



Installing New Software Using the Online Installer

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This chapter provides procedures for installing a new version of the Cisco Integrated Storage System software using the “clean” online software installer in the application.

This *clean* installation “cleans” the hard drive memory by erasing it before loading all new files. Only an FTP server is required for a clean installation.

With the **software download** command, the software files are downloaded in the background while the Cisco Integrated Storage System module continues to operate. Anytime after the download is finished, you can perform the install using the **software install** command.



Note

If you are upgrading software from an *existing* Cisco Integrated Storage System module, you can use a different procedure. See the “[Upgrading Software Using the Online Installer](#)” section on page 9. If you are upgrading software to a new Cisco Integrated Storage System module, however, you must use the upgrade procedure in this section.

This section includes the following:

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Task List

[Table 2](#) lists the tasks required for upgrading from an earlier Cisco Integrated Storage System version.

Table 2 Task List for Upgrading from an Earlier Cisco Integrated Storage System Version

Checklist	Check Off
1. The Cisco Integrated Storage System hardware is properly installed in the Integrated Services Router (ISR). See Installing Cisco Network Modules in Cisco Access Routers .	<input type="checkbox"/>
2. The IP communications link to the Cisco Integrated Storage System software has been activated. See the “ Activating IP Connectivity ” chapter.	<input type="checkbox"/>
3. Download and install the software image files. See the “ Downloading and Installing a New Software Image ” section on page 16.	<input type="checkbox"/>
4. Reboot the system.	<input type="checkbox"/>

Prerequisites

- You have activated the IP communications link to the Cisco Integrated Storage System module.
- You know the Cisco.com download site of the Cisco Integrated Storage System software.
- Your FTP/SFTP and TFTP servers are configured and active.
- You have the following information available:
 - FTP/SFTP server IP address
 - FTP/SFTP server user ID
 - FTP/SFTP server password
 - Software package name
- You have checked to make sure that you can ping the Cisco Integrated Storage System module from your FTP/SFTP server.



Note

The Cisco Integrated Storage System software cannot be configured to use DNS, so you cannot use hostnames to identify the FTP/SFTP server. Use the IP address of the FTP/SFTP server instead.

Downloading and Installing a New Software Image

Follow this procedure to upgrade an existing Cisco Integrated Storage System module software version. Examples show are for an FTP server. If you are using SFTP, you need to modify the commands to support an SFTP server.



Note

If the Cisco Integrated Storage System is mounted and archives are being sent to the Cisco Integrated Storage System, you must stop the video server on the Cisco Video Management and Storage System module before performing a software upgrade or installation. To stop the video server, enter the **video-surveillance task stop** command.

SUMMARY STEPS

1. Log in and go to the Cisco Software Center website and [Download Software](#).

2. Click **ISR Video Surveillance–ISS** and download the following Cisco Video Management and Storage System software files and copy them to your FTP/SFTP server:
 - `iss-full-k9.nme.version.ptl`
 - `iss-installer-k9.nme.version.ptl`
 - `iss-k9.nme.version.pkg`
 - `iss-upgrade-k9.nme.prior-version_new-version.ptl` (for future upgrades)
3. (Optional) To download the new software from your FTP server:
 - a. Enter the **service-module integrated slot/unit session** command to start a module session.
 - b. Enter the **software download clean** command,
 - or, if the FTP server has been configured,
 - Enter the **software download clean pkg iss-k9.nme.version.pkg** command.



Tip Although the **software download** command is optional, it is useful for staging the installation. The command stores the software files on the local disk drive, which can save time during any subsequent installation or upgrade.

4. (Required for Step 5) To continue the installation, enter **y** when prompted by the system.
5. (Optional) To check the download status, enter the **software download status** command.
6. To install the new software, enter the **software install clean url** `ftp://ftp-server-ip-address/iss-k9.nme.version.pkg` command.
 - The system automatically reloads when the installation is complete.
7. To begin the initial configuration, enter **y**.
8. Enter the hostname and domain name of your system.
9. Select your time zone by answering the series of questions when prompted.
10. Verify that the correct time zone has been selected.
11. Enter **y** to restore the configuration saved on the local disk drive, or enter **n** to use your backup software image to restore your configuration.

DETAILED STEPS

- Step 1** Log in and go to the Cisco Software Center website and [Download Software](#).
- Step 2** Click **ISR Video Surveillance–ISS** and download the following Cisco Video Management and Storage System software files and copy them to your FTP/SFTP server:
 - `iss-full-k9.nme.version.ptl`
 - This is the package payload containing all data and executable files for a full installation of the Cisco Integrated Storage System on NME service modules.
 - `iss-installer-k9.nme.version.ptl`
 - This is the package payload containing all data and executable files for the installer subsystem associated with the Cisco Integrated Storage System on NME service modules.

- `iss-k9.nme.version.pkg`

This is the main package for installing the Cisco Integrated Storage System on NME service modules.

- `iss-upgrade-k9.nme.prior-version_new-version.prt1` (for future upgrades)

This is the package payload containing all data and executable files for an upgrade of the Cisco Integrated Storage System on NME service modules.

