



Generic Install Cisco Prime Collaboration Provisioning Software Updates

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For Cisco Prime Collaboration Release 11.2 and later

You can upload and install service packs and software update patches from the provisioning user interface. Using this feature, you can view the software update history which includes information such as the type of software update, description, and when the software update was installed. You can also view the readme documents related to the software updates by clicking the document icon against the description of the respective software update file.

To upload and install software updates:

Before you begin

You must have administrator privilege to perform this task.

Step 1 Choose **Administration > Updates**.

Step 2 Click **Browse** and navigate to the location where you have saved the software update file.

Note The file must be in .rpm format. From 12.5 onward, .tar.gz format is not supported.

Step 3 Click **Upload**.

The updated file will be listed in the updates table with the status **Ready to install**.

Step 4 Click the required element from the table.

Step 5 Click **Install Now**.

You will be redirected to a static page with the message **Restart is in progress**. After successful installation, you will be redirected to the provisioning login page.

You can also uninstall the software updates. To uninstall software update, select the required update file from the table and click **Uninstall**. When you click **Uninstall**, software update is uninstalled and rolled back to the previous state.