

Oracle® SD-WAN

Software Upgrade Guide



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About This Document

This document is intended to provide instructions for upgrading the software of Talari Appliances across the network.

My Oracle Support

My Oracle Support (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with My Oracle Support registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request.
2. Select 3 for Hardware, Networking, and Solaris Operating System Support.
3. Select one of the following options:
 - For technical issues such as creating a new Service Request (SR), select 1.
 - For non-technical issues such as registration or assistance with My Oracle Support, select 2.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability

- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at <http://www.adobe.com>.

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click Industries.
3. Click the Oracle Communications link.

Under the SD-WAN header, select a product.

4. Select the Release Number.

A list of the entire documentation set for the selected product and release appears.

5. To download a file to your location, right-click the PDF link, select Save target as (or similar command based on your browser), and save to a local folder.

References

The following documents are available:

- *Talari Glossary*
- *Appliance Quick Start Guide*
- *Talari OS Partition Update Guide*

Software Upgrade Process

All Talari Appliances within the APN must run the same version of Talari APN software. The following sections illustrate how to download and install a new version of software onto your NCN and apply it across the APN.

Download Software

Software version Release Notes and New Feature Guides are very helpful in determining which version of software is best suited to your organization's specific needs. The Release Notes and New Feature Guide for a specific software level can be found in the appropriate APN Release branch level link from the left-hand side of the page.

Once you have decided on the version of Talari software you would like to upgrade to, click the appropriate APN Release branch level link from the left-hand side of the page (e.g. **APN Release 6.1**) to navigate to that branch level's downloads page.



Figure 2: Release Level Links

Scroll through this page to find the GA (general availability) level or patch version of the branch you are interested in, and download an image for each Talari Appliance model in your current network (e.g. T5200, T3010, T860, T510, etc.) to your local workstation. For example, if your network contains one T3010, two T860s, and five T510s, you would need a total of three software images (one T3010 image, one T860 image, and one T510 image).

APN Release 6.1

Release 6.1 GA

- [Talari E100 APN Software](#)
- [Talari T510 APN Software](#)
- [Talari T730 APN Software](#)
- [Talari T750 APN Software](#)
- [Talari T860 APN Software](#)
- [Talari T3000 APN Software](#)
- [Talari T3010 APN Software](#)
- [Talari T5000 APN Software](#)
- [Talari T5200 APN Software](#)
- [Talari CT800 APN Software](#)
- [Talari VT800 APN Software](#)
- [Talari VT800 APN VMware Image](#)
- [Talari VT800 APN Hyper-V Image](#)
- [Talari APN 6.1 GA Release Notes](#)
- [Talari APN 6.1 GA Checksum](#)

Figure 3: Software Download Links

Note: Consult the relevant *Talari APN Release Notes* to confirm which versions of Talari OS are supported with your selected version of APN software. The active Talari OS can be viewed on each individual appliance's Web UI home screen or for all appliances at once in Talari Aware under Monitor -> APN Inventory. If you need to upgrade or downgrade the version of Talari OS on your appliance, refer to the *Talari OS Partition Update Guide*.

You may now log out and close the browser page.

Change Management

Change Management is the process that allows the NCN Appliance to create and distribute configuration and software packages to the entire APN. The three-step workflow is a set of checks and processes that ensure all your updates are applied to the network in a reliable, fail-safe way.

