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Cisco Catalyst Center Global Manager Upgrade Guide

Prerequisites for upgrading

You must complete the system updates before you can update any packages. Download and install package updates only after you install all system updates.

Note these points:

- You cannot upgrade the packages individually. You must complete every step described in this guide.
- Before you upgrade, ensure that the cluster link interface is connected to a switch port and is up.

Review this list of prerequisites before upgrading your installed instance of Catalyst Center Global Manager:

- You must have SUPER-ADMIN-ROLE permissions to perform this procedure. For more information, see [Users and roles](#).
- Create a backup of your Catalyst Center Global Manager database. For more information, see [About backup and restore](#).
- If you have a firewall, allow Catalyst Center Global Manager to access these URLs on your cluster node for all system and package downloads:
 - https://*.ciscoconnectdna.com/*
 - *.cloudfront.net
 - *.tesseractcloud.com
- While the Catalyst Center Global Manager GUI is compatible with these browsers that support HTTPS, we recommend that you use Chrome, not Firefox, during the upgrade:
 - Google Chrome: Version 134 or later
 - Mozilla Firefox: Version 120.0.1 or later

Supported upgrade

Important

If you have Catalyst Center Global Manager version 1.3.1 with enrolled controllers, upgrade your cluster to Catalyst Center Global Manager version 1.4.1. Follow the upgrade procedure to get the benefits of the new features.

Note

Catalyst Center Global Manager does not support an air-gapped upgrade.

Upgrade to Catalyst Center Global Manager 1.4.1

- Create a backup of your Catalyst Center Global Manager database.
- If your deployment uses a firewall, ensure Catalyst Center Global Manager can access this location on the cluster node to download system and package files from: <https://www.ciscoconnectdna.com:443>.

 **Note**

Only users with the SUPER-ADMIN-ROLE can complete this procedure.

Step 1 A pop-up window opens in the top-right corner, indicating that a new version of Catalyst Center Global Manager is available. Click the **Go to Software Management** link.



If you don't see this pop-up window, click the menu icon and choose **System > Software Management**.

Note

Step 2 In the **Software Management** page, click **Upgrade**.

Step 3 In the **Upgrade Release** dialog box, click **Install**.

Step 4 In the **Schedule Upgrade** dialog box, specify when you want to start the upgrade, then click **Download**.

You can track the upgrade progress from the **Activities** page.

What's next

After the upgrade completes, log back in to the server. From the main menu, choose **System > Software Management** to verify the installed version and confirm that the upgrade is completed successfully.