CHAPTER 6

Upgrade and Recovery Procedures

Cisco occasionally provides upgrades to NAM software you can download and install on your Cisco Prime NAM 2400 series appliance. You might also use the downloadable software to restore your appliance software in the case of a catastrophic failure.

After you upgrade or restore your appliance software, if you have backed up your NAM appliance configuration, you can restore that configuration and resume network monitoring without undue delay.

This chapter contains the following sections:

- Backing Up Your Configuration

  After you complete any changes to your NAM appliance configuration, use the command line interface to upload your NAM configuration to an archive server.

- Restoring Your Configuration

  Use the command line interface to restore your previous NAM configuration.

- Upgrading Your Software

  Download a version of the current NAM software and use a single CLI command to perform the software upgrade.

- Recovery Installation

  Use the helper utility to perform a recovery installation.

Backing Up Your Configuration

Before you begin the upgrade process, we recommend that you perform a complete backup of your current NAM configuration.

Note   Having a backup configuration file can save you time and frustration if your NAM appliance should suffer a hard disk failure that requires you to reformat or repartition your hard disk drives. This procedure does not back up the capture files and the monitoring data.

To back up your current configuration, use the NAM CLI **config upload** command like the following:

config upload ftp://*user:password@server//path backup_file_name*

For example:

config upload ftp://*admin:secret@172.20.104.11//archive/nam_config*

In NAM 6.2, besides ftp, secure transfer protocol such as sftp, scp and https is also supported. You can run **config upload ?** to get the latest help info and example.

The **config upload** command sends a copy of the NAM running configuration to the destination you specify. The copy of your configuration is stored in a back-up configuration file with an ending suffix of **.config** as in **NAM_host-nam2420-6.2-1.config**. The destination address should be a valid server name and directory path where you have read and write permissions.

Restoring Your Configuration

If you have stored your NAM configuration file at a remote server location that you can access using FTP or HTTP (see Backing Up Your Configuration, page 6-1), you can restore your NAM configuration file after a system recovery or upgrade. This, however, is optional.

Use the **config network** command to restore your previous NAM configuration, as in the following:

> **config network ftp://*user:password@server//path backup_file_name***

For example:

> **config network**
> **ftp://*admin:secret@172.20.104.11//archive/nam_config/NAM_host-nam2420-6.2-1.config***
> **or NAM_host-nam2420.6.0.2.namconf.tar***

In NAM 6.2, besides ftp, secure transfer protocol such as sftp, scp and https is also supported. You can run **config upload ?** to get the latest help info and example.

Upgrading Your Software

To upgrade the software for a Cisco Prime NAM 2400 series appliance:

Step 1   Download the NAM application software for the Cisco Prime NAM 2400 series appliance from the Cisco.com at the following URL:

> http://www.cisco.com/cgi-bin/tablebuild.pl/nam-appl

Step 2   Look for a file that begins with nam-24xx, as in **nam-2420.x-x-x.bin.gz** (where **x-x-x** is the NAM software release number). The file will be described as the NAM2400 Application Image.

Step 3   Store the NAM application software on the same server where you archived your NAM configuration.

Step 4   Use the commands as needed from the list of upgrade commands shown in Table 6-1.

Table 6-1   Common Upgrade Commands

Configuration Mode	Command[1]	Purpose
`host.domain#`	**upgrade ftp://user:password@server//path/ filename**	Enter the command with the path to the location of the upgrade application image.
	upgrade ftp://*user:password@server//path/file name* reformat	Reformats the existing installation. In NAM 6.2, besides ftp, secure transfer protocol such as sftp, scp and https is also supported. You can run **config upload ?** to get the latest help info and example. ⚠️ **Caution** All configuration and data will be lost.

1. You may also use HTTP instead of FTP.

Recovery Installation

You can use the helper utility to reinstall NAM application software on your Cisco Prime NAM 2400 series appliance if your appliance should suffer a catastrophic event, such as a hard disk crash, and you can no longer boot the NAM application.

To access the helper utility, use the Cisco Image Management Controller (the CIMC, not the NAM management port) to map the NAM recovery ISO file to the virtual media CD.

We highly recommend you to configure and test the CIMC interface because CIMC interface will be the only way for NAM image recovery, as the NAM appliance no longer has CD/DVD drive installed. CIMC interface can also be used for many NAM management tasks such as remote power on, power off, and hardware health monitoring.

> **Note**   You must log in with user or admin privileges to perform this task.

Step 1   Download the ISO file from CCO (where all of the other NAM images are).

Step 2   Log in to the CIMC web interface (default: `admin/password`) using your web browser.

For more information about configuring the CIMC, see the *Cisco UCS C-Series Servers Integrated Management Controller Configuration Guide*.

Step 3   Click **Launch KVM Console** (requires Java).

A Java Launcher file (.jnlp) will be download.

Step 4   Open the Java Launcher file using Java Web Start Launcher.

Step 5   In the Java applet, click the **Virtual Media** tab.

Step 6   Click **Accept this session** to accept the unencrypted session for Virtual Media to server.

Step 7   Click **Apply**.

The Virtual Media menu will show the virtual devices.

Step 8   Choose **Virtual Media > Map CD/DVD**.

Step 9   Click **Browse** and select the ISO file.

Step 10   Check **Map**.

Step 11   In the CIMC web interface, click **Power Cycle Server**.

Step 12   The appliance will boot up from the mapped ISO image and will stop at the Helper Utility menu.

Step 13   Choose one of these options:

    a.   **Option 3** to install the image bundled in the ISO.

    b.   **Option 1** to pull a new image down from the network.

For information about the helper utility options, see Appendix E, "Helper Utility."