The Change Management Workflow

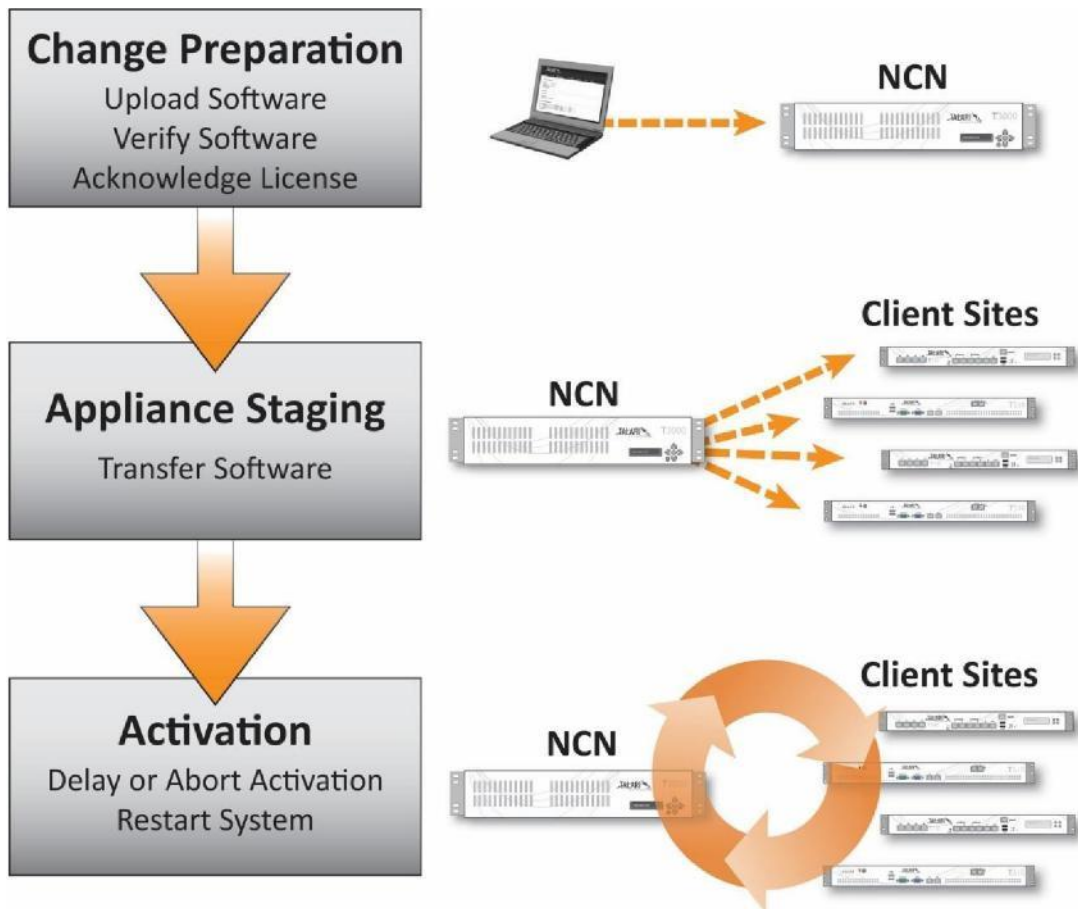


Figure 4: Change Management Process

Overview

There are 3 steps to the Change Management process that are all performed from the NCN Appliance via **Configuration > Change Management** in the web UI.

1. **Change Preparation** – The software files are uploaded, verified, then prepared for distribution.
2. **Appliance Staging** – The files are monitored while they are propagated to all active Talari Appliances in the APN.
3. **Activation** – Once all changes have been distributed and staged on individual appliances, they are activated and all changes are applied.

Click **Begin** to start the Change Management process.

Note: If the Change Management process was already begun previously, you will not land on the Overview screen. Instead, you will be taken to screen at which the Change Management process was paused.

Change Management

Overview

- Change Preparation
- Appliance Staging
- Activation

Change Process Overview ?

The Change Management process allows a user to upload changes to the network, whether it be a configuration, software, or both. This three-step workflow is a set of checks and processes that ensure that configuration changes and software updates are applied in a reliable, fail-safe way.

Step 1
Change Preparation
Upload Files to NCN

Step 2
Appliance Staging
Transfer Files to Clients

Step 3
Activation
Activate Change

NCN → Clients → Clients

Clicking the **Activate Staged** button will skip to the Appliance Staging step, where you may switch to a previously-staged appliance package (if present).

Activate Staged **Begin →**

Configuration Filenames: Active - example_config.zip Staged - example_config.cfg

Figure 5: Change Management Overview

Step 1 Change Preparation

This step allows you to upload and verify the Talari Software images. If there are any errors in the verification process, you will be provided with corrective steps.

Note: This document describes the process for upgrading software only and assumes the user already has a configuration file running on the network.

Upload and Verify Files

From the NCN, **Browse** for the Talari Software images for each model type in the network and hit **Upload**. Once all the images have been uploaded, hit **Next** to move onto the Appliance Staging section. The software images and configuration file will be verified before the process allows you to continue.

Note: To verify the software packages without proceeding to the next step, select **Verify**. To remove uploaded packages and clear the workspace, select **Clear Changes**.

