



CSPC Collection Platform Software Upgrade Guide

March 2026

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Introduction

The Cisco Common Service Platform Collector (CSPC) is an SNMP-based tool that discovers and collects information from the Cisco devices installed on your network. The CSPC software provides an extensive collection mechanism to gather various aspects of customer device data. Information gathered by the collector is used by several Cisco Service offers, such as Smart Net Total Care, Partner Support Service, and Business Critical Services. The data is used to provide inventory reports, product alerts, configuration best practices, technical service coverage, lifecycle information, and many other detailed reports and analytics for both the hardware and operating system (OS) software.

Cisco releases Collection Platform Software upgrades periodically. These upgrades include new features, support for new devices, improved performance, or improved security for already deployed collectors at customer/partner locations. Users can apply these upgrades through the Software Updates tab of the collector user interface (UI) or admin shell (CLI).



Note It is highly recommended to upgrade the Collection Platform software to the latest version.

Upgrade Requirements

Before upgrading make sure the date and time of the collector appliance is accurate with respect to the installed location time zone or else the appliance might be at risk to fail communicating with Cisco.



Manual Upgrade

Manual upgrade consists of two packs as follows:

- JeOS Pack upgrade: JeOS Pack upgrades all the OS components and must be confirmed installed before applying the Service Pack upgrade.
- Service Pack upgrade: Service Pack upgrades all the application components.

Upgrade Sequence from previous versions

This CSPC upgrade patch is cumulative and can be upgraded from any 2.11 and above versions to latest.

Table 3-1 Upgrade Path

Sl. No.	Upgrade Path
1	2.11 >JeOS 2.11.0.7 > SP 2.11.0.7> 2.11.0.7
2	2.11.0.x >JeOS 2.11.0.7 > SP 2.11.0.7> 2.11.0.7

Confirm the Current versions

To confirm the current version of CSPC using UI, perform the following:

- Step 1** Login to CSPC UI using credentials.
Step 2 Once you are logged into CSPC, click Help menu > About > View Versions.

To confirm the current version of CSPC using CLI, perform the following.

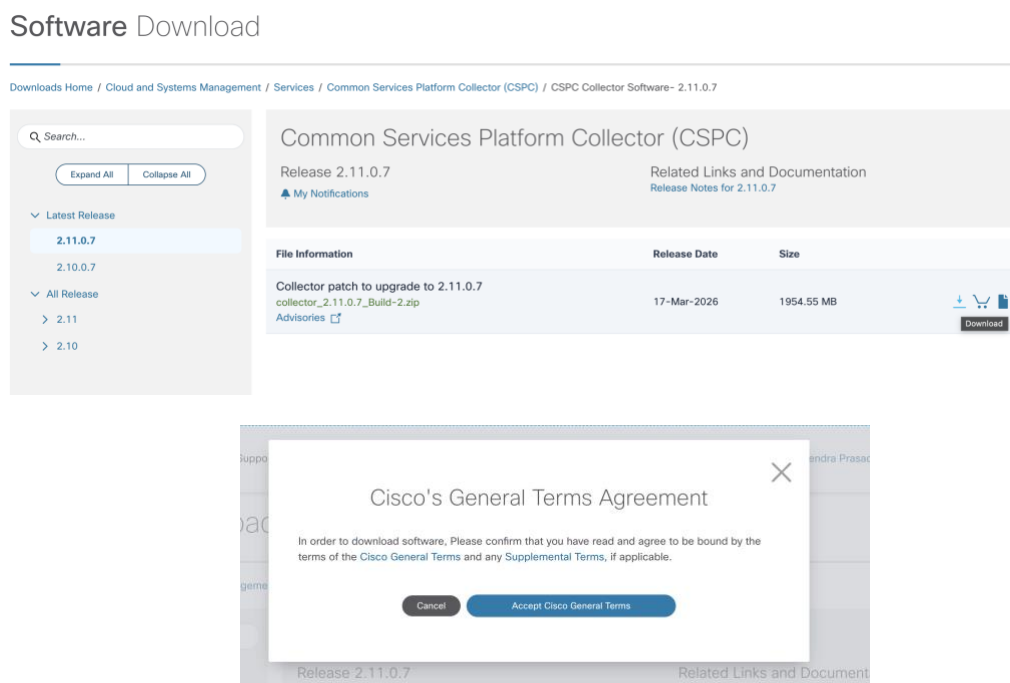
- Step 1** Login to CSPC CLI as admin.
Step 2 Enter the **show version -d** command to see version.

