# Upgrading Cisco IPICS

When Cisco releases a new version of Cisco IPICS, you receive the upgrade in one of two ways:

- Downloading an installer by following the link that Cisco provides you when an upgrade becomes available. You would then use a Secure File Transfer Protocol (SFTP) utility program to transfer the file to the Cisco IPICS server. This section includes a procedure that describes how to use the SSH Tectia File Transfer Client to accomplish this task.

- Using an installation CD, so that you can upgrade in the same way as you would install Cisco IPICS.

The Cisco IPICS upgrade procedure installs new application software files, but preserves your database and log files. Cisco recommends that you back up your files before you begin the upgrade procedure. For information on backing up files, refer to the *Cisco IPICS Backup and Restore Guide*.

This chapter provides information about the procedures that you need to follow to upgrade Cisco IPICS after you have initially installed the system. This chapter includes the following sections:

# Performing the Upgrade from a CD

When Cisco provides an upgrade to Cisco IPICS, you may receive a CD so that you can perform the upgrade in a similar manner to the way that you performed the original Cisco IPICS installation.

✎
**Note**    Before you begin the upgrade procedure, back up your data and log files. For more information, refer to the *Cisco IPICS Backup and Restore Guide*.

To upgrade Cisco IPICS from a CD, perform the following procedure:

**Procedure**

**Step 1**    To log in to the Cisco Linux operating system on the Cisco IPICS server, enter **root** in the Username field of the Login window and press **Enter**.

Cisco Linux displays a window with a password field.

**Step 2**    Enter your root password and press **Enter**.

The Cisco Linux desktop displays.

**Step 3**    Back up your data and log files. For more information, refer to the *Cisco IPICS Backup and Restore Guide*.

**Step 4**    Insert the Cisco IPICS installation CD into the Cisco MCS disk drive.

If you did not install CSA, or if CSA is not running on the Cisco IPICS server, continue to Step 6.

If you installed CSA, a window displays a message about the removable media you placed in the disk drive and allows you to continue or terminate the mounting of the CD.

**Step 5**    To continue with the upgrade, click the **Yes** radio button and then click **Apply**.

✎
**Note**    You must click **Yes** and **Apply** before the time limit of the window expires or CSA will terminate the application by default.

The Cisco IPICS CD icon displays on the desktop. See Figure 3-1 for an example.

*Figure 3-1        Cisco IPICS CD Icon*



**Step 6**    To open the CD contents, double-click the CD icon.

Cisco Linux displays a window that shows the Cisco IPICS installer file. See Figure 3-2 for an example.
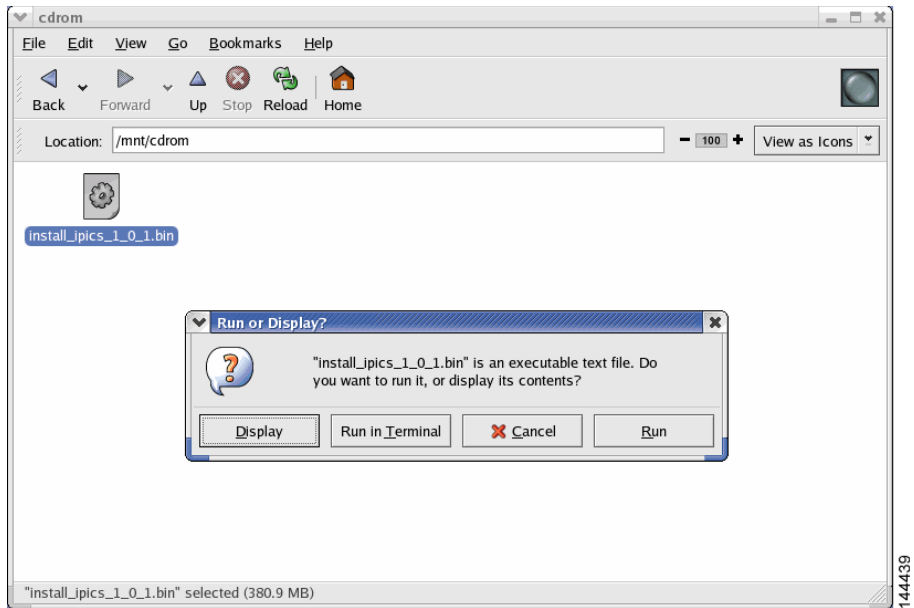
**Note**    Please wait while the server is processing your request.