Step 3 (Optional) To download the new software from the FTP server:

- Enter the **service-module integrated slot/unit session** command to start a module session:

```
iss# service-module integrated slot/unit session
```

- Enter the **software download clean** command:

```
iss> software download clean url ftp://ftp_server_ip_address/iss-k9.nme.version.pkg  
username username password password
```

Or, if the FTP server has been configured:



Tip

If you use FTP anonymously, you do not need to specify a username and password.

Enter the software download clean pkg command:

```
iss# software download clean pkg iss-k9.nme.version.pkg
```



Note

If your FTP server has been set in configuration mode, you do not need to use the FTP parameters. To set your FTP server, use the **software download server** command.

Step 4 (Required for Step 5.) To continue the download, enter **y**:

```
WARNING:: This command will download the necessary software to  
WARNING:: complete a clean install. It is recommended that a backup be done  
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

Step 5 (Optional) To check the download status, enter the **software download status** command, as shown in the following example:

```
iss# software download status  
Download request in progress.  
downloading file : iss-k9.nme.version.pkg  
bytes downloaded : 18612224  
iss#
```

```
iss# software download status  
Download request completed successfully.  
iss#
```



Tip

To view what is in the download directory, enter the **show software directory download** command.

Step 6 To install the new software, enter the **software install clean** command.



Caution This step erases the hard drive memory. All configurations will be lost after this step.

```
iss# software install clean url ftp://ftp-server-ip-address/iss-k9.nme.version.pkg
username username password password
```

or, to install the software when the FTP server has been configured,

```
iss# software install clean iss-k9.nme.version.pkg
```

The installation takes several minutes to complete.

Step 7 To begin the initial configuration, enter **y**:

```
IMPORTANT::
IMPORTANT:: Welcome to Cisco Systems Service Engine
IMPORTANT:: post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::
```

```
Do you wish to start configuration now (y,n)? y
```

```
Are you sure (y,n)? y
```

Step 8 Select your time zone by answering the series of questions when prompted, as shown in the following example:

```
Please identify a location so that time zone rules can be set correctly.
Please select a continent or ocean.
1) Africa          4) Arctic Ocean      7) Australia      10) Pacific Ocean
2) Americas        5) Asia              8) Europe
3) Antarctica      6) Atlantic Ocean   9) Indian Ocean
#? 2
Please select a country.
1) Anguilla        18) Ecuador          35) Paraguay
2) Antigua & Barbuda 19) El Salvador      36) Peru
3) Argentina       20) French Guiana    37) Puerto Rico
4) Aruba           21) Greenland        38) St Kitts & Nevis
5) Bahamas        22) Grenada          39) St Lucia
6) Barbados       23) Guadeloupe       40) St Pierre & Miquelon
7) Belize         24) Guatemala        41) St Vincent
8) Bolivia        25) Guyana           42) Suriname
9) Brazil         26) Haiti            43) Trinidad & Tobago
10) Canada        27) Honduras         44) Turks & Caicos Is
11) Cayman Islands 28) Jamaica          45) United States
12) Chile         29) Martinique       46) Uruguay
13) Colombia      30) Mexico           47) Venezuela
14) Costa Rica    31) Montserrat       48) Virgin Islands (UK)
15) Cuba         32) Netherlands Antilles 49) Virgin Islands (US)
16) Dominica     33) Nicaragua
17) Dominican Republic 34) Panama
#? 45
Please select one of the following time zone regions.
1) Eastern Time
2) Eastern Time - Michigan - most locations
3) Eastern Time - Kentucky - Louisville area
```

```

4) Eastern Time - Kentucky - Wayne County
5) Eastern Standard Time - Indiana - most locations
6) Eastern Standard Time - Indiana - Crawford County
7) Eastern Standard Time - Indiana - Starke County
8) Eastern Standard Time - Indiana - Switzerland County
9) Central Time
10) Central Time - Michigan - Wisconsin border
11) Central Time - North Dakota - Oliver County
12) Mountain Time
13) Mountain Time - south Idaho & east Oregon
14) Mountain Time - Navajo
15) Mountain Standard Time - Arizona
16) Pacific Time
17) Alaska Time
18) Alaska Time - Alaska panhandle
19) Alaska Time - Alaska panhandle neck
20) Alaska Time - west Alaska
21) Aleutian Islands
22) Hawaii
#? 16

```

The following information has been given:

```

United States
Pacific Time

```

Step 9 Verify that the correct time zone has been selected.

Therefore TZ='America/Los_Angeles' will be used.

Is the above information OK?

```

1) Yes
2) No
#? 1

```

```

Local time is now:      Tue Sep 25 19:15:12 PDT 2007.
Universal Time is now: Wed Sep 26 02:15:12 UTC 2007.
Configuring the system. Please wait...
Changing owners and file permissions.
chown: cannot access `/usr/tomcat': No such file or directory
Change BWhttpd port to 8079
Reloading cron database.
Setting file ownership and permissions ... complete.

```

What to Do Next

Open a Cisco Video Surveillance Management Server (VSMS) session to the Cisco Integrated Storage System module to verify that all configurations are preserved following the clean installation process.