Downloading the CPSC update patch:

Step 1 From below link, Login with CCO credentials and download the collector_2.11.0.7_Build-2.zip from the [Download Center](#) onto to your local box.

Link : <https://software.cisco.com/download/home/286312935/type/286312958/release/2.11.0.7>.

Click “download button” and Click “Accept Cisco General Terms” the patch will start downloading to your local box.



Step 2 Using “scp” command or any sftp tool to transfer the downloaded **collector_2.11.0.7_Build-2.zip** file to the collector appliance.

You can copy to “/home/collectorlogin” with “collectorlogin” user.

Example for coping the file from mac using scp:

```
scp collector_2.11.0.7_Build-2.zip collectorlogin@<CSPC_IP_Address>:/home/collectorlogin/
```

Step 3 Login to collector appliance as **collectorlogin** and Switch to **root** using **su -** command.

Step 4 Go to the folder **/home/collectorlogin/** where **collector_2.11.0.7_Build-2.zip** is transferred.

Step 5 Unzip the downloaded **collector_2.11.0.7_Build-2.zip** file using below command and ensure **collector_2.11.0.7_Build-2** folder is created and JeOS and SP are extracted.

```
unzip collector_2.11.0.7_Build-2.zip
```

Apply JeOS Package 2.11.0.7:

Steps to apply the JeOS package as the first step to update the collector software for all services to 2.11.0.7.

- Step 1 Go to `collector_2.11.0.7_Build-2` folder.
- Step 2 Apply JeOS using the below command (installation runs in background). Provide the confirmation when prompted.
`./install.sh JeOS jeos-30.4.0.7-lnx64.zip`
- Step 3 Monitor the installation by executing the following command:
`tail -f /opt/LCM/logs/apply`

After successfully applying the patch in `/opt/ LCM/logs/apply`, below logs are shown.

```
[Thu Mar 12 05:09:58 UTC 2026] Executing post-install scripts
[Thu Mar 12 05:10:54 UTC 2026] Executed post-install scripts
[Thu Mar 12 05:10:54 UTC 2026] Installation of software package of type "JeOS" completed successfully
[Thu Mar 12 05:10:55 UTC 2026] --Component--CASP--CASP |Component |JeOS |2.11 |CASP component |1710068504--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:55 UTC 2026] else block of status update
[Thu Mar 12 05:10:55 UTC 2026] update version--2.11.0.7---CASP---Component-----
[Thu Mar 12 05:10:55 UTC 2026] --Component--ConcsoTgw--ConcsoTgw |Component |JeOS |1.8.5 |Connectivity TGW component |1710068505--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:55 UTC 2026] else block of status update
[Thu Mar 12 05:10:55 UTC 2026] update version--1.8.8---ConcsoTgw---Component-----
[Thu Mar 12 05:10:56 UTC 2026] --Component--AdminShell--AdminShell |Component |JeOS |1.9.8 |AdminShell component |1710068506--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:56 UTC 2026] else block of status update
[Thu Mar 12 05:10:56 UTC 2026] update version--1.9.8---AdminShell---Component-----
[Thu Mar 12 05:10:57 UTC 2026] --Component--LCM--LCM |Component |JeOS |1.9.8 |LCM component |1710068507--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:57 UTC 2026] else block of status update
[Thu Mar 12 05:10:57 UTC 2026] update version--1.9.8---LCM---Component-----
[Thu Mar 12 05:10:58 UTC 2026] --Component--Alma Linux--Alma Linux |Component |JeOS |9.3 |Alma Linux |1710068507--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:58 UTC 2026] else block of status update
[Thu Mar 12 05:10:58 UTC 2026] update version--9.7---Alma Linux---Component-----
[Thu Mar 12 05:10:59 UTC 2026] --JeOS--JeOS--JeOS |JeOS | |jeos-30.4.0-0-lnx64 |Appliance Base Package patch update |1710068508--jeos-30.4.0-0-lnx64--
[Thu Mar 12 05:10:59 UTC 2026] else block of status update
[Thu Mar 12 05:10:59 UTC 2026] update version--jeos-30.4.0-7-lnx64---JeOS---JeOS-----
[Thu Mar 12 05:10:59 UTC 2026] status db updation completed
```

Once JeOS installed, go to [Apply Service Pack \(SP\) 2.11.0.7](#) to complete the upgrade.