*Figure 3-2        Installer File on the Cisco IPICS CD*
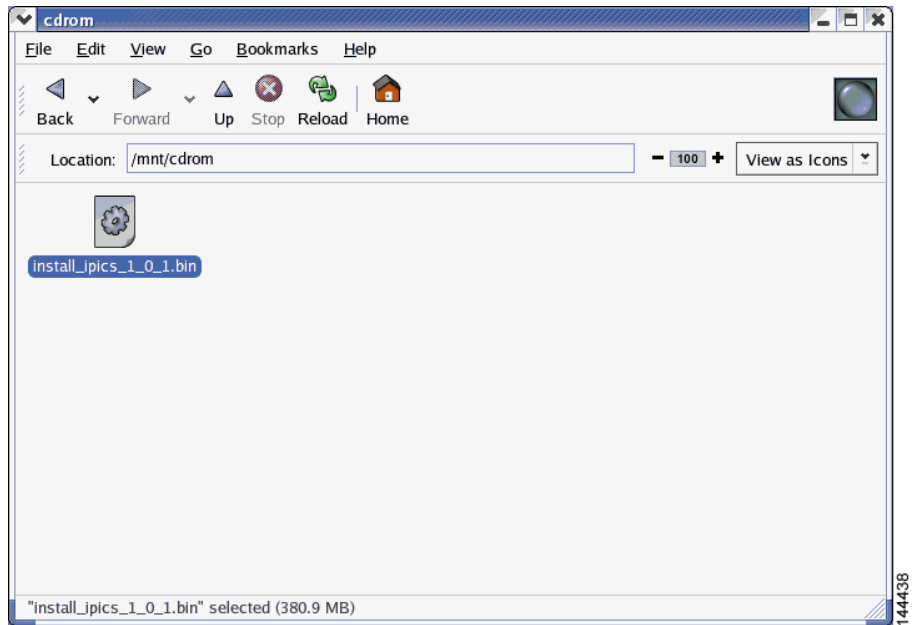


**Step 7**    To start the installation, double-click the installer icon.

Cisco Linux displays a message window that offers options to display or run the installer file. See Figure 3-3 for an example.

*Figure 3-3        Run or Display Message Window*



**Step 8**    When you are prompted to run or display the file contents, click **Run in Terminal**.

✎

**Note**    If you click **Run**, rather than **Run in Terminal**, there is a delay of approximately 3 minutes while the installer completes background security processes, such as extracting the necessary files for the installation. During this delay, the screen may be appear unresponsive. Do not click **Run** or **Run in Terminal** again or you will start an additional instance of the installer.

A message window displays and indicates that the installer has detected a previous version of Cisco IPICS exists on your server. See Figure 3-4 for an example of the window. You can choose from the following options:

• Continue—Proceeds with a full installation and overwrites your current installation, including the contents of your database and any files that were backed up to the default backup directory, **/devices**

• Exit—Exits from the installation

• Upgrade—Upgrades your Cisco IPICS server software to the new version, but leaves your database and the data in the **/devices** directory intact

*Figure 3-4        Upgrade Available Message*
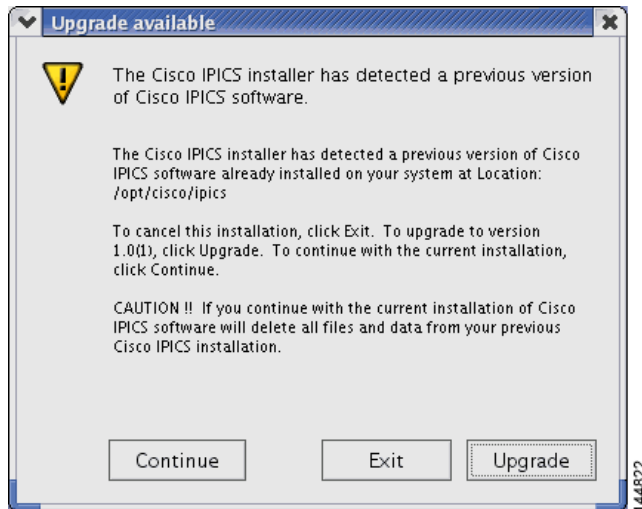


**Step 9**    To continue with the upgrade, click **Upgrade**.

The Cisco IPICS installer window displays with an introduction to the process. See Figure 3-5 for an example of the window.