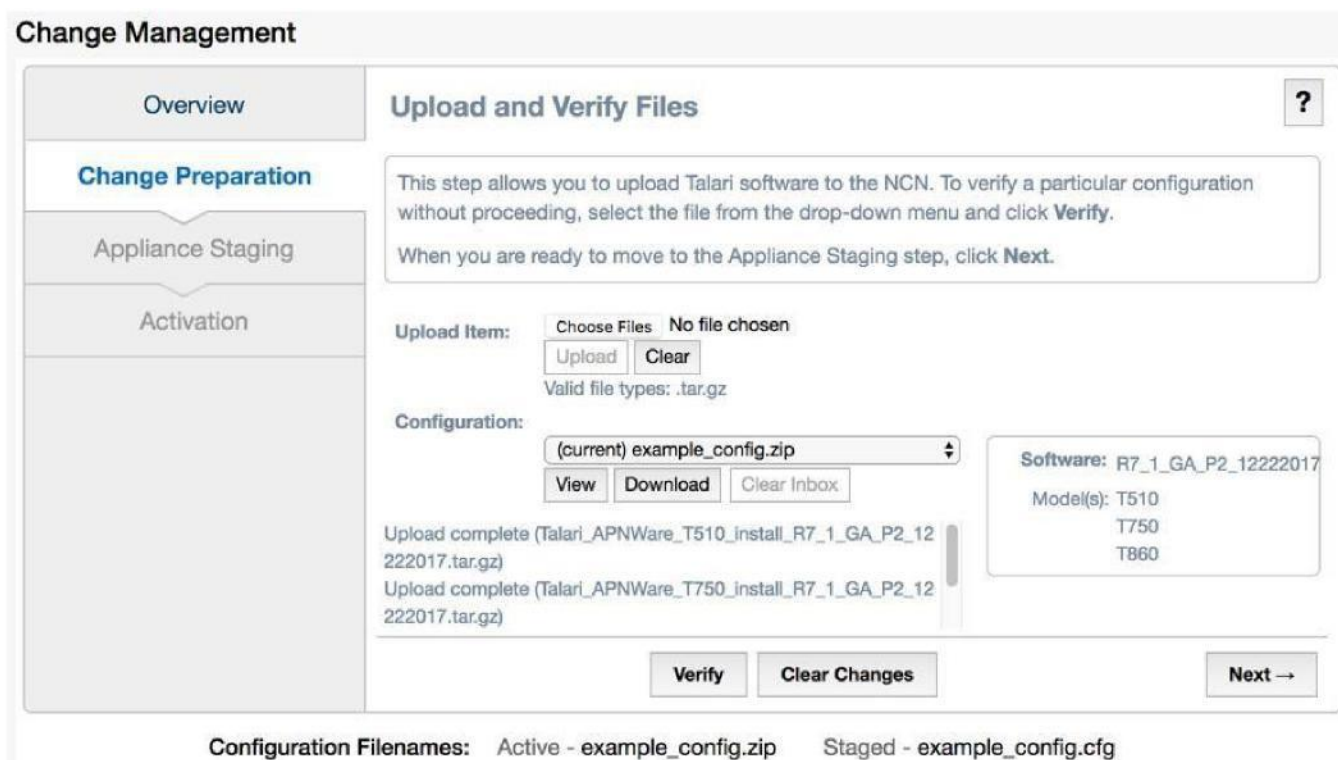


Figure 6: Upload and Verify Files

Step 2 Appliance Staging

To distribute the packages to all the Talari Appliances in your APN, click **Stage Appliances**.

Note: No changes are made to the active configuration of any appliances in the APN during this step. This step is safe to perform during regular business hours, as the files will sit in the background and are not activated until Step 3.

If you have an appliance that you know will not receive the files, because the Conduit is down for example, check **Ignore Incomplete** to have the NCN move forward without trying to update this Client. Otherwise, the NCN will repeatedly attempt to reach this appliance and staging will not complete.

During the Appliance Staging process, you have the option to stop for any reason by pressing the **Abort** button. Once the Transfer Progress bar reaches 100%, hit **Next**. This takes you to the Activation screen but does NOT activate the configuration yet.

Change Management

Overview

Change Preparation

Appliance Staging

Activation

Appliance Staging

The prepared changes will now be distributed to all appliances in your network. To begin, click **Stage Appliances**.
To stop the process at any time, click **Abort**.
Once the desired appliances are staged, click **Next** to continue to the Activate screen.

Transfer Progress:

75%
3 / 4 appliances finished

64.61 / 102.29 Mbytes transferred

Stage Appliances **Abort** Ignore Incomplete Next →

Currently Prepared: Configuration - example_config.zip Software - R7_1_GA_P2_12222017

Configuration Filenames: Active - example_config.zip Staged - example_config.zip

Figure 7: Appliance Staging in Progress

Step 3 Activation

During a maintenance window, move the staged software and configuration packages on every appliance in the APN from staged to active by clicking one button: **Activate Staged**. By default, activation will begin 10 seconds after clicking the **Activate Staged** button. You may change this option to kick off activation at a later time by using the drop down pictured below. After selecting **Activate Staged**, you may cancel the change anytime during the countdown by clicking **Abort**.

