



Upgrading Cisco IPICS

If your Cisco IPICS server is running release 4.6(1) or 4.8(1) and you have a Cisco Software Application Support contract, you can upgrade your server to release 4.8(2).



Tip

To verify which versions of Cisco IPICS are compatible for upgrade, see *Cisco IPICS Compatibility Matrix* at http://www.cisco.com/en/US/products/ps6718/products_device_support_tables_list.html.

This chapter contains information about upgrading your software to Cisco IPICS release 4.8(2) and other actions that you must take to fully complete this upgrade process and includes the following sections:

- [Before You Begin, page 3-1](#)
- [Performing a Cisco IPICS Server Software Upgrade, page 3-2](#)
- [Using the Cisco Incident Dispatch Console with Cisco IPICS 4.8, page 3-9](#)

Before You Begin

Be aware of the following guidelines, and perform one or more of the following suggested actions, before you upgrade your server software:

- Cisco recommends that you back up the database to a remote host. If you encounter problems during the upgrade, you can reinstall your current version of the Cisco IPICS software and restore your database from the remote backup to return your system to its previous state. For information about

backing up and restoring the Cisco IPICS database, refer to the “Performing Cisco IPICS Backup and Restore Operations” chapter in *Cisco IPICS Server Administration Guide*.

- You can set up a new version of the latest supported IDC so that the IDC download process is staged. Staging the IDC download alleviates the burden of long IDC downloads to all users at one time. For more information about this feature, refer to the “Installing a New IDC Version Before You Upgrade Your Cisco IPICS Server” section in the “Performing Cisco IPICS System Administrator Tasks” chapter in *Cisco IPICS Server Administration Guide*.
- Cisco IPICS retains existing attributes for channels, VTGs, and users during an upgrade. However, the default setting for the Allow Latch attribute is set to disabled (unchecked) when you create new channels or VTGs in this release. For more information about the Allow Latch attribute, refer to the “Performing Cisco IPICS System Administrator Tasks” chapter in *Cisco IPICS Server Administration Guide*.
- Before you perform an upgrade, disable the ISSIG (in the Cisco IPICS Administration Console, chose the **Configuration** drawer in the Server tab, choose **Radios**, choose the desired ISSIG, and then click **Disable**).
- Before you perform an upgrade, disable the DFSIG (in the Cisco IPICS Administration Console, chose the **Configuration** drawer in the Server tab, choose **Radios**, choose the desired DFSIG, and then click **Disable**).

Performing a Cisco IPICS Server Software Upgrade

The following sections provide instructions for upgrading your Cisco IPICS software to release 4.8(2):

- [Upgrading from Cisco IPICS Release 4.6\(1\) or 4.8\(1\) to Cisco IPICS Release 4.8\(2\) in a Deployment without High Availability, page 3-3](#)
- [Upgrading from Cisco IPICS Release 4.6\(1\) or 4.8\(1\) to Cisco IPICS Release 4.8\(2\) in a Deployment with High Availability, page 3-6](#)

Upgrading from Cisco IPICS Release 4.6(1) or 4.8(1) to Cisco IPICS Release 4.8(2) in a Deployment without High Availability

To upgrade from Cisco IPICS release 4.6(1) or 4.8(1) to Cisco IPICS release 4.8(2) in a deployment without high availability, perform the following procedure:

Procedure

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- Step 1** From a client PC, take these actions to obtain the Cisco IPICS software:
- Go to this URL (you must have a valid Cisco.com user ID and password to access this URL):
<http://www.cisco.com/cisco/software/navigator.html?mdfid=280723930&flowid=7120>
 - Click the **Cisco IPICS Release 4.8** link.
 - Click **Download** next to **ipics-4.8.2.bin**.
Follow the onscreen instructions to download the Cisco IPICS software to your local drive.
- Step 2** Access the Cisco IPICS server via an SSH client or the Console window and log in as the Linux root user.
- Step 3** Take these actions:
- Copy the Cisco IPICS installation file from your local drive to the server on which you want to install the software.
 - Enter the following command to navigate to the folder to which you copied the Cisco IPICS installation file:

```
[root]# cd /folder
```
 - Modify the permissions on the Cisco IPICS installer file by entering the following command, where *installerfilename.bin* specifies the name of the installer file:

```
[root]# chmod 755 installerfilename.bin
```
- Step 4** To start the upgrade, enter the following command, where *installerfilename.bin* specifies the name of the installer file:

```
[root]# ./installerfilename.bin
```

Cisco IPICS begins the installation process. After a short time, you see a Welcome message.