*Figure 3-5    Introduction in the Installer Window*
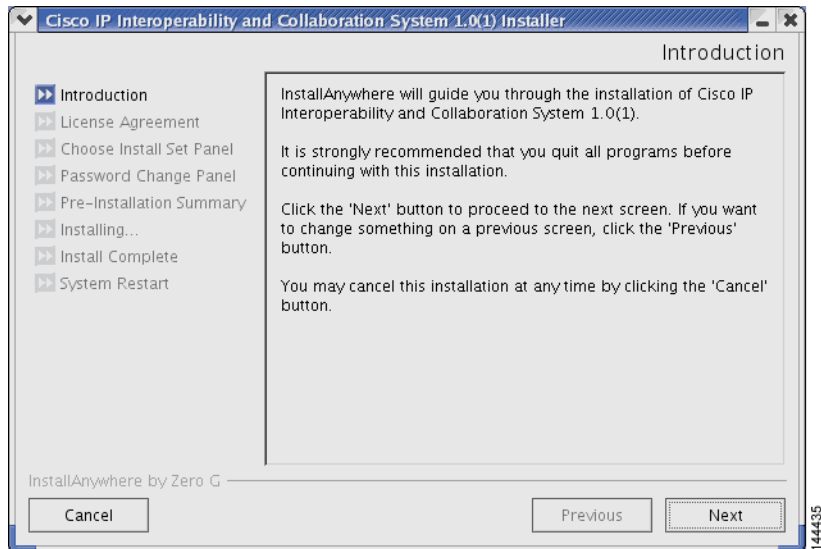


**Step 10**  To continue with the installation, click **Next**.

The Cisco IPICS installer displays the End User License Agreement.

**Step 11**  Use the scroll bar in the License Agreement pane to view the entire agreement. After you read the entire agreement text, click the **I accept the terms of the License Agreement** option. Then, click **Next**.

> ✎
> **Note**    You can only continue with the installation if you accept the End User License Agreement.

The Choose Install Set window displays with the following installation options:

- **•** Typical—This option installs Cisco IPICS server software with CSA
- **•** Customize—This option allows you to choose whether to install Cisco IPICS server software with or without CSA
- **•** Upgrade—This option installs an upgrade to a previously installed version of Cisco IPICS server software

**Step 12**    To upgrade Cisco IPICS, choose **Upgrade**. Then, click **Next**.

The Cisco IPICS installer displays the Preinstallation Summary. See Figure 3-6 for an example.

The Preinstallation Summary displays the following information:

- The product name and version
- The destination folder for the installation
- Disk space information, including:
    - The amount of space required for the installation
    - The available space on the disk

*Figure 3-6        Preinstallation Summery*
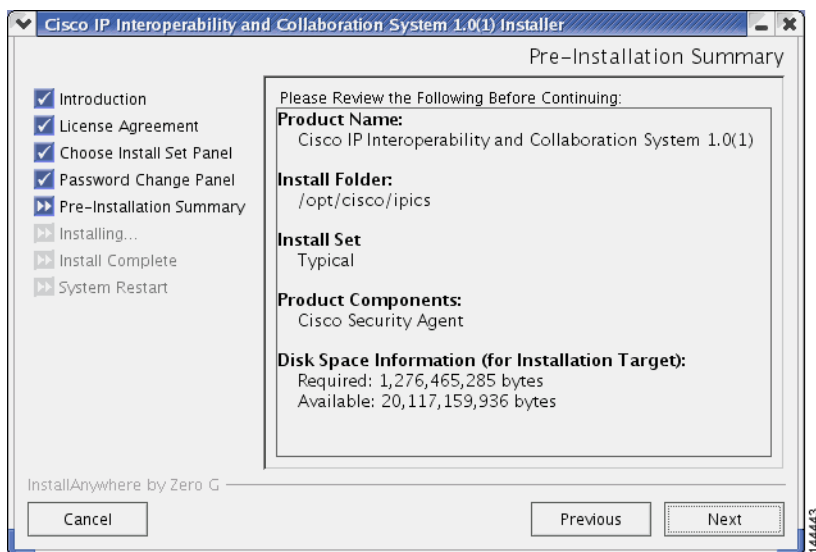


