



Upgrading the Cisco Prime Service Catalog Virtual Appliance

You can upgrade from 11.0, 11.1, and 11.1.1 to 12.0. Only these two upgrade paths are supported.

To upgrade to Cisco Prime Service Catalog Virtual Appliance 12.0, you must perform a migration process rather than an in-place upgrade. This is because many third-party components have changed in version 12.0, such as the Operating System and so on. Therefore, you must deploy a new 12.0 virtual appliance prior to migrating the existing 11.0, 11.1, or 11.1.1 virtual appliance. For instructions to deploy Cisco Prime Service Catalog Virtual Appliance 12.0, see [Installing Prime Service Catalog Virtual Appliance](#).

At a high level, the upgrade procedures are as follows:

Table 1: High-Level Upgrade Procedures

Step 1	Disable the UCS Director automatic polling flag. This setting should be disabled on the Prime Service Catalog 11.0, 11.1, or 11.1.1 virtual appliance set up .	Go to Administration > Settings and disable the UCSD Scheduler option.
Step 2	Back up the database on 11.0, 11.1, or 11.1.1 virtual appliance.	See Backing up the Database on Cisco Prime Service Catalog Virtual Appliance 11.0, 11.1, or 11.1.1
Step 3	Installing a new 12.0 Virtual Appliance.	See Installing Prime Service Catalog Virtual Appliance
Step 4	Upgrade the database from 11.0, 11.1, or 11.1.1 virtual appliance to 12.0 virtual appliance. You can either manually copy the database from the backup in Step 2 or you can let the system copy it from the remote location using the shell menu option.	See Upgrading to the Latest Virtual Appliance Database
Step 5	Perform the post upgrade steps to complete the upgrade/migration process.	See Performing Post-upgrade Tasks for the Virtual Appliance

- [Backing up the Database on Cisco Prime Service Catalog Virtual Appliance 11.0, 11.1, or 11.1.1](#), page 2
- [Exporting Cisco Prime Service Catalog Schema and Importing to the External Oracle Database](#), page 3
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Backing up the Database on Cisco Prime Service Catalog Virtual Appliance 11.0, 11.1, or 11.1.1



Note If you plan to use your own database and choose not to install the database node. You can download the factory default dump `CPCSUSER__factory_default.dmp` from the cisco.com website and import the dump into your oracle. For more information on Importing, see [Exporting Cisco Prime Service Catalog Schema and Importing to the External Oracle Database](#), on page 3.

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- Step 1** Login to the Virtual Appliance as the **shelladmin** user and the password that you had provided while Installing Prime Service Catalog Virtual Appliance 11.0, 11.1 or 11.1.1. Once logged in, you will see the Shell Menu.
- Step 2** Back up database. Select **Manage Databases > Backup Prime Service Catalog Database**. While taking the backup of the database, you will be prompted for the following values:
- Do you want to proceed:** Enter **y** to proceed with the database backup.
 - Enter the desired name for the backup file `CPSCUSER_backup_<timestamp>.dmp`. For example:
`pscdbBackup.dmp`
- After the value for the last prompt is entered, the VM will perform a series of tasks to backup the Oracle database. This process will take a few minutes to complete. Wait until you see the message on the screen, which says that the Backup performed successfully. After the backup is done, the system will ask you whether you want to start all Prime Service Catalog services. You can start the services on 11.0, 11.1, or 11.1.1 virtual appliance.
- Step 3** Ensure database backup was successful.
- Step 4** Login as the root user. From the Shell Menu, select **Login as Root**.
- Step 5** Access the Oracle Backup Directory by executing the following command:
`cd /opt/cisco/.backups/oracle/cpscuser`
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What to Do Next

Install the 12.0 virtual appliance. For more information, see [Installing Prime Service Catalog Virtual Appliance](#)

Exporting Cisco Prime Service Catalog Schema and Importing to the External Oracle Database

