

Oracle® Communications
Diameter Signaling Router

Software Upgrade Guide

Release 8.6.0.0.0

F56382-01

April 2022

ORACLE®

Oracle® Communications Diameter Signaling Router, DSR Software Upgrade Guide, Release 8.6.0.0.0

Copyright © 2022 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.



CAUTION: Use only the Upgrade procedure included in the Upgrade Kit.

Before upgrading any system, please access My Oracle Support (MOS) (<https://support.oracle.com>) and review any Technical Service Bulletins (TSBs) that relate to this upgrade.

My Oracle Support (MOS) (<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 MOS 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>.

See more information on My Oracle Support (MOS).

Table of Contents

1. Introduction	12
1.1 Purpose and Scope	12
1.1.1 What is Not Covered by this Document	12
1.2 References	12
1.3 Acronyms	13
1.4 Terminology	14
1.5 How to Use this Document	16
1.6 Recommendations	17
1.6.1 Frequency of Health Checks	17
1.6.2 Large Installation Support	17
1.6.3 Logging of Upgrade Activities	17
1.7 Warnings, Cautions, and Notes	17
1.7.1 Obsolete Hardware Check	18
1.7.2 Network IDIH Compatibility	18
1.7.3 Review Release Notes	18
1.7.4 Upgrade Check	18
2. General Description	20
2.1 Supported Upgrade Paths	20
2.2 Supported Hardware	20
2.3 Geo-Diverse Site (Active/Standby/Spare PCA Configuration)	21
2.4 Firmware Updates	21
2.5 TVOE Upgrade	21
2.6 PMAC (Management Server) Upgrades	22
2.7 SDS Upgrade	22
2.8 Traffic Management during Upgrade	22
2.9 RMS Deployments	22
2.10 Automated Site Upgrade	23
2.10.1 Pre-Check	25
2.10.2 Site Upgrade Execution	25
2.10.3 Minimum Server Availability	29
2.10.4 Site Upgrade Options	30
2.10.5 Cancel and Restart Automated Site Upgrade	31
2.11 Automated Server Group Upgrade	33
2.11.1 Pre-Check	33
2.11.2 Cancel and Restart the Automated Server Group Upgrade	34
2.11.3 Site Accept	34

3. Upgrade Planning and Pre-Upgrade Procedures	36
3.1 Required Materials and Information	36
3.1.1 Application ISO Image Files/Media	36
3.1.2 Logins, Passwords and Server IP Addresses	37
3.2 Site Upgrade Methodology Selection	39
3.2.1 DA-MP Upgrade Planning	42
3.2.2 Pre-upgrade validation to avoid Comcol inter-connectivity issue between MPs.....	45
3.3 Plan Upgrade Maintenance Windows	46
3.3.1 Maintenance Window for PMAC and TVOE Upgrades (Optional).....	47
3.3.2 Calculating Maintenance Window Requirements.....	47
3.3.3 Maintenance Window 1 (NOAM Site Upgrades).....	47
3.3.4 Maintenance Window 2 and Beyond (SOAM Site Upgrades).....	48
3.4 Prerequisite Procedures	51
3.4.1 Required Materials Check	52
3.4.2 DSR ISO Administration	52
3.4.3 Data Collection – Verification of Global and Site Configuration Data	58
3.4.4 Back Up TKLCConfigData Files	64
3.4.5 Full Backup of DB Run Environment at Each Server	66
3.4.6 Upgrade TVOE Hosts at a Site	68
3.4.7 IDIH Upgrade Preparation.....	70
3.5 Software Upgrade Execution Overview.....	72
3.6 Accepting the Upgrade	73
4. NOAM Upgrade Execution	73
4.1 NOAM Pre-Upgrade Checks and Backup	74
4.1.1 NOAM Pre-Upgrade Health Checks	75
4.1.2 NOAM Health Check for Source Release 8.0/8.1 and Later.....	76
4.1.3 NOAM Pre-Upgrade Backup.....	79
4.2 Disable Global Provisioning.....	80
4.3 NOAM Upgrade	80
4.4 Verify NOAM Post Upgrade Status	83
4.5 Allow Provisioning (Post NOAM Upgrade)	85
4.6 SNMP Configuration Update (Post NOAM Upgrade).....	85
5. Site Upgrade Execution.....	86
5.1 Site Pre-Upgrade Activities.....	86
5.1.1 Site Pre-Upgrade Backups.....	87
5.1.2 Site Pre-Upgrade Health Checks	90
5.1.3 Site Upgrade Options Check.....	93

5.1.4 Disable Site Provisioning.....	94
5.2 Automated Site Upgrade	94
5.2.1 TVOE Upgrade Check.....	94
5.2.2 Site Upgrade Pre-Checks.....	95
5.2.3 Initiate Automated Site Upgrade	96
5.2.4 Rearrange Automated Site Upgrade Cycles	99
5.3 Automated Server Group/Manual Upgrade Overview.....	102
5.3.1 Site Upgrade Planning	104
5.3.2 SOAM Upgrade Overview	107
5.3.3 Upgrade SOAMs	107
5.4 Upgrade Iteration 3.....	110
5.5 Upgrade Iteration 4.....	120
5.6 Upgrade Iteration 5.....	125
5.7 Site Post-Upgrade Procedures.....	127
5.7.1 Allow Site Provisioning.....	128
5.7.2 Site Post-Upgrade Health Checks.....	128
5.7.3 Post-Upgrade Procedures.....	134
6. Backout Procedure Overview	134
6.1 Recovery Procedures.....	137
6.2 Backout Health Check	137
6.3 Disable Global Provisioning.....	141
6.4 Perform Emergency Backout.....	141
6.4.1 Emergency Site Backout	142
6.4.2 Emergency NOAM Backout	145
6.5 Perform Normal Backout	148
6.5.1 Normal Site Backout.....	149
6.5.2 Normal NOAM Backout	153
6.6 Backout Single Server	156
6.7 Backout Multiple Servers.....	163
6.8 Post-Backout Health Check.....	169
6.9 IDIH Backout.....	170
6.9.1 Oracle Server Backout	170
6.9.2 Mediation and Application Server Backout	170
Appendix A. Post Upgrade Procedures	170
A.1. Accept the Upgrade.....	170
A.2. Undeploy ISO	174
A.3. Post Upgrade Procedures	175