**Step 13**    To continue, click **Next**.

The installer prompts you to enter a new password for the informix user.

**Step 14**    Enter an informix password that is at least six characters in length. Then, press **Enter**.

The installer prompts you to re-enter the informix password.

**Step 15**   Enter the informix password again and press **Enter**.

⚠

**Caution**   Never change the password for the informix user outside of the Cisco IPICS installer. If you need to change the informix password, you should only do so when performing a Cisco IPICS installation or upgrade. When you manually change the informix password, the Cisco IPICS Administration Console becomes unusable.

The Installation Progress window displays, showing the files and folders being written to the disk.

When the upgrade completes, the Cisco IPICS Install Complete window displays. See Figure 3-7 for an example.

*Figure 3-7       Install Complete Window*
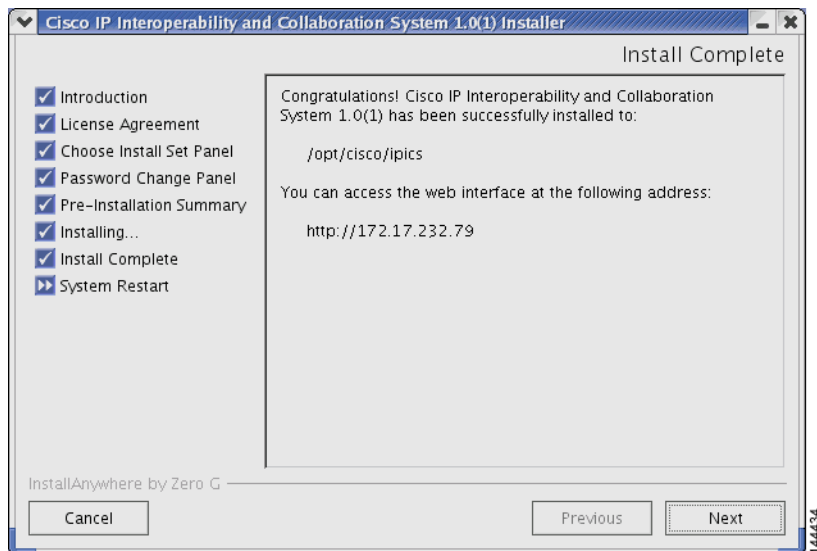


**Step 16**   To close the installer and complete the upgrade, press **Enter**.

The installer closes this window and returns you to the Cisco Linux desktop.

# Performing the Upgrade from a Downloaded File

If Cisco makes an upgrade file available on a Cisco website, you must download the upgrade file to your PC and then transfer it to the Cisco IPICS server.

After you place the upgrade file on the server, you can choose to use the graphical installer utility to perform the upgrade or you can perform the upgrade remotely, using the console option.

This section includes the following topics:

- Transferring the Upgrade File to the Server, page 3-10
- Performing the Upgrade at the Server, page 3-12
- Performing the Upgrade from a Remote Location, page 3-17

## Transferring the Upgrade File to the Server

When you transfer the upgrade file to the Cisco IPICS server, you place the file in the root directory, where you can access it from the server or from a remote location on the network.

To download the file from a website and transfer it to the server, perform the following procedure:

**Procedure**

Step 1    From your PC, open a browser and enter in the Address field the URL Cisco provides to access the download link that Cisco provides to you.

Step 2    Click the download link.

Step 3    When you are prompted to open or save the file, click **Save**.