- Step 5** When you see the “Welcome to the Cisco IPICS Software Installation Program” message, take either of these actions:
- Press 1 and **Enter** to install Cisco IPICS 4.8(2). This process installs Cisco IPICS 4.8(2) and completely removes the older version of Cisco IPICS and its databases from the system.
 - Press 2 and **Enter** to upgrade to Cisco IPICS 4.8(2). This process installs Cisco IPICS 4.8(2) and retains the earlier Cisco IPICS databases.



Caution

If you choose option 1, you lose all of your existing IPICS data and configuration information.

- Step 6** When you see the prompt to continue, type **y** and press **Enter**.
Text displays to inform you that you must read and accept the terms of the End User License Agreement (EULA) before you can proceed.

- Step 7** Take these actions:
- a. Press **Enter** to display the EULA.
 - b. Press the **Spacebar** to scroll through and view the EULA, then type **y** and press **Enter** to continue with the installation.
You must accept the terms of the EULA to proceed.

- Step 8** Take these actions:
- a. When you are prompted to begin the installation process, type **y** then press **Enter**.
 - b. If you are prompted to enter the root password for the UMS server, enter this password and press **Enter**.
This system prompts for this password for each UMS server that is configured in your deployment.

The Cisco IPICS software begins the upgrade process. A progress bar indicates the percentage of the installation that has completed.

- Step 9** After the installation completes, a message informs you of the status and prompts you to reboot.
- Step 10** Type **y** and press **Enter** reboot your server.
- Step 11** Log in to the Cisco IPICS Administration Console and take these actions to generate the new IDC installer:
- a. From the **IDC Management** drawer, click **IDC Installer**.
 - b. From the IDC Version to Use For The IDC Installer, choose **4.8(2)**.
 - c. Click **Save**.
 - d. From the **IDC Management** drawer, click **IDC Versions**.
 - e. If the status of any IDC version is Recommended, change the status to **Not Specified**.
 - f. Check the check box for the row that contains 4.8(2) in the Version field.
 - g. From the drop-down list next to the Change State button, choose **Recommended**.
 - h. Click the **Change State** button.
- Step 12** If you are using the UMS, ISSIG or DFSIG, upgrade to the 4.8(2) version of these components as described in the following chapters:
- [Chapter 4, “Installing or Upgrading the UMS”](#)
 - [Chapter 5, “Installing or Upgrading the ISSIG”](#)
 - [Chapter 6, “Installing or Upgrading the DFSIG”](#)
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Upgrading from Cisco IPICS Release 4.6(1) or 4.8(1) to Cisco IPICS Release 4.8(2) in a Deployment with High Availability

To upgrade from Cisco IPICS release 4.6(1) or 4.8(1) to Cisco IPICS release 4.8(2) in a deployment with high availability, perform the following procedure:

Procedure

Step 1 Take these actions to transfer the Cisco IPICS active state to the standby Cisco IPICS server:

- a. Log in to the Cisco IPICS Administration Console.
- b. Navigate to the **Configuration > High Availability** window.
- c. Click the **HA Configuration** tab.
- d. Click the **Failover Now** button.

The standby server becomes the new active server and the active server becomes the standby server. Users can continue to use the new active server while you upgrade the standby server.

Step 2 From a client PC, take these actions to obtain the Cisco IPICS software:

- a. Go to this URL (you must have a valid Cisco.com user ID and password to access this URL):

<http://www.cisco.com/cisco/software/navigator.html?mdfid=280723930&flowid=7120>

- b. Click the **Cisco IPICS Release 4.8** link.
- c. Click **Download** next to **ipics-4.8.2.bin**.

Follow the onscreen instructions to download the Cisco IPICS software to your local drive.

Step 3 Access the primary Cisco IPICS server (which is now in standby mode) via an SSH client or the Console window and log in as the Linux root user.

Step 4 Take these actions:

- a. Copy the Cisco IPICS installation file from your local drive to the server on which you want to install the software.