Appendix B.	Increase Maximum Number of Open Files	176
Appendix C.	Update NOAM Guest VM Configuration.....	179
Appendix D.	Determine if TVOE Upgrade is Required	181
Appendix E.	Add ISO Images to PMAC Image Repository	182
Appendix F.	Upgrade Single Server – DSR 8.x.....	185
Appendix G.	Upgrade Single Server – Pre-DSR 8.x.....	191
Appendix H.	Upgrade Multiple Servers – Upgrade Administration	198
Appendix I.	Upgrade Firmware.....	206
Appendix J.	TVOE Platform.....	206
	J.1. TVOE Upgrade	207
	J.2. TVOE Guest Shutdown	210
Appendix K.	IDIH Upgrade at a Site	212
	K.1. Upgrade Oracle Guest	213
	K.2. Upgrade the Mediation and Application Guests	215
	K.2.1. Non-VEDSR Mediation and Application Guest Upgrade	215
	K.2.2. VEDSR Mediation and Application Guest Upgrade	218
Appendix L.	Alternate Server Upgrade Procedures.....	223
	L.1. Alternate Pre-Upgrade Backup	223
	L.2. Server Upgrade Using PMAC	226
	L.3. Server Upgrade Using platcfg	228
	L.4. Manual DA-MP (N+0) Upgrade Procedure	231
	L.5. ASG SBR Upgrade Procedure	232
	L.6. Manual SBR Upgrade Procedure	232
Appendix M.	Expired Password Workaround Procedure.....	236
	M.1. Inhibit Password Aging	236
	M.2. Enable Password Aging	238
	M.3. Password Reset	238
Appendix N.	Network IDIH Compatibility Procedures	239
Appendix O.	Recover from a Failed Upgrade.....	241
Appendix P.	Critical and Major Alarms Analysis.....	245
Appendix Q.	Additional Backout Steps for OAM Servers	257
Appendix R.	Additional Post-Backout Steps for OAM Server	258
Appendix S.	Additional Backout Steps for SBR Server(s)	259
Appendix T.	Additional Post Backout Steps for SBR Server(s)	261
Appendix U.	Create a link of Comagent.....	262
Appendix V.	Manual Completion of Server Upgrade.....	264
Appendix W.	Identify the DC server	268

Appendix X.	Limitations of Auto Server Group Upgrade and Automated Site Upgrade	269
Appendix Y.	Fast Deployment Configuration File Description	271
Y.1.	Sample FDC Configuration File	274
Appendix Z.	Change SOAM VM Profile for Increased MP Capacity	280
Appendix AA.	Change NOAM VM Profile for Increased MP Capacity	283
Appendix BB.	Workarounds	284
BB.1.	Resolve DB Site Replication Alarms	284
BB.2.	Resolve Server HA Switchover Issue	285
BB.3.	SNMP Configuration	286
BB.4.	Resolve Device Deployment Failed Alarm	289
BB.5.	Resolve syscheck Error for CPU Failure	291
BB.6.	Resolve PDRA Trap Library Issue	292
BB.7.	Restore the Servers with Backout Errors	292
BB.8.	Reset SOAP Password	293
Appendix CC.	My Oracle Support (MOS)	294

List of Tables

Table 1.	Acronyms	13
Table 2.	Terminology	14
Table 3.	Server Selection vs Server Group Function	28
Table 4.	Site Upgrade Availability vs Server Group Function	29
Table 5.	Logins, Passwords, and Server IP Addresses	37
Table 6.	Traffic Analysis Checklist	40
Table 7.	DA-MP Upgrade Planning Sheet	43
Table 8:	Prerequisite Procedures Overview	51
Table 9.	Release Specific Data Collection Procedures	60
Table 10.	TVOE Upgrade Execution Overview	69
Table 11.	IDIH Upgrade Preparation Overview	71
Table 12:	NOAM Upgrade Execution Overview	74
Table 13.	Site Upgrade Execution Overview	86
Table 14.	Non-PCA/PDRA Site Upgrade Plan	103
Table 15.	Two-Site Redundancy PCA Site Upgrade Plan	103
Table 16.	Three-Site Redundancy PCA Site Upgrade Plan	104
Table 17.	Site Upgrade Planning Sheet	104
Table 18.	Site Upgrade Execution Overview	105
Table 19.	SOAM Upgrade Execution Overview	107

Table 20. Iteration 3 Upgrade Execution Overview	110
Table 21. Iteration 4 Upgrade Execution Overview	120
Table 22. Iteration 5 Upgrade Execution Overview	125
Table 23. Emergency Backout Procedure Overview	135
Table 24. Normal Backout Procedure Overview	136
Table 25. IDIH Upgrade Execution Overview	212
Table 26. High Impact Alarms.....	246
Table 27. Medium Impact Alarms	250

List of Figures

Figure 1. Example Procedure Steps Used in This Document	17
Figure 2. DSR 8.6.0.0.0 Supported Upgrade Paths	20
Figure 3. Upgrade Perspective of DSR Site Topology	24
Figure 4. Site Upgrade – NOAM View	26
Figure 5. Site Upgrade – Entire Site View	26
Figure 6. Site Upgrade – Site Initiate Screen.....	27
Figure 7. Site Upgrade Monitoring	28
Figure 8. Server Group Upgrade Monitoring.....	29
Figure 9. Automated Site Upgrade General Options	30
Figure 10. Site Upgrade Active Tasks	31
Figure 11. Cancelled Site Upgrade Tasks	32
Figure 12. Partially Upgraded Site	32
Figure 13. Restarting Site Upgrade	33
Figure 14. Server Group Upgrade Active Tasks	34
Figure 15. Site Accept Button	35
Figure 16. Site Accept Screen	35
Figure 17. Upgrade Maintenance Windows for 3-Tier Upgrade	46
Figure 18. Specialized Fixed Diameter Connections	270
Figure 19. Specialized Floating Diameter Connections	271
Figure 20. Specialized Distribution of DSR Features	271

List of Procedures

Procedure 1. Required Materials Check.....	52
Procedure 2. DSR ISO Administration	53
Procedure 3. Verification of Configuration Data	58
Procedure 4. Data Collection for Source Release 8.0 and Later	60

