 42 secs
```

Job completed successfully.

End of Job

Troubleshoot

This section provides information you can use to troubleshoot your configuration.

If the upgrade fails, find out why and fix the problem. There is a possibility that the NAM is no longer accessible after an upgrade failure. (Refer to Cisco bug ID CSCsa01752 (registered customers only) .) Issue the **show mod** command from the switch to see if the NAM is in maintenance mode or application mode. The maintenance image version has an "m" at the end (such as 1.1(1)m) to indicate that the image is a maintenance image. If the NAM is in maintenance mode, manually reset the NAM to the application mode in this way:

- For CatOS:

```
reset nam_mod_#
```

- For Cisco IOS Software:

```
hw-module module nam_mod_# reset
```

Wait until the NAM is in OK status in **show mod** before you try to schedule another NAM upgrade with the SWIM tool.

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