Note: Allocate 20-30 minutes for installation to complete. The system will automatically reboot after installation.



Apply Service Pack (SP) 2.11.0.7:

NOTE: Make sure collector 2.11.0.7 JeOS patch is installed successfully before proceeding further with Service Pack (SP) 2.11.0.7 installation.

Steps to apply the Service Pack (SP) 2.11.0.7 for all services if existing collector version to 2.11.0.7.

- Step 1 Login to collector appliance as **collectorlogin** and Switch to **root** using **su -** command.
- Step 2 Go to **collector_2.11.0.7_Build-2** folder.
- Step 3 Apply SP using the below command (installation runs in background). Provide the confirmation when prompted.
./install.sh SP sp-30.4.0-7-0-lnx64.zip
- Step 4 Monitor the installation by executing the following command:
tail -f /opt/LCM/logs/apply

After successfully applying the patch in `/opt/LCM/logs/apply`, below logs are shown.

```
[Thu Mar 12 05:20:28 UTC 2026] Executing post-install scripts
[Thu Mar 12 05:24:36 UTC 2026] Executed post-install scripts
[Thu Mar 12 05:24:36 UTC 2026] Installation of software package of type "SP" completed successfully
[Thu Mar 12 05:24:37 UTC 2026] --Component--CSPC Base--CSPC Base |Component |SP |2.11 |CSPC Base component |1710069975--sp-30.4.0-0-0-lnx64--
[Thu Mar 12 05:24:37 UTC 2026] else block of status update
[Thu Mar 12 05:24:37 UTC 2026] update version--2.11.0.7---CSPC Base---Component-----
[Thu Mar 12 05:24:38 UTC 2026] --SP--SP--SP |SP | |sp-30.4.0-0-0-lnx64 |Service Pack maintenance update |1710069976--sp-30.4.0-0-0-lnx64--
[Thu Mar 12 05:24:38 UTC 2026] else block of status update
[Thu Mar 12 05:24:38 UTC 2026] update version--sp-30.4.0-7-0-lnx64---SP---SP-----
[Thu Mar 12 05:24:38 UTC 2026] status db updation completed
```

Note • Allocate 1-2 hours for the installation, depending on your network size. The algorithm runs only once to optimize storage and reduces the time required in future upgrades.

System will automatically reboot after installing the patch.

Tomcat and Java versions:

```
[root@localhost bin]# ./version.sh
Using CATALINA_BASE: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Using CATALINA_HOME: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Using CATALINA_TMPDIR: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/temp
Using JRE_HOME: /opt/java/jre
Using CLASSPATH: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/bootstrap.jar:/opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/tomcat-juli.jar
Using CATALINA_OPTS:
Server version: Apache Tomcat/9.0.115
Server built: Jan 21 2026 08:17:26 UTC
Server number: 9.0.115.0
OS Name: Linux
OS Version: 5.14.0-611.36.1.el9_7.x86_64
Architecture: amd64
JVM Version: 1.8.0_481-b10
JVM Vendor: Oracle Corporation
[root@localhost bin]#
```

RP version:

Title	Version	Description
CSPC Base Collector	2.11	Common Services Platform Collect...
Rules Package	4.22	Collection Rule Package for NOS, S...
Agent	1.0	Addon Process: Intermediary betw...
Audit	1.9	Addon Process: Audit
Update	1.9.3	Addon Process: Update
SNTC	smartnet_total_care	Locked Collection Profile
NOS Full	NOS	Locked Collection Profile
NOS Minimum	NOS	Locked Collection Profile
DSIRT1.4	1.4	Installed Patch: DSIRT Package. DS...
LCM_GUI_Addon	1.9.8	Installed Patch: This LCM Add-on ...
CSPC 2.11	2.11	Installed Patch: - This patch is for CSPC 2.11
CSPC 2.11	2.11	Installed Patch: - This patch is for CSPC 2.11
SNTC_RP4.20	4.20	Installed Patch: SNTC Collection Pr...
CSPC 2.11.0.3	2.11.0.3	Installed Patch: - This patch is for CSPC 2.11
SNTC_RP4.21	4.21	Installed Patch: SNTC Collection Pr...
NOS_RP4.21	4.21	Installed Patch: NOS Collection Pro...
CSPC 2.11.0.7	2.11.0.7	Installed Patch: - This patch is for CSPC 2.11
Audit_addon_1.9_CSPC2.11	1.9	Installed Patch: This patch will inst... If you like to install this patch pleas...
PoP_4.22	4.22	Installed Patch: Collection Profile P...
RP4.22	4.22	Installed Patch: Collection Rules Pa...
NOS_RP4.22	4.22	Installed Patch: NOS Collection Pro...
SNTC_RP4.22	4.22	Installed Patch: SNTC Collection Pr...

Other Versions:

```

admin# sh ver -d
  Build-name   : Collection Platform Software

  Package-type : ServicePack
  Version      : sp-30.4.0-7-0-lnx64
    Component  : CSPC Base
    Version    : 2.11.0.7
  Package-type : JeOS
  Version      : jeos-30.4.0-7-lnx64
    Component  : CASP
    Version    : 2.11.0.7
    Component  : ConcsoTgw
    Version    : 1.8.8
    Component  : AdminShell
    Version    : 1.9.8
    Component  : LCM
    Version    : 1.9.8
    Component  : Alma Linux
    Version    : 9.7

admin#

```

Admin Shell Appliance Config Commands:

Commands	Description
?	Prints the list of available commands
about	Displays about appliance
clear history *	Purges command history for user/s
clrscr	Clears current screen/s
collector *	Collector start/stop/status/restart
conf component *	Configures the service
conf date *	Configures date and/or time
conf dhcp *	Configures DHCP
conf dns [-ad] *	Configures DNS server(s)
conf ip *	Configures static IPs of IPv4 and IPv6
conf proxy *	Configures proxy server for IPv4 and IPv6
conf service *	Configures the service
conf smtp	Configures the SMTP service
connectivity direct-mode *	Enables or Disables connectivity direct-mode
delete smtp	Deletes the SMTP details

dmidecode	View SMBIOS table
exit	Exits from this session
extract <packagename>	Extracts the package into the common build location
firewall <enable/disable>	Enables or Disables firewall rules
help	Prints the list of available commands
history-size <number> *	Sets the maxsize for history file
hostname <hostname>	Changes hostname
load keymap *	To load the Keyboard mapping to specific country
logout	To logout from this session
passwd	Changes user passwd
ping *	Viewing ping details
poweroff	Shutdown and power off the system
proxy <enable/disable/clear>	Enables or Disables or Clears proxy
pwdreset <user> <expiry_interval>	Resets cisco/admin user passwd to random string for a specified no. of days
reboot	Reboots the system
reload	Reloads the system
route [-ad] *	Adds static route to a network
show component *	Displays components versions
Commands	Description
show connectivity direct-mode	Displays status of connectivity direct-mode
show date	Displays date and time information
show firewall	Displays the firewall rules
show hostname	Displays hostname
show history *	Displays command history for user(s) and size of the history file
show ipconfig	Displays network configuration

show keymap	Displays the Keyboard mapping of available countries
show logs *	Displays logs
show monitor	Displays appliance status (cpu, memory, disk)
show process logs *	Displays addon/component install logs
show route*	Displays configured routes of IPv6
show service *	Displays addon versions
show smtp	Displays the SMTP details
show status *	Displays addon is installed or not
show timesync	Displays current NTP sync interval and last update time
show timezone	Displays current timezone
ssh <enable/disable>	Enables or Disables SSH access
sudo <command>	Run Linux command with sudo
telnet <enable/disable>	Enables or Disables telnet access
timesync *	Synchronizes system time with NTP server and configure NTP synchronization interval
timezone	Sets timezone information
traceroute <host>	Displays traceroute host