Procedure 5.	Back Up TKLCConfigData	65
Procedure 6.	Full Backup of DB Run Environment for Release 8.0 and Later	66
Procedure 7.	Upgrade TVOE Hosts	69
Procedure 8.	IDIH Upgrade Preparation	71
Procedure 9.	NOAM Pre-Upgrade Health Checks	75
Procedure 10.	NOAM Health Check for Source Release 8.0/8.1 and Later	76
Procedure 11.	NOAM Pre-Upgrade Backup.....	79
Procedure 12.	Disable Global Provisioning	80
Procedure 13.	NOAM Upgrade.....	80
Procedure 14.	Verify NOAM Post Upgrade Status.....	83
Procedure 15.	Allow Provisioning.....	85
Procedure 16.	Site Pre-Upgrade Backups	87
Procedure 17.	Site Pre-Upgrade Health Check for Release 8.0/8.1 and Later.....	90
Procedure 18.	Site Upgrade Options Check	93
Procedure 19.	Disable Site Provisioning	94
Procedure 20.	Site Upgrade Pre-Checks	95
Procedure 21.	Automated Site Upgrade.....	96
Procedure 22.	Rearrange Automated Site Upgrade Cycles.....	99
Procedure 23.	SOAM Upgrade Pre-Checks.....	108
Procedure 24.	Automated SOAM Upgrade (Active/Standby).....	109
Procedure 25.	Manual SOAM Upgrade (Active/Standby/Spare).....	110
Procedure 26.	Upgrade Iteration 3	111
Procedure 27.	Upgrade Iteration 4	121
Procedure 28.	Upgrade Iteration 5	125
Procedure 29.	Allow Site Provisioning.....	128
Procedure 30.	Site Post-Upgrade Health Check	129
Procedure 31.	Alternate Site Post-Upgrade Health Check	132
Procedure 32.	Post-Upgrade Procedures	134
Procedure 33.	Backout Health Check	137
Procedure 34.	Disable Global Provisioning	141
Procedure 35.	Emergency Site Backout.....	142
Procedure 36.	Emergency NOAM Backout	145
Procedure 37.	Normal Site Backout	149
Procedure 38.	Normal NOAM Backout.....	153
Procedure 39.	Backout Single Server	156
Procedure 40.	Backout Multiple Servers	163
Procedure 41.	Post-Backout Health Check	169

Procedure 42.	Accept the Upgrade	171
Procedure 43.	Undeploy ISO	174
Procedure 44.	PCA Post Upgrade Procedure	175
Procedure 45.	Increase Maximum Number of Open Files	176
Procedure 46.	Update NOAM Guest VM Configuration	179
Procedure 47.	Determine if TVOE Upgrade is Required.....	181
Procedure 48.	Upgrade Single Server – Upgrade Administration – DSR 8.x	185
Procedure 49.	Upgrade Single Server – Upgrade Administration – pre DSR 8.x	191
Procedure 50.	Upgrade Multiple Servers – Upgrade Administration.....	198
Procedure 51.	Upgrade TVOE Platform	207
Procedure 52.	Shutdown TVOE Guests	210
Procedure 53.	Upgrade Oracle Guest	213
Procedure 54.	Non-VEDSR Mediation and Application Guest Upgrade	215
Procedure 55.	VEDSR Mediation and Application Guest Upgrade	218
Procedure 56.	Alternate Pre-Upgrade Backup	223
Procedure 57.	Alternate Server Upgrade using PMAC	226
Procedure 58.	Server Upgrade Using platcfg.....	228
Procedure 59.	Manual DA-MP (N+0) Upgrade Procedure	231
Procedure 60.	ASG SBR Upgrade	232
Procedure 61.	Manual SBR Upgrade Procedure	232
Procedure 62.	Expired Password Workaround Procedure.....	237
Procedure 63.	Expired Password Workaround Removal Procedure	238
Procedure 64.	Expired Password Reset Procedure	238
Procedure 65.	Enable IDIH 8.2.3 Compatibility	239
Procedure 66.	Disable IDIH 8.2 Compatibility	240
Procedure 67.	Recover from a Failed Upgrade	241
Procedure 68.	Verify Critical and Major Alarms in the System Before the Upgrade	245
Procedure 69.	Additional Backout Steps for NOAM, SOAM Server(s)	257
Procedure 70.	Additional Post Backout Steps for NOAM, SOAM Server(s)	258
Procedure 71.	Additional Backout Steps for SBR Server(s)	259
Procedure 72.	Additional Post Backout Steps for SBR Server(s)	261
Procedure 73.	Create a link of Comagent	262
Procedure 74.	Manual Completion of Server Upgrade.....	264
Procedure 75.	Identify the DC Server	268
Procedure 76.	Change SOAM VM profile for increased MP Capacity	280
Procedure 77.	Change NOAM VM profile for increased MP Capacity	283
Procedure 78.	Workaround to Resolve DB Site Replication Alarms	285

- Procedure 79. Workaround Resolve the HA Switchover Issue on Affected Server(s) 285
- Procedure 80. Configure or Update SNMP Configuration..... 286
- Procedure 81. Workaround to Resolve Device Deployment Failed Alarm..... 289
- Procedure 82. Workaround to Resolve syscheck Error for CPU Failure..... 291
- Procedure 83. Workaround to resolve PDRA Trap Library Issue..... 292
- Procedure 84. Workaround to Restore the Servers with Backout Errors 292
- Procedure 85. Reset SOAP Password..... 293

1. Introduction

1.1 Purpose and Scope

This document describes methods utilized and procedures executed to perform a major upgrade from DSR 8.5.X.Y to release 8.6.0.0.0.

X = PI End Cycle

Y = Patches within the PI Cycle.

The upgrade of HP C-Class blades, RMS HP servers, and VE-DSR servers is covered by this document. The audience for this document includes Oracle customers and the following internal groups: Software Development, Quality Assurance, Information Development, and Consulting Services including NPx. This document provides instructions to execute any incremental or major software upgrade.

Note: This document does not cover cloud DSR. Refer to [13] for cloud upgrades.

The DSR software release includes all Oracle CGBU Platform Distribution (TPD) software. Any upgrade of TPD required to bring the DSR to release 8.6.0.0. occurs automatically as part of the DSR 8.6.0.0.0 software upgrade. The execution of this procedure assumes the DSR 8.6.0.0.0 software load (ISO file, CD-ROM or other form of media) has already been delivered to the customer's premises. This includes delivery of the software load to the local workstation being used to perform this upgrade.