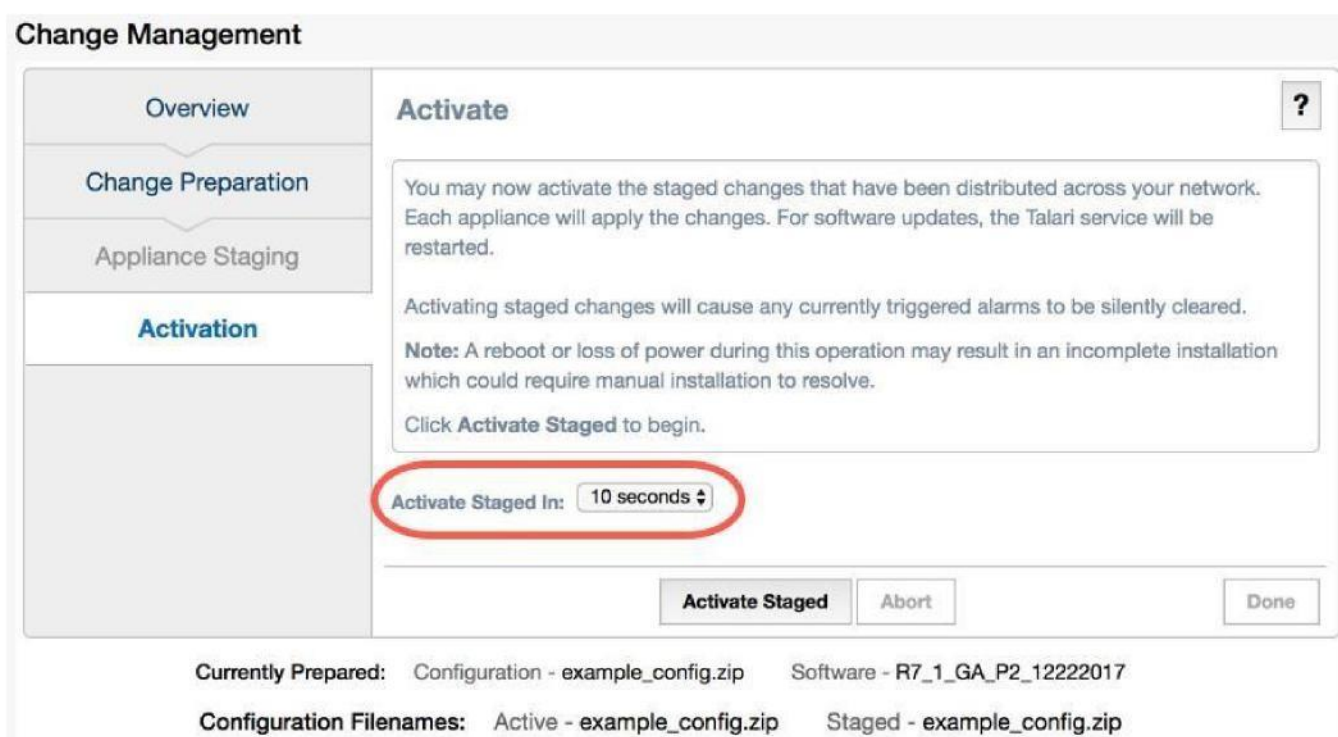


Figure 8: Activate Staged

After the activation countdown has reached zero and activation of staged software has begun, a **180 second** countdown will begin. During this time, the staged software is becoming the active software on all connected APN appliances. The **Talari Service will restart** across the APN in order to activate the new software.

The screenshot shows the 'Change Management' interface with a sidebar on the left containing 'Overview', 'Change Preparation', 'Appliance Staging', and 'Activation'. The main area is titled 'Activate' and contains the following text: 'You may now activate the staged changes that have been distributed across your network. Each appliance will apply the changes. For software updates, the Talari service will be restarted.' It also states: 'Activating staged changes will cause any currently triggered alarms to be silently cleared.' A note reads: 'Note: A reboot or loss of power during this operation may result in an incomplete installation which could require manual installation to resolve.' Below this, it says 'Click **Activate Staged** to begin.' There is a dropdown menu for 'Activate Staged In:' set to '10 seconds'. A large countdown timer shows '153s' with the text 'Activating now. System available within:'. At the bottom of the main area are three buttons: 'Activate Staged', 'Abort', and 'Done'. Below the main interface, the following information is displayed: 'Currently Prepared: Configuration - example_config.zip Software - R7_1_GA_P2_12222017' and 'Configuration Filenames: Active - example_config.zip Staged - example_config.zip'.

Figure 9: Service Restart

Once the countdown finishes, each appliance in your APN will be running the new version of software. At this point, the software upgrade process has completed successfully. Click the Done button to return to the NCN home page.

Reverting Changes

If the activated changes need to be reverted for any reason, this can be done quickly because the previous configuration and APN software are still available in the alternate “Currently Staged” bank on all devices in the APN. Clicking “Revert” initiates the process to return to the exact state prior to the change.

Activation Complete.

The network change process has finished. Click **Done** to exit this screen.
To undo your changes, click the **Revert** button.

Revert

Abort

The user will then be prompted to confirm:

This will switch the Currently Active software/configuration on the network to the version in the Currently Staged area.

Continuing this activation will cause any currently triggered alarms to be silently cleared.

Are you sure you want to begin Activation?

Cancel

OK

Once Activation is complete, all changes have been reverted.
