

Software Advisory:

Cisco Prime NCS 1.1.2.12 and Cisco Prime NCS 1.1.3.2 - Upgradeability Issues

March 11, 2013

NOTICE:

THIS SOFTWARE ADVISORY IS PROVIDED ON AN "AS IS" BASIS AND DOES NOT IMPLY ANY KIND OF GUARANTEE OR WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY. YOUR USE OF THE INFORMATION ON THE SOFTWARE ADVISORY OR MATERIALS LINKED FROM THE SOFTWARE ADVISORY IS AT YOUR OWN RISK. CISCO RESERVES THE RIGHT TO CHANGE OR UPDATE THIS SOFTWARE ADVISORY AT ANY TIME.

Products Affected

Products Affected	Comments
CISCO PRIME NETWORK CONTROL SYSTEM - 1.1.2.12 / 1.1.3.2	Impacts customers who unintentionally upgraded from Cisco WCS or Cisco Prime NCS 1.0 / 1.1 to Cisco Prime NCS 1.1.2.12 or NCS 1.1.3.2

Note:

Cisco Prime NCS 1.1.2.12 has been replaced by Cisco Prime NCS 1.1.3.2. This Software Advisory applies to both releases.

Background

What is a Security Hardened Release?

Cisco Prime NCS 1.1.2.12 and NCS 1.1.3.2 are referred to as “**Security Hardened**” releases that are only for customers needing Federal Information Processing Standard (FIPS) compliant software.

To abide by this regulatory requirement, Cisco has enforced the following compliance guidelines:

- Customers who use the “Security Hardened” software are required to upgrade only to the next available “Security Hardened” release.
- Once on a “Security Hardened” release, they are prohibited from upgrading from the “Security Hardened” release to “Standard Product” (which does not meet the security compliance requirement).
- Vendors offering “Security Hardened” (targeted for FIPS compliance) software are required to post this software at a location that is accessible to all customers with appropriate access rights (e.g. CCO user id / password).

Problem Description

As a consequence of the above posting requirement, some customers who do not require “Security Hardened” software have unintentionally downloaded and installed a version of Cisco Prime NCS that cannot be upgraded to Standard Product versions, namely Cisco Prime Infrastructure 1.2.1 or 1.3. This could include customers upgrading from previous versions of Cisco Prime NCS or migrating from Cisco WCS software.

Problem Symptoms

N/A

Affected Operations

Upgradeability to the Latest Release of Standard Software

Affected Function

Upgradeability to the Latest Release of Standard Software

Affected Area

Upgradeability to the Latest Release of Standard Software

Workaround / Solution

The customers who have upgraded to “Security Hardened” releases Cisco Prime NCS 1.1.2.12 or NCS 1.1.3.2 unintentionally and want to upgrade to Cisco Prime Infrastructure 1.3 will need to go thru the following steps:

NOTE: Inline upgrade from Cisco Prime NCS 1.1.2.12 / 1.1.3.2 to Cisco Prime Infrastructure 1.3 is not supported. We recommend that the customer have at least two backups using the UI from the NCS system and taking a VM snapshot with the services stopped before migrating to PI 1.3 using the following instructions. Customers need to make sure the backups are moved off the appliance if they plan on overwriting the existing appliance, however it is highly recommended to leave the existing VM in place until the upgrade is successfully verified. This will not be possible with a physical appliance so backups need to be moved off the server. Customers will also have to get their licenses re-hosted with assistance from TAC (as explained below).

1. Download the release notes and the OVA image (small, med, or large versions as applicable) or .ISO image (if using Physical appliance) for Cisco Prime Infrastructure 1.3 software

To download the release notes for Cisco Prime Infrastructure Release 1.3 on Cisco.com please follow the link below:

http://www.cisco.com/en/US/docs/net_mgmt/prime/infrastructure/1.3/release/notes/cpi_rn_13.html

To download for Virtual Appliances (.ova images) or Physical Appliance (.iso image), please follow the link below:

<http://software.cisco.com/download/release.html?mdfid=284652876&softwareid=284272932&release=1.3&flowid=38562>

2. Install Cisco Prime Infrastructure 1.3 on a new appliance (in case of VM)
3. Contact Cisco TAC to re-host your Cisco Prime NCS license and to acquire a special software patch
4. Install the software patch that you obtain from TAC on the new appliance

5. Follow the necessary instructions (e.g. stop the server) to properly restore the backup that was taken in step 1.

Cisco Prime Infrastructure Release 1.3 Availability

Cisco Prime Infrastructure Release 1.3 is available as of February 18, 2013 on Cisco.com.

For More Information

For more information about Cisco Prime Infrastructure, visit [Cisco Prime Infrastructure](#) or send an email to ask-prime-infrastructure@cisco.com.

If you require further assistance, or if you have any further questions regarding this Software Advisory, please contact the Cisco Systems [Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a service request on Cisco.com](#)
- [By email](#)
- [By telephone](#)

Receive Email Notification For New Software Advisories

[Cisco Notification Service](#) — Set up a profile to receive email updates about reliability, safety, network security, and end-of-sale issues for the Cisco products you specify.

Revision History

Revision	Date	Comment
1.0	02/18/2013	Initial Public Release