1.1.1 What is Not Covered by this Document

The following items are beyond the scope of this document. Refer to the specified reference for additional information.

- Distribution of DSR software loads. It is recommended to contact MOS for the software loads as described in My Oracle Support (MOS).
- Initial installation of DSR software.
- Firmware upgrade. Refer to [1] (HP) or [3] (Netra).
- PMAC upgrade. Refer to [5].
- SDS upgrade. Refer to [7].
- DSA with USBR is not supported from DSR 8.4.0.5.0 and later releases. See Diameter Security Application User's Guide for migration of DSA configuration data.

1.2 References

- [1] DSR Cloud Installation Guide
- [2] HP Solutions Firmware Upgrade Pack Release Notes
- [3] Oracle Firmware Upgrade Pack Upgrade Guide
- [4] TVOE Upgrade Document
- [5] PMAC Incremental Upgrade Guide
- [6] DSR Software Installation Part 2/2
- [7] SDS Software Upgrade Guide
- [8] Maintenance Window Analysis Tool
- [9] Fast Deployment and Configuration Tool
- [10] DSR Disaster Recovery Guide

- [11] DSR Rack Mount Server Disaster Recovery Guide
- [12] Oracle Communications DSR Introducing SCTP Datagram Transport Layer Security (DTLS) In DSR 8.0 By Enabling SCTP AUTH Extensions By Default
- [13] DSR Cloud Software Upgrade Guide
- [14] DSR Alarms and KPIs Reference
- [15] Oracle Communications Tekelec Platform 7.5.x Configuration Guide
- [16] DSR C-Class Software Installation and Configuration Procedure 2/2
- [17] DSR Benchamarking Guide
- [18] Diameter Security Application User's Guide

1.3 Acronyms

An alphabetized list of acronyms used in the document.

Table 1. Acronyms

Acronym	Meaning
ASG	Automated Server Group upgrade
CD-ROM	Compact Disc Read-only Media
CPA	Charging Proxy Agent
CSV	Comma-separated Values
cSBR	Charging Session Binding Repository
DA	Diameter Agent
DA MP	Diameter Agent Message Processor
DB	Database
DP	Data Processor
DR	Disaster Recovery
DSR	Diameter Signaling Router
DSR DR NOAM	Disaster Recovery DSR NOAM
FABR	Full Address Based Resolution
FOA	First Office Application
GA	General Availability
GPS	Global Product Solutions
GUI	Graphical User Interface
HA	High Availability
IDIH	Integrated Diameter Intelligence Hub
iLO	Integrated Lights Out (HP)
IMI	Internal Management Interface
IP	Internet Protocol
IPM	Initial Product Manufacture

Acronym	Meaning
IPFE	IP Front End
ISO	ISO 9660 file system (when used in the context of this document)
LA	Limited Availability
LOM	Lights Out Manager (Netra)
MOP	Method of Procedure
MP	Message Processing or Message Processor
MW	Maintenance Window
NE	Network Element
NOAM	Network OAM
OA	HP Onboard Administrator
OAM	Operations, Administration and Maintenance
OFCS	Offline Charging Solution
PCA	Policy and Charging Agent (formerly known as PDRA)
PDRA	Policy Diameter Routing Agent
PM&C/PMAC	Platform Management and Configuration
RMS	Rack Mount Server
SBR	Session Binding Repository
SDS	Subscriber Database Server
SOAM	System OAM
TPD	Tekelec Platform Distribution
TVOE	Tekelec Virtualized Operating Environment
UI	User Interface
VIP	Virtual IP
VPN	Virtual Private Network
XMI	External Management Interface
XSI	External Signaling Interface

1.4 Terminology

This section describes terminology as it is used within this document.

Table 2. Terminology

Term	Definition
Upgrade	The process of converting an application from its current release on a system to a newer release.
Major Upgrade	An upgrade from one DSR release to another DSR release, for example, DSR 8.5.X.Y to DSR 8.6.0.0.0
Incremental Upgrade	An upgrade within a given DSR release, for example, 8.5.x to 8.5.y.

Term	Definition
Release	Release is any distribution of software that is different from any other distribution.
Source release	Software release to upgrade from.
Target release	Software release to upgrade to.
Single Server Upgrade	The process of converting a DSR 8.0/8.1/8.2 server from its current release to a newer release.
Blade (or Managed Blade) Upgrade	Single Server upgrade performed on a blade. This upgrade requires the use of the PMAC GUI.
Backout	The process of converting a single DSR 8.4 server to a prior version. This could be performed due to failure in Single Server Upgrade or the upgrade cannot be accepted for some other reason. Backout is a user initiated process.
Rollback	Automatic recovery procedure that puts a server into its pre-upgrade status. This procedure occurs automatically during upgrade if there is a failure.
Primary NOAM Network Element	The network element containing the active and standby NOAM servers in a DSR. If the NOAMs are deployed on a rack-mount server (and often not co-located with any other site), that RMS is considered the primary NOAM network element. If the NOAMs are virtualized on a C-class blade that is part of one of the sites, then the primary NOAM network element and the signaling network element hosting the NOAMs are one and the same.
Signaling Network Element	Any network element that contains DA-MPs (and possibly other C-level servers), thus carrying out Diameter signaling functions. Each SOAM pair and its associated C-level servers are considered a single signaling network element. And if a signaling network element includes a server that hosts the NOAMs, that signaling network element is also considered to be the primary NOAM network element.
Geographic Site	A Geographic Site is defined as the physical location of a SOAM and its co-located children, as well as its non-preferred spare SOAM(s). In this document, a Geographic Site is designated as GSite .
Topological Site	A Topological Site is defined as a SOAM Server Group and all C-level Server Groups that are children of the SOAM. All servers within a server group belong to the server group's site, regardless of the physical location of the server. Thus, for upgrade, a Topological Site does not correlate to a 'network element' or a 'place'. In this document, a Topological Site is designated as TSite .
Health Check	Procedure used to determine the health and status of the DSR's internal network. This includes status displayed from the DSR GUI and PMAC GUI. This can be observed pre-server upgrade, in-progress server upgrade, and post-server upgrade.
Upgrade Ready	State that allows for graceful upgrade of a server without degradation of service. It is a state that a server is required to be in before upgrading. The state is defined by the following attributes: <ul style="list-style-type: none"> • A backup file is present in /var/TKLC/db/filegmt. • Not in Accept or Reject state.
UI	User Interface. Platcfg UI refers specifically to the Platform Configuration Utility User Interface, which is a text-based user interface.

