



Installing New Software Using the Online Installer (Backup and Restore Required)

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This chapter provides procedures for installing a new version of the Cisco Video Management and Storage software using the “clean” online software installer in the application.

This *clean* installation “cleans” the hard drive by erasing it before loading all new files. Before starting the clean installation, you must back up your configuration files. After the installation is complete, you must restore the configuration files. Only an FTP/SFTP server is required for a clean installation.

With the **software download** command, the software files are downloaded in the background while the Cisco Video Management and Storage module continues to operate. Anytime after the download is finished, you can perform the install using the **software install** command.



Note

If you are upgrading software from an *existing* Cisco Video Management and Storage module, you can use a different procedure that does not require backing up and restoring your configuration files. See the [“Upgrading Software Using the Online Installer \(No Backup and Restore Required\)” section on page 11](#). If you are upgrading software to the Cisco Video Management and Storage module, however, you must use the upgrade procedure in this section.

This section includes the following:

- [Task List, page 17](#)
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Task List

Table 2 lists the tasks required for upgrading from an earlier Cisco Video Management and Storage version.

Table 2 Task List for Installing New Software Using the Online Installer

Checklist	Check Off
1. The Cisco Video Management and Storage hardware is properly installed in the Integrated Services Router (ISR). See Installing Cisco Network Modules in Cisco Access Routers .	☐
2. The IP communications link to the Cisco Video Management and Storage software has been activated. See the “ Activating IP Connectivity ” chapter.	☐
3. Back up your configuration files. See Appendix A: Backing Up Files .	☐
4. Download and install the software image files. See the “ Downloading and Installing a New Software Image ” section on page 18.	☐
5. Restore the configuration files. See Appendix B: Restoring Files .	☐
6. Reboot the system.	☐

Prerequisites

- You have activated the IP communications link to the Cisco Video Management and Storage module.
- You know the Cisco.com download site of the Cisco Video Management and Storage software.
- Your FTP/SFTP server is configured and active.
- The following information is available:
 - FTP/SFTP server IP address or hostname
 - FTP/SFTP server user ID
 - FTP/SFTP server password
 - Software package name
- You have checked to make sure that you can ping the Cisco Video Management and Storage module from the FTP/SFTP server.
- If the Cisco Video Management and Storage software is configured to use DNS, you can use hostnames to identify the FTP/SFTP server. If the Cisco Video Management and Storage software is *not* configured to use DNS, use the IP address of the FTP/SFTP server.

Downloading and Installing a New Software Image

Follow this procedure to upgrade an existing Cisco Video Management and Storage module software version. Examples show are for an FTP server. If you are using SFTP, you need to modify the commands to support an SFTP server.



Note

If you have not already backed up your configuration files, you must back up the files before you start the installation. See [Appendix A: Backing Up Files](#) for information on how to back up your files.

SUMMARY STEPS

1. Log in and go to the Cisco Software Center website and [Download Software](#).

2. Click **ISR Video Surveillance–VMSS** and download the following Cisco Video Management and Storage System software files and copy them to your FTP/SFTP server:
 - `vmss-full-k9.nmx.version.pr1`
 - `vmss-installer-k9.nmx.version.pr1`
 - `vmss-k9.nmx.version.pkg`
3. (Optional) To download the new software from your FTP/SFTP server:
 - a. Enter the **service-module integrated slot/unit session** command to start a module session.
 - b. Enter the **software download clean** command,
or, if the FTP/SFTP server has been configured,
Enter the **software download clean pkg vmss-k9.nmx.version.pkg**.

**Tip**

Although the **software download** command is optional, it is useful for staging the installation. The command stores the software files on the local disk drive, which can save time during any subsequent installation or upgrade.

4. (Required for Step 5) To continue the installation, enter **y** when prompted by the system.

**Note**

If upgrading from version 1.1, the archives stored on media0 will no longer be valid. The system will prompt if you want to remove these archives. We recommend answering yes to the question to clear old archives.

5. (Optional) To check the download status, enter the **software download status** command.
6. To install the new software, enter the **software install clean url**
`ftp://ftp-server-ip-address/vmss-k9.nmx.version.pkg` command.
The system automatically reloads when the installation is complete.
If you used the optional **software download** command to store the software files on the local disk drive, you do not need to use the **software install clean** command as this will unnecessarily download the software a second time.
7. Enter **y** to restore the configuration saved on the local disk drive, or enter **n** to use your backup software image to restore your configuration.
8. To begin the initial configuration, enter **y**.
9. Enter the hostname and domain name of your system.
10. Select whether or not you want to use DNS.
11. Select your time zone by answering the series of questions when prompted.
12. Verify that the correct time zone has been selected.