A Save As window displays, that shows files and folders on your computer.

Step 4    Navigate to the **C:\temp** directory. See Figure 3-8 for an example.

*Figure 3-8        Saving the Upgrade File to Your Computer*
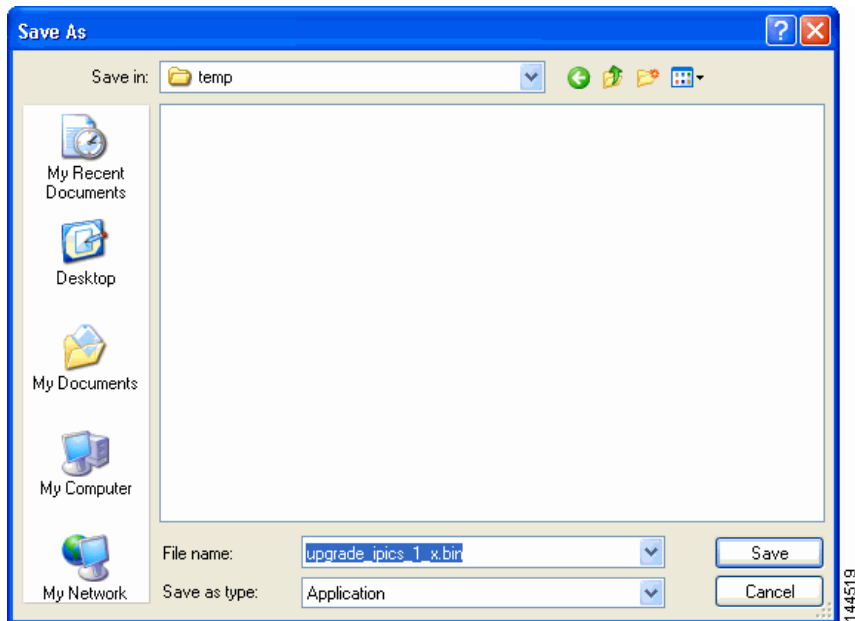


**Step 5**    Click **Save**.

The file downloads to the directory that you specified.

**Step 6**    Open the SSH Tectia File Transfer Client by choosing **Start > All Programs > SSH Tectia Client > SSH Tectia Client - File Transfer**.

The SSH Tectia File Transfer window displays. The desktop of your PC displays in the left pane.

**Step 7**    To open a window for entering the server IP address, click **Quick Connect**.

The Connect to Remote Host window displays.

**Step 8**    In the Host field, enter the DNS name or the IP address for your Cisco IPICS server. Then, press **Tab**.

**Step 9**    In the User Name field, enter **root**. Then, click **Connect**.

The Enter Password window displays.

**Step 10**    Enter the root password and then click **OK**.

The SSH Tectia File Transfer Client connects to the Cisco IPICS server and displays the contents of the root directory in the right pane of the window.

**Step 11**   In the left pane of the window, navigate to the directory on your PC to which you saved the upgrade file.

**Step 12**   To initiate the copy procedure, drag the upgrade file from the left pane of the window to the right pane.

A progress window displays while the file copies to the server. When the copy completes, the upgrade file displays in the right pane.

**Step 13**   To close the SSH Tectia File Transfer Client, click **X**.

# Performing the Upgrade at the Server

When you perform the upgrade directly from the server, you use a Cisco Linux terminal window. The procedure in this section assumes that you have transferred the upgrade file to the root directory of the Cisco IPICS server. If you have not already performed this step, see the "Transferring the Upgrade File to the Server" section on page 3-10.

✎
**Note**   Before you begin the upgrade procedure, back up your data and log files. For more information, refer to the *Cisco IPICS Backup and Restore Guide*.

To perform the upgrade at the Cisco IPICS server, perform the following procedure:

**Procedure**

**Step 1**   Log in to the Cisco IPICS server with root privileges.

The Cisco Linux desktop displays.

**Step 2**   To open a terminal window, click the **Red Hat** menu and choose **System Tools > Terminal**

A terminal window displays.

