Software Update

Updating the Intersight Connected Virtual Appliance Software

Intersight Connected Virtual Appliance provides a way to either update the software automatically when new versions are made available by the update service, or to manually update to any available version that is higher than the running version.

When Connected Virtual Appliance is configured to update in the **Automatic** mode, which is the default mode, it obtains the software directly from the cloud to update the service packages, OS packages including the kernel, and other security fixes. Based on the selection made during the configuration, installation will occur as per the grace period or will occur as per the custom installation schedule. In the automatic mode, if there are no new updates available for more than 90 days, ensure that the appliance is connected to Intersight.

Note

- It is recommended that you use the **Automatic** mode for updating the appliance software.
- There is no difference between a software upgrade on a multi-node appliance versus a software upgrade on a single-node appliance as the software upgrade is done at the cluster-level and not at the node-level.

When the appliance is configured to update in the **Manual** mode, you have a choice of either uploading the software image from the local machine or from a network share server, depending on where you saved the software image. Once the software image is uploaded, you can choose to install the update immediately, or you can schedule a date and time for the installation. Note that you need to download the required software packages from the Appliance Portal for manually updating your Connected Virtual Appliance. For more information, see Creating an Appliance Account for Downloading Software Packages and Downloading Software Packages for Intersight Virtual Appliance.

Note It is highly recommended that you check the Appliance Account regularly for updates and remain on the latest version of the Intersight Virtual Appliance software as it is continuously improved to include new features and enhancements. It is also important to note that only "N-3" software versions of the product are supported, with "N" being the latest version of appliance software.

Ensure that the version of the software that you are manually uploading for installation is always higher than the running version.

Use the following instructions to configure a software update for **Connected Virtual Appliance**:

Before you begin: Ensure that Intersight Connected Virtual Appliance is connected to Intersight.

Step 1 Log into Intersight Virtual Appliance as a user with account administrator role.

Step 2 From the **Service Selector** drop-down list, choose **System**, and navigate to **Settings** > **GENERAL** > **Software**. The following details about the installed software are displayed:

In the Automatic mode of configuration, the following details are displayed:

- **Running Version**—The current software version number
- **Update Mode**—Automatic
- **Installation Schedule**—Displays the date and time when the update is scheduled

In the Manual mode of configuration, the following details are displayed:

- **Running Version**—The current software version number
- **Update Mode**—Manual

In both the modes, you may see the following details about the **Pending Update**:

- **Version**—Indicates the software version that is scheduled to be updated
- **Update Impact Type**—This could be **Disruptive**, **Disruptive-reboot**, or **None**. The impact could be disruptive because of an infrastructure upgrade or upgrade of other Intersight services. A disruptive update may cause Intersight to be unavailable for the duration specified in **Update Impact Duration**. The disruptive reboot of the appliance could be caused by kernel updates and restarting of services. A grace period is provided to help you plan and manage the update better. The UI displays appropriate messages to guide you if there is a disruptive reboot.

  Attention An appliance update could take about 90 minutes to complete.

  During this time, some features will be temporarily unavailable.

  It is recommended that you take a backup prior to triggering the update and do not reboot your appliance. If there is a requirement to reboot, Intersight Appliance does it automatically.

- **Installation Date/Time** —Displays the date and time when the update is scheduled. You can click on the pencil icon to edit the installation date and time.
- **Release Notes**—Link to the release notes for the pending software update

The **Software** page also displays a table view of the appliance software updates under **Update History**. This table lists the installation date, appliance software Version, a description of the software version, and the status of the installation of the update. From this table view, you can search for a specific version of the software and the date it was installed on and the status of the installation.

Step 3 Click **Update Settings** to configure a software update.

Step 4 On the **Update Settings** page, make your selections for the update mode of configuration by choosing either the automatic or the manual mode.

For the Automatic mode:

a. Select **Automatic** mode of update.

b. Select between **System Default** and **Custom** for the installation schedule. When you select **System Default**, Intersight will install the update as per the grace period. When you select **Custom**, you can define the recurrence and Installation time for the update. The appliance will be updated automatically when an update is available, based on the selected installation schedule.

c. Enable **Blackout Dates** and specify a **Blackout Start Date** and **Blackout End Date** for an update blackout window and click **Save**. **The blackout window prevents the system from auto-updating the appliance.**

Attention The blackout window cannot be defined if the appliance has not been updated in the past 90 days. The blackout window duration cannot exceed 90 days.

d. Choose a strategy to update Intersight intelligence. For more information, see Updating Intersight Intelligence for Intersight Connected Virtual Appliance.

e. Click **Save.**

For the Manual mode:

a. Select **Manual** mode of update.