Term	Definition
Management server	Server deployed with HP c-class or RMS used to host PMAC application, to configure Cisco 4948 switches, and to serve other configuration purposes.
PMAC application	PMAC is an application that provides platform-level management functionality for HPC/RMS system, such as the capability to manage and provision platform components of the system so it can host applications.
N+0	Set up with N active DA-MP(s), but no standby DA-MP.
NOAM	Network OAM for DSR.
SOAM	System OAM for DSR.
Migration	Changing policy and resources after upgrade (if required). For example, changing N+ 0 (multiple active) policies.
RMS geographic site	Two rack-mount servers that together host 1) a NOAM HA pair; 2) a SOAM HA pair; 3) two DA-MPs N+0 configuration; 4) optional IPFE(s); 5) optional IDIH.
RMS Diameter site	One RMS geographic site implemented as a single Diameter network element.
Software Centric	The business practice of delivering an Oracle software product, while relying upon the customer to procure the requisite hardware components. Oracle provides the hardware specifications, but does not provide the hardware, and is not responsible for hardware installation, configuration, or maintenance.
Enablement	The business practice of providing support services (hardware, software, documentation, etc) that enable a 3 rd party entity to install, configuration, and maintain Oracle products for Oracle customers.

1.5 How to Use this Document

When executing the procedures in this document, there are a few key points that help ensure the user understands procedure convention. These points are:

1. Before beginning a procedure, completely read the instructional text (it displays immediately after the Section heading for each procedure) and all associated procedural WARNINGS or NOTES.
2. Before execution of a STEP within a procedure, completely read the left and right columns including any STEP specific WARNINGS or NOTES.
3. If a procedural STEP fails to execute successfully or fails to receive the desired output, STOP the procedure. It is recommended to contact My Oracle Support (MOS) for assistance, as described in Appendix CC before attempting to continue.

Figure 1 shows an example of a procedural step used in this document.

- Any sub-steps within a step are referred to as step X.Y. The example in Figure 1 shows steps 1 and step 2 and substep 2.1.
- GUI menu items, action links, and buttons to be clicked on are in bold Arial font.
- GUI fields and values to take note of during a step are in bold Arial font.

Each step has a checkbox the user should check to keep track of the progress of the procedure.

The Title column describes the operations to perform during that step.

Each command the user enters, and any response output, is formatted in 10-point Courier font.

	Title/Instructions	Directive/Result Steps
1. <input type="checkbox"/>	Change directory	Change to the backout directory. <code>\$ cd /var/TKLC/backout</code>
2. <input type="checkbox"/>	Verify Network Element data	View the Network Elements configuration data; verify the data; save and print report. 1. Select Configuration > Network Elements to view Network Elements Configuration screen.

Figure 1. Example Procedure Steps Used in This Document

1.6 Recommendations

This section provides some recommendations to consider when preparing to execute the procedures in this document.

1.6.1 Frequency of Health Checks

The user may execute the **Perform Health Check** or **View Logs** steps repetitively between procedures during the upgrade process. It is not recommended to do this between steps in a procedure, unless there is a failure to troubleshoot.

1.6.2 Large Installation Support

For large systems containing multiple Signaling Network Elements, it is impossible to upgrade multi-site systems in a single maintenance window. However, primary and DR NOAM (if equipped) Network Element servers should be upgraded within the same maintenance window.

1.6.3 Logging of Upgrade Activities


It is a best practice to use a terminal session with logging enabled to capture user command activities and output during the upgrade procedures. These can be used for analysis in the event of issues encountered during the activity. These logs should be saved off line at the completion of the activity.

1.7 Warnings, Cautions, and Notes

This section presents notices of warnings and cautions that directly relate to the success of the upgrade. It is imperative that each of these notices be read and understood before continuing with the upgrade. If there are any conflicts, issues, or questions related to these notices, it is recommended to contact My Oracle Support (MOS) as directed in Appendix CC before starting the upgrade.

1.7.1 Obsolete Hardware Check

Due to the enhanced processing capabilities and requirements of DSR release 8.6.0.0.0, HP Gen6 and Gen7 hardware are NOT supported. All Gen6 and Gen7 blades must be replaced with supported hardware before upgrading to release 8.6.0.0.0.



!!WARNING!!

HP GEN6 AND GEN7 HARDWARE ARE NOT SUPPORTED IN DSR 8.6.0.0.0. ALL GEN6 AND GEN7 BLADES MUST BE REPLACED WITH SUPPORTED HARDWARE BEFORE UPGRADING TO 8.6.0.0.0.

1.7.2 Network IDIH Compatibility

Upgrading an IDIH site to release 8.6.0.0.0 makes it incompatible for viewing network trace data contained in remote IDIH sites that are running a prior release. The incompatibility is removed once all Network IDIH systems have been upgraded to release 8.6.0.0.0.


To view network traces for a network of IDIH systems where there is a mix of systems running release 8.6.0.0.0 and systems running a prior release, Procedure 65 in Appendix N must be executed to prepare the systems running IDIH release 8.6.0.0.0 to support IDIH systems running the prior release. After executing Procedure 65, network traces should be viewed only from an IDIH system running the prior IDIH release. Viewing a network trace from an IDIH 8.6.0.0.0 results in a visualization that is incomplete because the IDIH 8.6.0.0.0 system fails to retrieve Trace Transaction Records (TTRs) from IDIH systems running the prior IDIH release.

When all IDIH systems have been upgraded to release 8.6.0.0.0, Procedure 66 should be executed on each IDIH system where Procedure 65 was previously executed to ensure that no errors occur when viewing network traces.

1.7.3 Review Release Notes

Before starting the upgrade, it is recommended to review the Release Notes for the DSR 8.6.0.0.0 release to understand the functional differences and possible traffic impacts of the upgrade.

1.7.4 Upgrade Check



WARNING

If this error displays, contact My Oracle Support (MOS).
 "Post Upgrade validation failed for <server_name>. Please check server status. Cancelling the upgrade."

