



Enable Backward Compatibility

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Cisco Prime Infrastructure 3.9 will support Catalyst 9800 17.x by default, but we have an option to toggle the Catalyst 9800 16.12.x version. Follow the instructions below to toggle the versions.



Important At any point of time only one version of controller will be active (either 16.12.x or 17.x). By default when you first install Prime Infrastructure 3.9, support for Catalyst 9800 17.4.x will be active.

Procedure to enable Backward Compatibility between Catalyst 9800 Devices and Prime Infrastructure 3.9

Before you begin

Install Cisco Prime Infrastructure 3.9 System patch as mentioned in the *System Patch 3.9* section given below.

Ensure you have the administrative privileges right to access *ncsdiag*.

Enable **ncsdiag**. For more details, see *ncs run diag* section in the latest *Command Reference Guide for Cisco Prime Infrastructure 3.9*.

Step 1 Change the Catalyst 9800 version using <https://<prime ip>/ncsdiag/coralService.html> url.

Step 2 In the Coral Service page, click **Change coral** to change the current Catalyst 9800 version supported by Prime Infrastructure 3.9.

Example: If the Coral Service page shows the Current Coral version is "Coral 17", once you click **Change Coral** you will be swapped to "Coral 16".

Figure 1: Coral Service

Coral Service

Current Coral : "Coral 16"

Change Coral :

*** After changing coral service, prime need to restart manually. For Prime HA, need to switchover an**

- Step 3** When Prime Infrastructure is in High Availability mode:
- If you are using Catalyst 9800 17.x and you chose to toggle to Catalyst 9800 16.12.x, you have to wait for the Primary and Secondary Prime Infrastructure instances to synchronize.
 - If you are using Catalyst 9800 16.12.x and you chose to toggle to Catalyst 9800 17.x, you have to delete **.coral16** file from `/opt/CSCOlumos` path in standby Prime Infrastructure manually.
- Step 4** When Prime Infrastructure is not on High Availability mode, please skip to Step 5.
- Step 5** Restart Prime Infrastructure
- Important** Restarting the server after toggling the version is essential for the new Catalyst 9800 changes to take effect.
- Step 6** Go to the directory `/opt/CSCOlumos/coralinstances/coral2/coral/bin` to verify if the Catalyst 9800 version has changed by running the **./coral version 1** commands:

When you have changed to version **Catalyst 9800 17.x** below will be the expected result:

```
ade # sudo ./coral version 1
BuildTime: 2020-11-26_22.33
ReleaseDate: Thu-26-Nov-20-17:24
BuildArch: x86_64
Platform: CORAL
Build: 17.04.01
BuildPath: /scratch/mcpred/release/BLD-V17_04_01_FC5/binos
Version: 17.04.01.0.173.1606458801..Bengaluru
InstallVersion: 1.0.0
BootArch: Linux Name Space Container
Host System uptime: 0 days, 1 hours, 5 minutes, 22 seconds [3922.9 sec]
Coral service uptime: 0 days, 0 hours, 16 minutes, 11 seconds [971.38 sec]
```

ade #

When you have changed to version **Catalyst 9800 16.12.x** below will be the expected result:

```
ade # sudo ./coral version 1
BuildTime: 2019-07-30_16.43
ReleaseDate: Tue-30-Jul-19-08:15
BuildArch: x86_64
Platform: CORAL
Build: 16.12.01
BuildPath: /scratch/mcpred/release/BLD-V16_12_01_FC4/binos
Version: 16.12.1.0.544.1564530231..Gibraltar
InstallVersion: 1.0.0
BootArch: Linux Name Space Container
Host System uptime: 4 days, 22 hours, 24 minutes, 7 seconds [426247.80 sec]
```

Coral service uptime: 4 days, 0 hours, 16 minutes, 28 seconds [346588.20 sec]

ade #

Installing Cisco Prime Infrastructure System Patch 3.9

Before you begin

Make sure you have an account on Cisco.com.

- Step 1** Back up your data. See [Perform a Manual Backup](#).
- Step 2** Download the file to your local machine, then upload it from your local machine to the Prime Infrastructure server.
- Log into cisco.com and go to the Prime Infrastructure [Software Download site](#).
 - Locate the **PI_3_9_Oct_Oracle_patch-1.0.8.ubf** file you want to download, and download it to your local machine.
- Step 3** Copy the file from your local machine to the Prime Infrastructure server as described in [Copy a File from a Client Machine to the Prime Infrastructure Server](#).
- Step 4** Log in to the Prime Infrastructure web GUI as a user with Administrator privileges.
- Step 5** Upload the file to the Prime Infrastructure server.
- Choose **Administration > Licenses and Software Updates > Software Update**.
 - Click **Upload** at the top of the page.
 - Use one of the following options to upload the UBF file.
 - Upload from local computer
 - Click the **Upload from local computer** radio button in the **Upload Update** window.
 - Click **Browse**, navigate to the file, and click **OK**. After the successful upload, the software will appear under the **Files** tab.
 - Copy from server's local disk
 - Click the **Copy from server's local disk** radio button in the **Upload Update** window.
 - Click **Select**, select the UBF file from the **Select file from local disk** pop-up and click **Select**. After the successful upload, the software will appear under the **Files** tab.
- Step 6** Select the software update, click **Install**, and then click **Yes** in the confirmation pop-up window.
- Note** If the .ubf file is not signed or has been modified since it was downloaded from Cisco.com, Prime Infrastructure will abort the installation. Contact your Cisco representative.
- Prime Infrastructure will auto-restart and the web GUI will not be accessible for some time. (If it does not, restart it by following the procedure in [Stop and Restart Prime Infrastructure](#).)
- Step 7** When the web GUI is accessible, log in and check the version on the **Software Update** page.
- Choose **Administration > Licenses and Software Updates > Software Update**.

b) Verify the information under the Updates tab.