DETAILED STEPS

- Step 1** Log in and go to the Cisco Software Center website and [Download Software](#).
- Step 2** Click **ISR Video Surveillance–VMSS** and download the following Cisco Video Management and Storage System software files and copy them to your FTP/SFTP server:
 - `vmss-full-k9.nmx.version.pr1`

This is the package payload containing all data and executable files for a full installation of the Cisco Video Management and Storage System on NME service modules.

- `vmss-installer-k9.nmx.version.prt1`

This is the package payload containing all data and executable files for the installer subsystem associated with the Cisco Video Management and Storage System on NME service modules.

- `vmss-k9.nmx.version.pkg`

This is the main package for installing the Cisco Video Management and Storage System on NME service modules.

Step 3 (Optional) To download the new software from the FTP/SFTP server:

- Enter the **service-module integrated slot/unit session** command to start a module session:

```
cvmss# service-module integrated slot/unit session
```

- Enter the **software download clean** command:

```
cvmss> software download clean url ftp://ftp_server_ip_address/vmss-k9.nmx.version.pkg
username username password password
```

Or, if the FTP server has been configured:



Tip

If you use FTP anonymously, you do not need to specify a username and password.

Enter the software download clean pkg command:

```
cvmss# software download clean pkg vmss-k9.nmx.version.pkg
```



Note

If your FTP server has been set in configuration mode, you do not need to use the FTP parameters. To set your FTP server, use the **software download server** command.

Step 4 (Required for Step 5.) To continue the download, enter **y**:



Note

If upgrading from version 1.1, the archives stored on media0 will no longer be valid. The system will prompt you with a question to remove these old archives. We recommend answering yes to the question to clear old archives.

```
WARNING:: This command will download the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

Step 5 (Optional) To check the download status, enter the **software download status** command, as shown in the following example:

```
cvmss# software download status
Download request in progress.
downloading file : vmss-k9.nmx.version.pkg
bytes downloaded : 18612224
cvmss#
```

```
cvmss# software download status
Download request completed successfully.
```

cvmss#



Tip

To view what is in the download directory, enter the **show software directory download** command.

Step 6 To install the new software, enter the **software install clean** command.

If you used the optional **software download** command to store the software files on the local disk drive, you do not need to use the **software install clean** command as this will unnecessarily download the software a second time.



Caution

This step erases the hard drive. All configurations will be lost after this step. For future upgrades and installations, verify that a backup has been made. If there is no backup, abort at this step and make a backup first. See [Appendix A: Backing Up Files](#).

```
cvmss# software install clean url ftp://ftp-server-ip-address/vmss-k9.nmx.version.pkg
username username password password
```

or, to install the software when the FTP server has been configured,

```
cvmss# software install clean vmss-k9.nmx.version.pkg
```

The installation takes several minutes to complete.

Step 7 Enter **y** to restore the configuration saved in memory, or enter **n** to use your backup software image to restore your configuration. See the output below to determine your configuration needs.



Note

If this is a new installation or if the hard drive has been erased, the following output will *not* be displayed.

```
IMPORTANT::
IMPORTANT:: A Cisco Video Management and Storage Module configuration has been found in
local hard drive.
IMPORTANT:: You can choose to restore this configuration into the
IMPORTANT:: current image.
IMPORTANT::
IMPORTANT:: A stored configuration contains some of the data from a
IMPORTANT:: previous installation, but not as much as a backup. For
IMPORTANT:: example: voice messages, user passwords, user PINs, and
IMPORTANT:: auto attendant scripts are included in a backup, but are
IMPORTANT:: not saved with the configuration.
IMPORTANT::
IMPORTANT:: If you are recovering from a disaster and do not have a
IMPORTANT:: backup, you can restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you are going to restore a backup from a previous
IMPORTANT:: installation, you should not restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you choose not to restore the saved configuration, it
IMPORTANT:: will be erased from the local hard drive.
IMPORTANT::
```

```
Would you like to restore the saved configuration? (y,n) y
```

Step 8 To begin the initial configuration, enter **y**:

```
IMPORTANT::
```

```

IMPORTANT:: Welcome to Cisco Systems Service Engine
IMPORTANT:: post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::

Do you wish to start configuration now (y,n)? y
Are you sure (y,n)? y

```

Step 9 Enter the hostname and domain name of your system:

```

Enter Hostname
(my-hostname, or enter to use se-10-0-0-22):
Using se-10-0-0-22 as default

Enter Domain Name
(mydomain.com, or enter to use localdomain):
Using localdomain as default

IMPORTANT:: DNS Configuration:
IMPORTANT::
IMPORTANT:: This allows the entry of hostnames, for example foo.cisco.com, instead
IMPORTANT:: of IP addresses like 1.100.10.205 for application configuration. In order
IMPORTANT:: to set up DNS you must know the IP address of at least one of your
IMPORTANT:: DNS Servers.

```

Step 10 Select whether or not you want to use DNS. In the following example, **n** is selected, and the entry of an IP address is required:

```

Would you like to use DNS (y,n)?n

WARNING: If DNS is not used, IP addresses will be required.

Are you sure (y,n)? y

Enter IP Address of the Primary NTP Server
(IP address, or enter for 13.0.0.20):
Found server 13.0.0.20

Enter IP Address of the Secondary NTP Server
(IP address, or enter to bypass):

```

Step 11 Select your time zone by answering the series of questions when prompted, as shown in the following example:

```

Please identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
1) Africa          4) Arctic Ocean      7) Australia      10) Pacific Ocean
2) Americas        5) Asia              8) Europe
3) Antarctica      6) Atlantic Ocean    9) Indian Ocean
#? 2
Please select a country.
1) Anguilla        18) Ecuador          35) Paraguay
2) Antigua & Barbuda 19) El Salvador      36) Peru
3) Argentina       20) French Guiana    37) Puerto Rico
4) Aruba           21) Greenland        38) St Kitts & Nevis
5) Bahamas         22) Grenada          39) St Lucia
6) Barbados        23) Guadeloupe       40) St Pierre & Miquelon

```

- | | | |
|------------------------|--------------------------|-------------------------|
| 7) Belize | 24) Guatemala | 41) St Vincent |
| 8) Bolivia | 25) Guyana | 42) Suriname |
| 9) Brazil | 26) Haiti | 43) Trinidad & Tobago |
| 10) Canada | 27) Honduras | 44) Turks & Caicos Is |
| 11) Cayman Islands | 28) Jamaica | 45) United States |
| 12) Chile | 29) Martinique | 46) Uruguay |
| 13) Colombia | 30) Mexico | 47) Venezuela |
| 14) Costa Rica | 31) Montserrat | 48) Virgin Islands (UK) |
| 15) Cuba | 32) Netherlands Antilles | 49) Virgin Islands (US) |
| 16) Dominica | 33) Nicaragua | |
| 17) Dominican Republic | 34) Panama | |

#? **45**

Please select one of the following time zone regions.

- 1) Eastern Time
- 2) Eastern Time - Michigan - most locations
- 3) Eastern Time - Kentucky - Louisville area
- 4) Eastern Time - Kentucky - Wayne County
- 5) Eastern Standard Time - Indiana - most locations
- 6) Eastern Standard Time - Indiana - Crawford County
- 7) Eastern Standard Time - Indiana - Starke County
- 8) Eastern Standard Time - Indiana - Switzerland County
- 9) Central Time
- 10) Central Time - Michigan - Wisconsin border
- 11) Central Time - North Dakota - Oliver County
- 12) Mountain Time
- 13) Mountain Time - south Idaho & east Oregon
- 14) Mountain Time - Navajo
- 15) Mountain Standard Time - Arizona
- 16) Pacific Time
- 17) Alaska Time
- 18) Alaska Time - Alaska panhandle
- 19) Alaska Time - Alaska panhandle neck
- 20) Alaska Time - west Alaska
- 21) Aleutian Islands
- 22) Hawaii

#? **16**

The following information has been given:

```
United States
Pacific Time
```

Step 12 Verify that the correct time zone has been selected.

Therefore TZ='America/Los_Angeles' will be used.

Is the above information OK?

- 1) Yes
- 2) No

#? **1**

Local time is now: Tue Sep 25 19:15:12 PDT 2007.

Universal Time is now: Wed Sep 26 02:15:12 UTC 2007.

Configuring the system. Please wait...

Changing owners and file permissions.

chown: cannot access `/usr/tomcat': No such file or directory

Change BWhttpd port to 8079

Reloading cron database.

Setting file ownership and permissions ... complete.

What to Do Next

Open a Cisco Video Surveillance Management Server (VSMS) session to the Cisco Video Management and Storage module to verify that all configurations are preserved following the clean installation process.