**Step 3**   To view the upgrade file, type the following command and then press **Enter**:

[root] #**ls -al**

The contents of the root directory display in the window.

**Step 4**    To begin the upgrade, enter the following command:

[root] #**./<*name of upgrade file*>.bin**

where *name of upgrade file* represents the name of the .bin file that you downloaded and transferred to the server.

A message window displays and indicates that the installer has detected a previous version of Cisco IPICS exists on your server. See Figure 3-9 for an example of the window. You can choose from the following options:

- Continue—Proceeds with a full installation and overwrites your current installation, including the contents of your database and any files that were backed up to the default backup directory, **/devices**

- Exit—Exits from the installation

- Upgrade—Upgrades your Cisco IPICS server software to the new version, but leaves your database and the data in the **/devices** directory intact
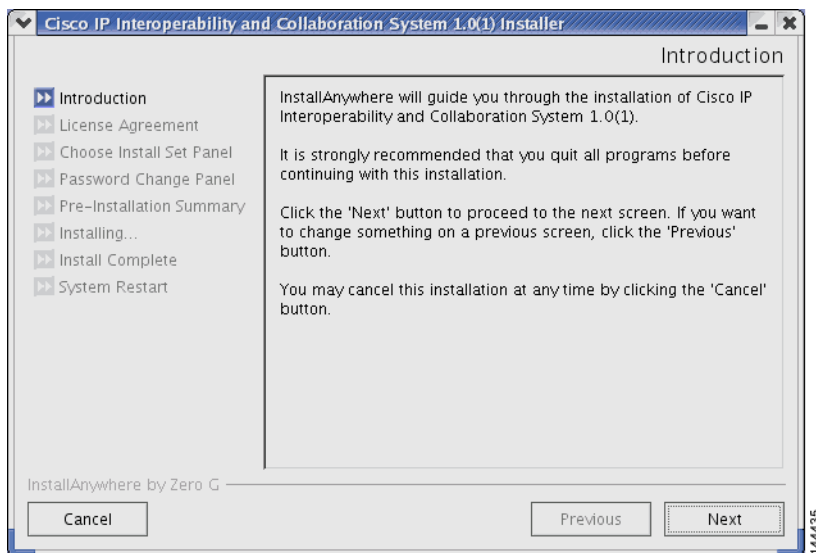
*Figure 3-9    Upgrade Available Message*
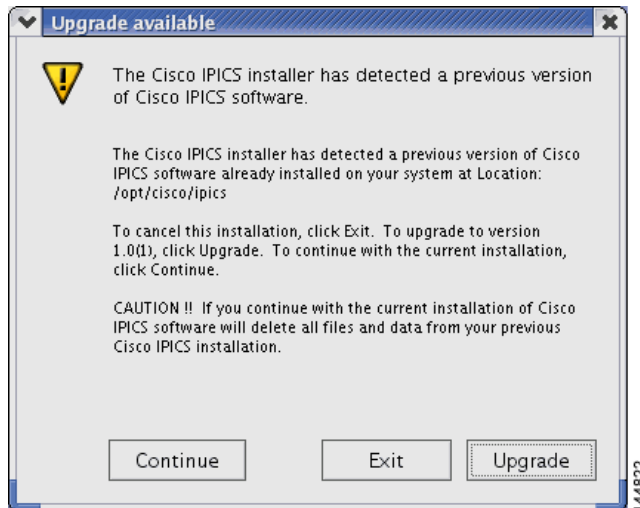


**Step 5**    To continue with the upgrade, click **Upgrade**.

The Cisco IPICS installer window displays with an introduction to the process. See Figure 3-10 for an example.

*Figure 3-10    Introduction in the Installer Window*



**Step 6**    To continue with the upgrade, click **Next**.

The Cisco IPICS installer displays the End User License Agreement.

**Step 7**    Use the scroll bar in the License Agreement pane to view the entire agreement. After you read the entire agreement text, click the **I accept the terms of the License Agreement** option. Then, click **Next**.

✎
**Note**    You can only continue with the installation if you accept the End User License Agreement.