- b. Enter the following command to navigate to the folder to which you copied the Cisco IPICS installation file:

```
[root]# cd /folder
```

- c. Modify the permissions on the Cisco IPICS installer file by entering the following command, where *installerfilename.bin* specifies the name of the installer file:

```
[root]# chmod 755 installerfilename.bin
```

Step 5 To start the upgrade, enter the following command, where *installerfilename.bin* specifies the name of the installer file:

```
[root]# ./installerfilename.bin
```

Step 6 In the “Welcome to the Cisco IPICS Software Installation Program” screen, type **y** and press **Enter** to continue the upgrade.

Step 7 When you see the installation options, take either of these actions:

- (Recommended) Press 2 and **Enter** to upgrade to Cisco IPICS 4.8(2). This process installs Cisco IPICS 4.8(2) and retains the earlier Cisco IPICS databases and the high availability configuration.
- (Not recommended) Press 1 and **Enter** to install Cisco IPICS 4.8(2). This process installs Cisco IPICS 4.8(2) and completely removes the older version of Cisco IPICS and its databases from the system, and delete the high availability configuration.



Caution

If you choose option 1, you lose all of your existing IPICS data and configuration information.

Step 8 When you see the prompt to continue, type **y** and press **Enter**.

Text displays to inform you that you must read and accept the terms of the End User License Agreement (EULA) before you can proceed.

Step 9 Take these actions:

- a. Press **Enter** to display the EULA.
- b. Press the **Spacebar** to scroll through and view the EULA, then type **y** and press **Enter** to continue with the installation.

You must accept the terms of the EULA to proceed.

Step 10 Take these actions:

- a. When you are prompted to begin the installation process, type **y** then press **Enter**.
- b. If you are prompted to enter the root password for the UMS server, enter this password and press **Enter**.

This system prompts for this password for each UMS server that is configured in your deployment.

The Cisco IPICS software begins the upgrade process. A progress bar indicates the percentage of the upgrade that has completed.

Step 11 After the installation completes, a message informs you of the status and prompts you to reboot.

Step 12 Type **y** and press **Enter** reboot your server.

Step 13 (Optional) Instruct any users who are logged in to the Cisco IPICS Administration Console, an Incident Dispatch Console, or a Cisco IPICS Mobile Client to log out and then log in to the primary Cisco IPICS server, which is now upgraded to release 4.8(2).

This step is required if you want these users to have continuous access while you complete this upgrade procedure.

Step 14 Access the secondary Cisco IPICS server (which is not yet upgraded to release 4.8(2)) via an SSH client or the Console window, log in as the Linux root user and repeat [Step 4](#) through [Step 12](#) in this procedure.

Step 15 If your deployment includes UMS components, an ISSIG, or a DFSIG, upgrade these components now.

For instructions, see [Chapter 4, “Installing or Upgrading the UMS,”](#) [Chapter 5, “Installing or Upgrading the ISSIG,”](#) or [Chapter 6, “Installing or Upgrading the DFSIG.”](#)

Step 16 Access the primary Cisco IPICS server via an SSH client or the Console window, log in as the Linux root user and take these actions to recreate the high availability pairing between the now upgraded servers:

- a. Enter these commands:

```
[root]# cd /opt/cisco/ipics/database/bin
```

```
[root]# ./post_ipics_upgrade_48_enable_HA
```


- b. In the information screen that appears, review the information that appears and make sure that it is correct, then type **y** and press **Enter**.

The high availability pairing process begins. The system displays status information during this process.

Step 17 Log in to the Cisco IPICS Administration Console and take these actions to generate the new IDC installer:

- a. From the **IDC Management** drawer, click **IDC Installer**.
 - b. From the IDC Version to Use For The IDC Installer, choose **4.8(2)**.
 - c. Click **Save**.
 - d. From the **IDC Management** drawer, click **IDC Versions**.
 - e. If the status of any IDC version is Recommended, to **Not Specified**.
 - f. Check the check box for the row that contains 4.8(2) in the Version field.
 - g. From the drop-down list next to the Change State button, choose **Recommended**.
 - h. Click the **Change State** button.
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Using the Cisco Incident Dispatch Console with Cisco IPICS 4.8

After you upgrade to Cisco IPICS 4.8(2), Cisco recommends that you instruct Cisco IPICS Dispatch Console users to install the current version of the Cisco IPICS Dispatch Console on their client PCs. For instructions, see the “Cisco IPICS Dispatch Console Installation, Configuration, and Maintenance” chapter in *Cisco IPICS Dispatch Console User Guide*.