Choose a strategy to update Intersight intelligence. For more information, see Updating Intersight Intelligence for Intersight Connected Virtual Appliance.

b. Click **Save**.

c. From the appliance UI, navigate to **Settings** icon > **Settings** > **GENERAL** > **Software**, and click **Install Updates**.

The **Upload Appliance Software** page is displayed.

d. Select either Local Machine or Network Share, depending on where you saved the software image.

1. For the **Local Machine** option, browse to the location from where you want to upload the software and click **Next**.

2. For the **Network Share** option, enter the protocol and enter details of the remote server from where you want to copy the file, and click **Next**.

   - **Protocol**—Communication protocol used for the file transfer. SCP (Secure Copy Protocol) and SFTP (Secure File Transfer Protocol) are supported.
   - **Server IP/Hostname**—The network share server from where the file is copied
   - **Port**—TCP port to use
   - **Location**—Directory where the file to be copied is stored
   - **Filename**—Name of the file to be copied from the network share
   - **Username**—Username for authenticating with the network share

- **Password**—Password for authenticating with the network share

3. Select to install immediately or to schedule the installation to a later date and time.
4. Click **Apply**.

a. You can track the upload progress by clicking on the **Requests** icon.

When the upload completes, you will see details about the **Pending Update** on the **Software** page. From the **Pending Update Details** section, you will be able to cancel an update, update immediately, or edit the installation date and time.

Note In the Manual mode, if you cancel a pending update, you will need to upload the appliance software again to be able to initiate an update.

Note If the update fails and if the update is recoverable, the **Update History** shows the installation as **Failed**, and the existing **Pending Update Details** remains as-is. You can try the upgrading process again. Contact Cisco TAC if you are unable to update successfully.

If the update fails and if the update is non-recoverable, the **Update History** shows the installation as **Failed**, and you will no longer see any existing **Pending Update Details**. However, all existing features and functionality continues to work as before. Contact Cisco TAC if you encounter an update failure.

After the update, if you use the same browser to log in to the appliance, you might encounter an Error code: *SEC_ERROR_REUSED_ISSUER_AND_SERIAL*. To fix this issue, you will need to remove the system-generated certificate of the server from the same browser that you are using to log in to the appliance. For example, to remove the system-generated certificate of the server from Google Chrome, navigate to **Settings** > **Privacy and security** > **Manage certificate**. Select the system-generated certificate that you want to remove, click **Remove**, and click **Close**. Close the browser, and then log in to the application from a new browser. For more information about certificate, see Certificates.

Updating the Intersight Private Virtual Appliance Software

Intersight Private Virtual Appliance provides a way to manually update the software to any available version that is higher than the running version. You have a choice of either uploading the software image from the local machine or from a network share server, depending on where you saved the software image. Once the software image is uploaded, you can choose to install the update immediately, or you can schedule a date and time for the installation.

You can download the required software packages from the Appliance Portal for manually updating your Private Virtual Appliance. For more information, see Creating an Appliance Account for Downloading Software Packages and Downloading Software Packages for Intersight Virtual Appliance.

Note

- It is recommended that you use the **Automatic** mode for updating the appliance software.
- There is no difference between a software upgrade on a multi-node appliance versus a software upgrade on a single-node appliance as the software upgrade is done at the cluster-level and not at the node-level.
- There is no difference between a software upgrade on a multi-node appliance versus a software upgrade on a single-node appliance as the software upgrade is done at the cluster-level and not at the node-level.

Before you begin: Ensure that you have downloaded the required software packages from the Appliance Account for upgrading your Intersight Private Virtual Appliance. For more information on how to create the Private Appliance Account, see Creating an Appliance Account for Downloading Software Packages.

To configure a software update for **Private Virtual Appliance**, do the following:

Step 1 Log in to Intersight Virtual Appliance as a user with account administrator role.