The Choose Install Set window displays with the following installation options:

- Typical—This option installs Cisco IPICS server software with CSA
- Customize—This option allows you to choose whether to install Cisco IPICS server software with or without CSA

- Upgrade—This option installs an upgrade to a previously installed version of Cisco IPICS server software

**Step 8**    To upgrade Cisco IPICS, choose **Upgrade**. Then, click **Next**.

The Cisco IPICS installer displays the Preinstallation Summary. See Figure 3-6 for an example.

The Preinstallation Summary displays the following information:

- The product name and version
- The destination folder for the installation
- Disk space information, including:
    - The amount of space required for the installation
    - The available space on the disk

*Figure 3-11    Preinstallation Summery*
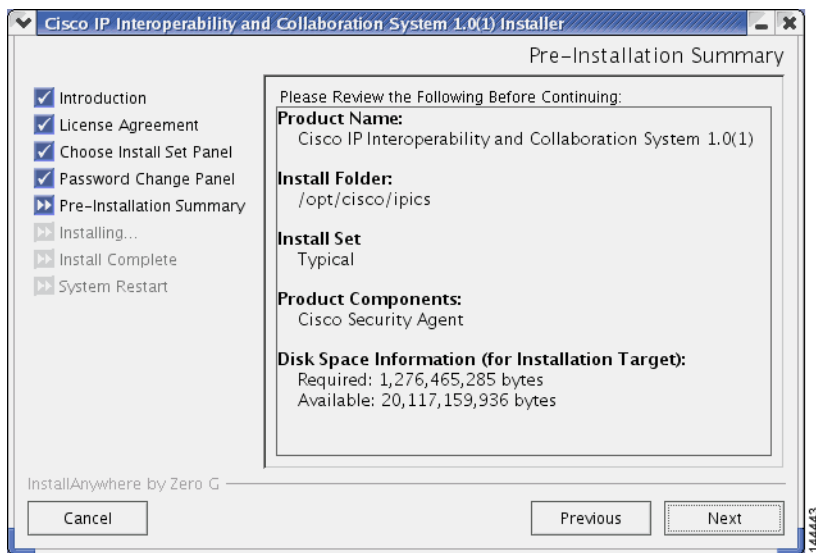


The installer prompts you to enter a new password for the informix user.

**Step 9**    Enter a informix password that is at least six characters in length. Then, press **Enter**.

The installer prompts you to re-enter the informix password.

**Step 10**   Enter the informix password again and press **Enter**.

⚠️

**Caution**   Never change the password for the informix user outside of the Cisco IPICS installer. If you need to change the informix password, you should only do so when performing a Cisco IPICS installation or upgrade. When you manually change the informix password, the Cisco IPICS Administration Console becomes unusable.

The Installation Progress window displays, showing the files and folders being written to the disk. When the upgrade completes, the Cisco IPICS Install Complete window displays. See Figure 3-7 for an example of the window.

*Figure 3-12        Install Complete Window*
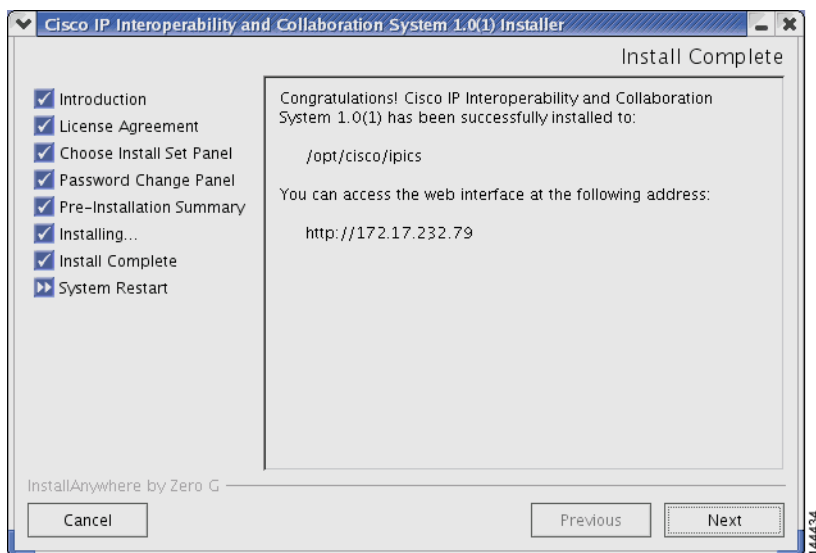