ID	Name	Status	Start Time	Update Time	Result	Result Details	Progress
25	Camaro-SO-B Server Upgrade (in Camaro_SO_SG Server Group Upgrade)	completed	2018-06-22 07:07:28 EDT	2018-06-22 07:28:09 EDT	0	Server upgrade execution complete.	100%
24	Nova-SO-Sp Server Upgrade (in Camaro_SO_SG Server Group Upgrade)	exception	2018-06-22 07:07:12 EDT	2018-06-22 07:42:08 EDT	-1	Post Upgrade validation failed for Nova-SO-Sp. Please check server status. Cancelling the upgrade.	30%



Caution

SDS Upgrade

If the customer deployment has both the FABR and PCA features enabled, then upgrade the DSR nodes first before upgrading the SDS nodes.

2. General Description

This document defines the procedures needed to upgrade an in-service DSR from the source release to the target release. A major upgrade advances the DSR from the source release to the target release. An incremental upgrade advances the DSR from an earlier DSR 8.6.0.0.0 source release to later version of the same target release.

Note: With any incremental upgrade, the source and target releases must have the same value of **x**. For example, advancing a DSR from 8.4.0.0.0_84.x.y to 8.4.0.0.0_84.z.k is an incremental upgrade. But, advancing a DSR running a 8.0 release to an 8.6.0.0.0 target release constitutes a major upgrade.

2.1 Supported Upgrade Paths

The supported upgrade paths to a DSR 8.6.0.0.0 target releases are shown in Figure 2.

Note: DSR upgrade procedures assume the source and target releases are the GA or LA builds in the upgrade path.

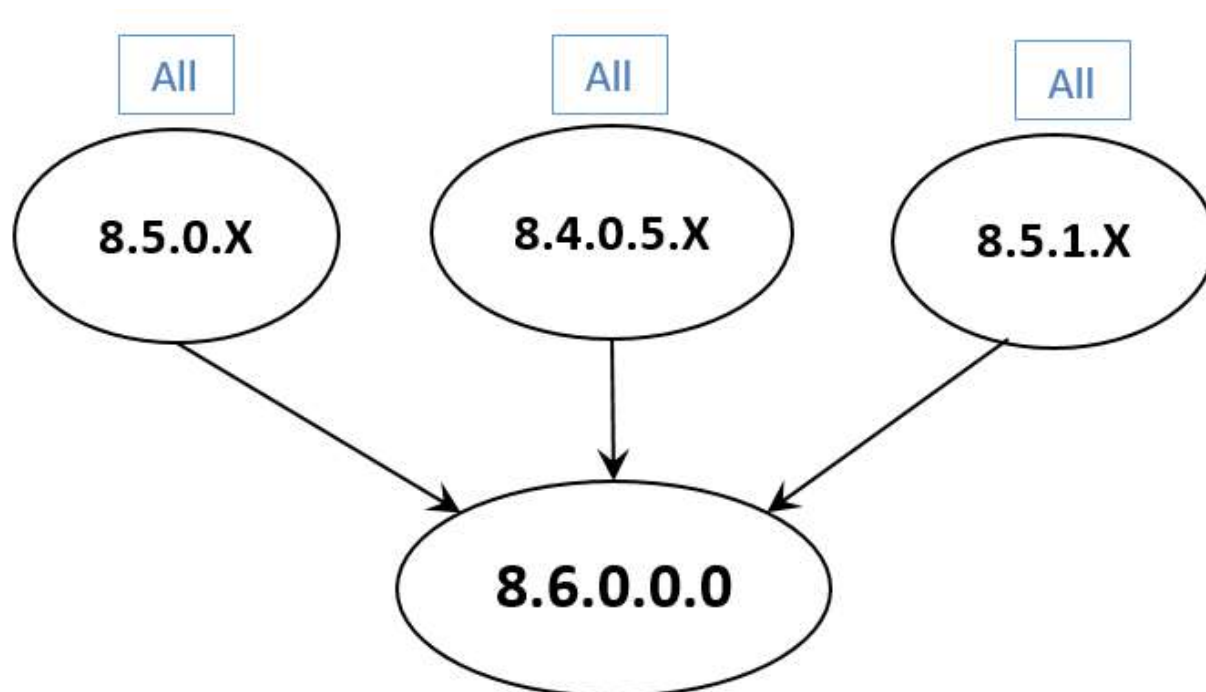


Figure 2. DSR 8.6.0.0.0 Supported Upgrade Paths

2.2 Supported Hardware

If hardware is not provided by Oracle, then all Gen6 and Gen7 blades must be replaced with supported hardware before upgrading to release 8.6.0.0.0.

Due to the enhanced processing capabilities and requirements of DSR release 8.6.0.0.0, HP Gen6 and Gen7 hardware are NOT supported. All Gen6 and Gen7 blades must be replaced with supported hardware before upgrading to release 8.6.0.0.0.



!!WARNING!!

HP GEN6 and GEN7 hardware are not supported in DSR 8.6.0.0.0. All GEN6 and GEN7 blades must be replaced with supported hardware before upgrading to 8.6.0.0.0.

2.3 Geo-Diverse Site (Active/Standby/Spare PCA Configuration)

With a geo-diverse site, the upgrade of the SOAM active/standby servers must also include an upgrade of the spare SOAM at the geo-redundant site, in the same maintenance window.

2.4 Firmware Updates

This section is not applicable to Software Centric upgrades.

Firmware upgrades are not in the scope of this document but may be required before upgrading DSR. It is assumed that these are completed when needed by the hardware, and there is typically not a dependency between a firmware version and the DSR release. See the DSR Release Notes for any dependencies.

2.5 TVOE Upgrade

TVOE (Virtual Operating Environment) is a hypervisor, which hosts multiple virtual servers on the same hardware. It is typically used to make more efficient use of a hardware server (Rack Mount or Blade), while maintaining application independence, for DSR applications that do not require the full resources of a modern hardware server.

In DSR architecture, TVOE hosts are typically used to host several functions, including:

- PMAC
- DSR NOAM and SOAM Applications
- SDS SOAM Applications
- IDIH

TVOE host servers may also be used to host other DSR functions, including DA-MPs and IPFEs in a small deployment.