Step 2 From the **Service Selector** drop-down list, choose **System**, and navigate to **Settings** > **GENERAL** > **Software**. The following details about the installed software are displayed:

In the Automatic mode of configuration, the following details are displayed:

- **Running Version**—The current software version number
- **Update Mode**—Automatic

You may see the following details about the **Pending Update**:

- **Version**—Indicates the software version that is scheduled to be updated
- **Update Impact Type**—This could be **Disruptive**, **Disruptive-reboot**, or **None**. The impact could be disruptive because of an infrastructure upgrade or upgrade of other Intersight services. A disruptive update may cause Intersight to be unavailable for the duration specified in **Update Impact Duration**. The disruptive reboot of the appliance could be caused by kernel updates and restarting of services. A grace period is provided to help you plan and manage the update better. The UI displays appropriate messages to guide you if there is a disruptive reboot.

  Attention An appliance update could take about 90 minutes to complete.

  During this time, some features will be temporarily unavailable.

  It is recommended that you take a backup prior to triggering the update and do not reboot your appliance. If there is a requirement to reboot, Intersight Appliance does it automatically.

- **Installation Date/Time** —Displays the date and time when the update is scheduled. You can click on the pencil icon to edit the installation date and time.
- **Release Notes**—Link to the release notes for the pending software update

The **Software** page also displays a table view of the appliance software updates under **Update History**. This table lists the installation date, appliance software Version, a description of the software version, and the status of the installation of the update. From this table view, you can search for a specific version of the software and the date it was installed on and the status of the installation.

Step 3 Click **Install Updates**.

The Upload Software page is displayed.

Step 4 On the **Update Settings** page, make your selections for the update mode of configuration by choosing either the automatic or the manual mode.

For the Automatic mode:

a. Select either **Local Machine** or **Network Share**, depending on where you saved the software image.

1. For **Local Machine**, browse to where you saved the software image, and then click **Next**.
2. For the **Network Share** option, enter the protocol and enter details of the remote server from where you want to copy the file.
    - **Protocol**—Communication protocol used for the file transfer. SCP (Secure Copy Protocol) and SFTP (Secure File Transfer Protocol) are supported.
    - **Server IP/Hostname**—The network share server from where the file is copied
    - **Port**—TCP port to use
    - **Location**—Directory where the file to be copied is stored
    - **Filename**—Name of the file to be copied from the network share
    - **Username**—Username for authenticating with the network share
    - **Password**—Password for authenticating with the network share
3. Select to install immediately or to schedule the installation to a later date and time.
4. Click **Apply**.

You can track the upload progress by clicking on the **Requests** icon.

When the upload completes, you will see details about the **Pending Update** on the **Software** page. From the **Pending Update Details** section, you will be able to cancel an update, update immediately, or edit the installation date and time.

Note If you cancel a pending update, you will need to upload the appliance software again to be able to initiate an update.

Note

If the update fails and if the update is recoverable, the **Update History** shows the installation as **Failed**, and the existing **Pending Update Details** remains as-is. You can try the upgrading process again. Contact Cisco TAC if you are unable to update successfully.

If the update fails and if the update is non-recoverable, the **Update History** shows the installation as **Failed**, and you will no longer see any existing **Pending Update Details**. However, all existing features and functionality continues to work as before. Contact Cisco TAC if you encounter an update failure.

After the update, if you use the same browser to log in to the appliance, you might encounter an Error code: *SEC_ERROR_REUSED_ISSUER_AND_SERIAL*. To fix this issue, you will need to remove the system-generated certificate of the server from the same browser that you are using to log in to the appliance. For example, to remove the system-generated certificate of the server from Google Chrome, navigate to **Settings** > **Privacy and security** > **Manage certificate**. Select the system-generated certificate that you want to remove, click **Remove**, and click **Close**. Close the browser, and then log in to the application from a new browser. For more information about certificate, see Certificates.

Updating the Intersight Assist Software

Cisco Intersight Assist software is auto-upgraded from Intersight Cloud, when new versions are made available by the upgrade service. If there are no new upgrades available for more than 90 days, ensure that Intersight Assist is connected to Intersight. Intersight Assist can be upgraded automatically from the cloud directly to update the service packages, OS packages including the kernel, and other security fixes. The appliance UI provides guidance about the upgrade including the impact of the upgrade, and any service interruptions. You can schedule an upgrade to occur automatically when an update is available during a weekly maintenance window.