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- Step 1** Back up the database. For detailed procedure, see section [Backing up the Database on Cisco Prime Service Catalog Virtual Appliance 11.0, 11.1, or 11.1.1, on page 2](#).
- Step 2** Login as the root user on the Prime Service Catalog 12.0 Virtual Appliance.
- Step 3** Go to the Oracle Backup Directory by executing the following command:
`cd /opt/cisco/.backups/oracle/cpscuser`
- Step 4** Execute the following command to copy the backup files from previous Virtual Appliance to the external Oracle database:
`scp CPSCUSER_backup_<timestamp>.dmp root@(IP_of_external_oracle_database):/<external_oracle_directory>`
- Step 5** Enter the password of the external oracle database.
- Step 6** Execute the following command on the external oracle to create the directory in the external oracle database by logging in as system user:
`SQL> create or replace directory CPSC_BACKUPS as 'opt/cisco/.backups/oracle/cpscuser'`
- Step 7** Execute the following command on the external oracle to verify the location of the dump file in the specified directory:
`SQL> select directory_name,directory_path from dba_directories`
- Step 8** Execute the following command on the external oracle to import the backup files:
`impdp <systemuser>_schemas=cpscuser directory=CPSC_BACKUPS dumpfile=CPSCUSER_backup_<timestamp>.dmp`
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Upgrading to the Latest Virtual Appliance Database

Before You Begin

- Make sure the root user is enabled on the database node. From the Shell Menu, select **Manage Users** > **Enable Root Access**.
- Make sure the old database files are backed up. For more information on backing the old database, see [Backing up the Database on Cisco Prime Service Catalog Virtual Appliance 11.0, 11.1, or 11.1.1, on page 2](#).

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- Step 1** Login to the Virtual Appliance as the **shelladmin** user and the password that you had provided while Installing Prime Service Catalog Virtual Appliance 12.0. Once logged in, you will see the Shell Menu.
- Step 2** Select **Manage Database** > **Restore Prime Service Catalog Database**. You will be prompted for the following values:
- a) **Do you want to proceed:** Enter **y** to proceed with the database upgrade.
 - b) **Select the location from where the database file should be retrieved:** You can either manually copy the database from the backup or you can let the system copy it from the remote location using the shell menu option. Choose **remote** if you want system to copy the database files from a remote machine. Choose **local** if you want to manually

copy the database from some location to your local folder . To manually copy, do the following on the 12.0 Virtual Appliance prior to proceeding with this "Upgrade Previous Version of Prime Service Catalog Database" shell menu:

- 1 Login as the root user on the 12.0 Virtual Appliance.
- 2 Go to the Oracle Backup Directory by executing the following command:

```
cd /opt/cisco/.backups/oracle/cpscuser
```

- 3 Execute the following command to copy the backup files from previous Virtual Appliance to the new 12.0 Virtual Appliance :

```
scp root@{IP_of_11.1_VA}:/opt/cisco/.backups/oracle/cpscuser/CPSC_11.1_backup.dmp .
```

- 4 Change the backup file ownership and permissions:

```
chown oracle.oracle CPSCUSER_11.0_backup.dmp
```

```
chmod a+r CPSCUSER_11.0_backup.dmp
```

If you have selected **remote** option, the following options are displayed:

- 1 Enter the IP address of the Virtual Appliance node where the database backup files can be retrieved:
- 2 Enter the root password of the Virtual Appliance node:
- 3 Select the database backup file from the list of backup files:

Note At the end of the restore process, you will be prompted for starting Prime Service Catalog services. Enter **n** to proceed with the upgrade process.

Step 3 Select **Manage Database > Upgrade Prime Service Catalog Database from Earlier Appliance** from the Prime Service Catalog node. You will be prompted for the following values:

Do you want to proceed: Enter **y** to proceed with the database upgrade.

Step 4 Ensure database upgrade was successful.

What to Do Next

Perform the post upgrade steps to complete the upgrade/migration process. For more information, see [Performing Post-upgrade Tasks for the Virtual Appliance](#).

Performing Post-upgrade Tasks for the Virtual Appliance

Step 1 Log in to the Service Catalog application as a Site Administrator user.

Step 2 Update UCSD users, groups, infrastructure templates, containers.

- a) From the main menu, navigate to **Advanced Configuration > Integrations**.
- b) Select the UCSD connection and import data into Prime Service Catalog using click **Import all Objects** option from **Manage Integration** drop-down.

Step 3 (Optional) This step is applicable only if the Docker app was used in 11.0. After the upgrade, select an application template with Docker software, click on the software and do the following:

- 1 Change the Docker version from 1.4.1 to the latest.
 - 2 Set the Docker registry to private registry or a public docker hub (for example: <https://hub.docker.com/login/>).
 - 3 Enter the values for RegistryUsername, RegistryPassword, and RegistryUserEmail .
 - 4 Click **Save** after updating the Docker configuration.
 - 5 Rebuild the Docker application service.
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