TVOE host servers (that is, servers running TVOE + one or more DSR applications) must be upgraded before upgrading the guest applications, to assure compatibility. However, TVOE is backward compatible with older application versions, so the TVOE host and the applications do not have to be upgraded in the same maintenance window.

The TVOE server hosting PMAC, as well as the PMAC application, must be upgraded before other TVOE host upgrades, since PMAC is used to perform the TVOE upgrades.

There are three supported strategies for site TVOE upgrades (Options A, B and C):

- Option A: Upgrade TVOE environments as a separate activity that is planned and executed days or weeks before the application upgrades (perhaps site-at-a-time)
- Options to Upgrade TVOE and applications in the same maintenance window:
 - Option B: Upgrade a TVOE and application, followed by another TVOE and application. For example: for standby SOAM upgrade – stop the application, upgrade TVOE, upgrade the application, start the application; then repeat for the active SOAM. (preferred)
 - Option C: Upgrade multiple TVOE hosts at a site, and then start upgrading the applications (same maintenance window)

Note: TVOE upgrades require a brief shutdown of the guest application(s) on the server.

Note: The TVOE virtual hosts may be hosting NOAM or SOAM applications. These applications are also affected, including a forced switchover if the active NOAM/SOAM is shut down.

Note: Database (DB) replication failure alarms may display during an Automated and Manual Site Upgrade or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved. Refer to Appendix Z to resolve this issue.

The procedure for upgrading TVOE environments in advance of the application upgrades (Option A) is documented in Section 3.4.6.


2.6 PMAC (Management Server) Upgrades

Each site may have a PMAC (Management Server) that provides support for maintenance activities at the site. The upgrade of the PMAC (and the associated TVOE) is documented in a separate procedure (see Ref [5]). PMAC must be upgraded before the other servers at the site are upgraded.

If a PMAC upgrade is required, this activity is directed in Section 3.3.1 of this document.

2.7 SDS Upgrade


It is recommended to upgrade the SDS topology (NOAMs, SOAMs, DPs) before the DSR topology. See [7] for SDS upgrade documentation.

	<p>Caution SDS Upgrade</p> <p>If the customer deployment has both the FABR and PCA features enabled, then upgrade the DSR nodes first before upgrading the SDS nodes.</p>
---	---

2.8 Traffic Management during Upgrade

The upgrade of the NOAM and SOAM servers is not expected to affect traffic processing at the DA-MPs and other traffic-handling servers.

For the upgrade of the DA-MPs and IPFEs, traffic connections are disabled only for the servers being upgraded. The remaining servers continue to service traffic.

	<p>!!WARNING!! SCTP Datagram Transport Layer Security Change</p>
---	--

Oracle introduced SCTP Datagram Transport Layer Security (DTLS) in DSR 7.1 by enabling SCTP AUTH extensions by default. SCTP AUTH extensions are required for SCTP DTLS. However, there are known impacts with SCTP AUTH extensions as covered by the CVEs referenced in [12]. It is highly recommended that customers upgrading to release 8.6.0.0.0 should prepare clients before the DSR is upgraded. This ensures the DSR-to-Client SCTP connection establish with DTLS with SCTP AUTH extensions enabled.

If customers DO NOT prepare clients to accommodate the DTLS changes, then the SCTP connections to client devices do NOT restore after the DSR is upgraded to DSR 8.6.0.0.0. In the event that the SCTP connections do not re-establish after the upgrade, follow the Disable/Enable DTLS procedure in [6].

2.9 RMS Deployments

All RMS deployments are 3-Tier. In these smaller deployments, the Message Processing (DA-MP and IPFE) servers are also virtualized (deployed on a Hypervisor Host) to reduce the number of servers required.

When an RMS-based DSR has no geographic redundancy, there is just a single RMS geographic site, functioning as a single RMS Diameter site. The upgrade of this DSR deployment should be done in two maintenance windows: one for the NOAMs, and the second for all remaining servers.

When an RMS-based DSR includes geographic redundancy, there are two RMS geographic sites (but still functioning as a single RMS Diameter site). The primary RMS site contains the NOAM active/standby pair that manages the network element, while the geo-redundant RMS site contains a disaster recovery NOAM pair. Each RMS geographic site includes its own SOAM pair, but only the SOAMs at the primary RMS site are used to manage the signaling network element. The SOAMs at the geo-redundant site are for backup purposes only.

The upgrade of an RMS DSR deployment should be done in three maintenance windows: one for the NOAMs; a second for the SOAMs and MPs (DA-MP and IPFE) at the geo-redundant backup RMS site; and a third for the SOAMs and MPs (DA-MP and IPFE) at the primary RMS site.

2.10 Automated Site Upgrade

In DSR 8.6.0.0.0, there are multiple methods available for upgrading a site. The newest and most efficient way to upgrade a site is the Automated Site Upgrade feature. As the name implies, this feature upgrades an entire site (SOAMs and all C-level servers) with a minimum of user interaction. Once the upgrade is initiated, the upgrade automatically prepares the server(s), performs the upgrade, and sequences to the next server or group of servers until all servers in the site are upgraded. The server upgrades are sequenced in a manner that preserves data integrity and processing capacity.

Automated Site Upgrade can be used to upgrade the DSR servers. However, Automated Site Upgrade cannot be used to upgrade PMAC, TVOE, or IDIH servers at a site.

An important definition with regard to a site upgrade is the **site**. For the purposes of DSR site upgrade, a **site** is defined as a SOAM server group plus all subtending servers of that server group, **regardless of physical location**. To demonstrate this definition, Figure 3 shows three physical locations, labeled **TSite 1**, **TSite 2**, and **TSite 3**. Each site contains a SOAM server group and an MP server group. Each SOAM server group has a spare SOAM that, although physically located at another site, is a member of the site that “owns” the server group. With site upgrade, SOA-Sp is upgraded with the Site 1 SOA server group, and SOB-sp is upgraded with the Site 2 SOB server group. The MP server groups are upgraded in the same maintenance window as their respective site SOAMs. These sites conform to the **Topological Site** definition of Table 2. Terminology.

With this feature, a site upgrade can be initiated on SO-A SG and all of its children (in this example, MP1 SG) using a minimum of GUI selections. The upgrade performs the following actions:

1. Upgrades SOA-1, SOA-2, and SOA-sp
2. Upgrades the servers in MP1 SG based on an availability setting and HA roles
3. Immediately begins the upgrade of any other server groups which are also children of SO-A SG (not shown). These upgrades begin in parallel with step 2.