**Step 11**   To close the installer and complete the upgrade, press **Enter**.

# Performing the Upgrade from a Remote Location

Cisco IPICS allows you to perform an upgrade remotely, using the SSH Tectia Client on a PC. This upgrade process includes all of the steps that you would follow if you performed the procedure at the server. However, this procedure displays all of your instructions in text, rather than in the graphic format of the installer utility.

The procedure in this section assumes that you have transferred the upgrade file to the Cisco IPICS server. If you have not completed the download and transfer, see the "Transferring the Upgrade File to the Server" section on page 3-10

> **Note** Before you begin the upgrade procedure, back up your data and log files. For more information, refer to the *Cisco IPICS Backup and Restore Guide*.

To perform the upgrade from a network PC, perform the following procedure:

**Procedure**

**Step 1** From a PC, click **Start > All Programs > SSH Tectia Client > Secure Tectia Client**.

The SSH Tectia Client displays.

**Step 2** Click **Quick Connect** on the button bar.

The Connect to Remote Host window displays.

**Step 3** In the Host field, enter into the DNS name or the IP address for your Cisco IPICS server. Then, press **Tab**.

**Step 4** In the User Name field, enter **root**. Then, click **Connect**.

The Enter Password window displays.

**Step 5** Enter the root password and then click **OK**.

An SSH Tectia Client window displays.

**Step 6** To view the upgrade file, type the following command and then press **Enter**:

[root] #**ls -l**

The contents of the root directory display in the window.

**Step 7** To begin the upgrade, type the following command and then press **Enter**:

[root] #**./*<name of upgrade file>***.bin -i console**

where *name of upgrade file* represents the name of the .bin file you downloaded and transferred to the server.

The window displays a message that informs you that the installer is extracting. The extraction may take up to two minutes to complete.

A message displays and indicates that the installer has detected a previous version of Cisco IPICS exists on your server. You can choose from the following options:

- Upgrade—Upgrades your Cisco IPICS server software to the new version, but leaves your database and the data in the **/devices** directory intact.

- Exit—Exits from the installation.

- Continue—Proceeds with a full installation and overwrites your current installation, including the contents of your database and any files that were backed up to the default backup directory, **/devices**.

**Step 8**   To choose the Upgrade option, press **Enter**.

The first page of the End User License Agreement displays. There are approximately eight pages to the agreement.

**Step 9**   Read each page and press **Enter** when you finish.

At the end of the final page of the End User License Agreement, a question displays that asks if you accept the terms of the license agreement.

**Step 10**   If you accept the terms, press **Y** and **Enter**.

The Choose Install Set menu displays. You can choose from the following options:

- Typical—This option installs Cisco IPICS server software with CSA

- Customize—This option allows you to choose whether to install Cisco IPICS server software with or without CSA

- Upgrade—This option installs an upgrade to a previously installed version of Cisco IPICS server software

**Step 11**   To choose the Upgrade option, press **Enter**.

The Preinstallation Summary displays.

**Step 12**   To continue, press **Enter**.

The installer prompts you to enter a new password for the informix user.

**Step 13**    Enter a informix password that is at least six characters in length. Then, press **Enter**.

The installer prompts you to re-enter the informix password.

**Step 14**    Enter the informix password again and press **Enter**.

⚠

**Caution**    Never change the password for the informix user outside of the Cisco IPICS installer. If you need to change the informix password, you should only do so when performing a Cisco IPICS installation or upgrade. When you manually change the informix password, the Cisco IPICS Administration Console becomes unusable.

The upgrade process install files. When the file installation completes, the screen displays a message that the upgrade is complete.

The installer quits and returns you to a SSH Tectia Client prompt.

**Step 15**    To exit the SSH Tectia Client window, enter **Exit** at the command line and then press **Enter**.

■ **Performing the Upgrade from a Downloaded File**