Use the following instructions to configure a software upgrade schedule:

Before you begin

Ensure that Cisco Intersight Assist is connected to Intersight.

Step 1 Log into Intersight Assist as a user with account administrator role.

Step 2 From the **Service Selector** drop-down list, choose **System**, and navigate to **Settings** > **GENERAL** > **Software**. The following details about the installed software are displayed:

New Version section:

- **Version**—The available software version number.
- **Upgrade Impact Type**—This could be **Disruptive**, **Disruptive-reboot**, or **None**. The impact could be disruptive because of an infrastructure upgrade or upgrade of other Intersight services. A disruptive update may cause Intersight to be unavailable for the duration specified in **Upgrade Impact Duration**. The disruptive reboot of the appliance could be caused by an update to the operating system or other component changes. A grace period is provided to help you plan and manage the upgrade better. The UI displays appropriate messages to guide you if there is a disruptive reboot.

Attention An Assist upgrade could take up to 90 minutes to complete.

During this time, some features will be temporarily unavailable.

It is recommended that you take a backup prior to triggering the upgrade and do not reboot your appliance. Do not reboot the appliance manually while the appliance is upgrading. If there is a requirement to reboot, Intersight Assist does it automatically.

- **Scheduled to Install On**—Date and time at which the new version is scheduled to be installed. When the upgrade is triggered, a progress bar displays the status of the update.
- **Features** section—Lists the features, enhancements, and defect fixes that are part of the new software version.

Depending on your upgrade schedule preferences, you can wait for the automatic upgrade on the scheduled install time or install the new version immediately by clicking **Install Now**.

Note Any new software version must be upgraded within seven days. If not, the Intersight Assist automatically completes the upgrade service.

The following details about the currently installed software are also displayed:

- **Version**—Currently installed appliance software version.
- **Schedule**—Displays one of the following upgrade status:
  - Automatic—If you have chosen automatic updates and scheduler is not configured
  - Day and Time, if a specific update time is scheduled
  - Click the pencil icon in the **Schedule** field to specify the following details:
    a. Select an update strategy to update the appliance. Choose **Automatic** or a **Weekly Maintenance Window**. When you choose the **Automatic** option, the appliance will be updated automatically when an update is available. Upgrade is auto triggered if the upgrade service detects any pending update during the interval, once the grace period expires. You can view details of the upgrade from **Settings** > **Software**.

    b. When you choose the **Weekly Maintenance Window** option, select the **Day of Week** and the **Time of Day** within the following week to initiate the upgrade process. The schedule is an interval from the time of the day it was set until the end of the day. Upgrade is triggered based on the specific time and day of the week selected in the schedule. The Weekly Maintenance Window option upgrades only if an update is available.

    c. Choose a strategy to update Intersight intelligence. The **Update Intersight Intelligence Immediately** option is enabled by default. It allows you to update Intersight intelligence such as Hardware Compatibility List (HCL) as soon as it becomes available, independent of the appliance software upgrade schedule. For more information, see Updating Intersight Intelligence for Intersight Connected Virtual Appliance.
- **Update History**—A table view of the appliance software updates. This table lists the **Installation Date**, appliance software **Version**, a **Description** of the software version, and the **Status** of the installation of the update. From this table view, you can search for a specific version of the software and the date it was installed on and the status of the installation.

Note

If the upgrade fails and if the upgrade is recoverable, the **Install Now** button remains enabled. You can try the upgrading process again. Contact Cisco TAC if you are unable to upgrade successfully.

If the upgrade fails and if the upgrade is non-recoverable, the **Install Now** button is disabled. However, all existing features and functionality continues to work as before. Contact Cisco TAC if you encounter an upgrade failure.

After the upgrade, if you use the same browser to log in to the appliance, you might encounter an Error code: *SEC_ERROR_REUSED_ISSUER_AND_SERIAL*. To fix this issue, you will need to remove the system-generated certificate of the server from the same browser that you are using to log in to the appliance. For example, to remove the system-generated certificate of the server from Google Chrome, navigate to **Settings** > **Privacy and security** > **Manage certificate**. Select the system-generated certificate that you want to remove, click **Remove**, and click **Close**. Close the browser, and then log in to the application from a new browser. For more information about certificate, see Certificates.