Server groups that span sites (for example, SOAMs and SBRs) are upgraded with the server group to which the server belongs. This results in upgrading spare servers that physically reside at another site, but belong to a server group in the SOAM that is targeted for site upgrade.

Note: Automated Site Upgrade does not automatically initiate the upgrade of TSite 2 in parallel with TSite 1. However, the feature does allow the user to initiate Automated Site Upgrade of multiple sites in parallel **manually**.

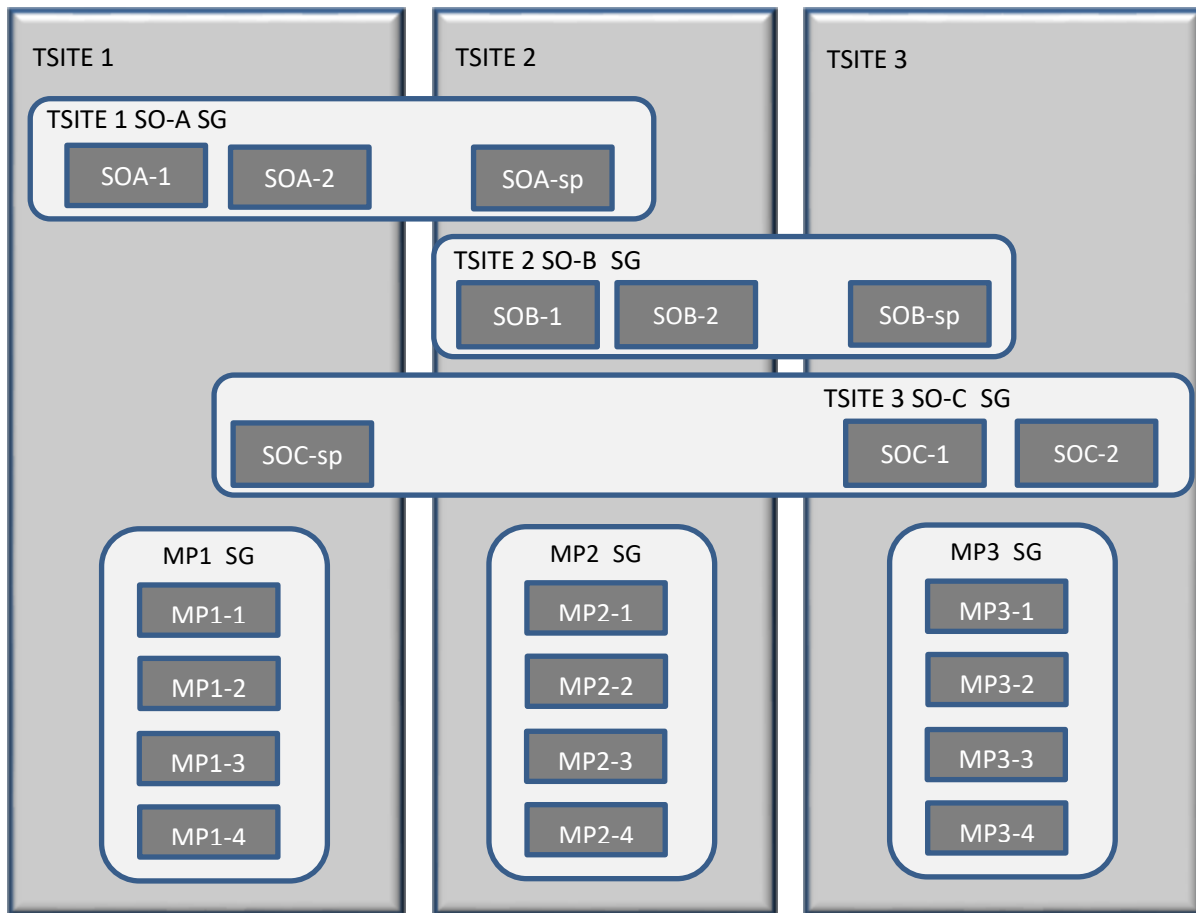


Figure 3. Upgrade Perspective of DSR Site Topology



Caution

Limitations of Automated Site Upgrade and Options

Limitations of automated server upgrade, detailed in Appendix X, also apply for an automated site upgrade, but can be solved by rearranging/adding the upgrade cycles. If you do not want to create a custom upgrade plan by rearranging/adding cycles, then manually upgrade using the method described in section 4.3.

2.10.1 Pre-Check

Before continuing with upgrade, check the HA state of the servers.

Execute this command to find the HA state of the servers:

```
$ ha.mystate
-----
[admusr@E1B581DAMP1 ~]$ ha.mystate
-----
resourceId      role          node DC      subResources      lastUpdate
-----
DbReplication  Stb/Stb      C2016.086 *          0      170915:023010.572
VIP            Stb/Stb      C2016.086 *          0      170915:023010.530
CacdProcessRes Stb/OOS      C2016.086 *          0      170915:023010.530
DA_MP_Leader   Act/OOS      C2016.086 *          0      170915:023010.932
DSR_SLDB       OOS/OOS      C2016.086 *          1-63   170913:121610.839
DSR_SLDB       Act/OOS      C2016.086 *          0      170915:023010.934
VIP_DA_MP      OOS/OOS      C2016.086 *          1-63   170913:121610.840
VIP_DA_MP      Act/OOS      C2016.086 *          0      170915:023010.933
EXGSTACK_Process OOS/OOS      C2016.086 *          1-63   170913:121610.841
EXGSTACK_Process Act/OOS      C2016.086 *          0      170915:023010.933
DSR_Process    OOS/OOS      C2016.086 *          1-63   170913:121610.841
DSR_Process    Act/OOS      C2016.086 *          0      170915:023010.932
CAPM_HELP_Proc Stb/OOS      C2016.086 *          0      170915:023010.530
DSROAM_Proc    Stb/OOS      C2016.086 *          0      170915:023010.530
CAPM_PFSF_Proc Stb/Stb      C2016.086 *          0      170915:023010.530
-----
```

Note: In case there are more than one server in the same HA state (active), then manually switchover the server HA state using HA management screen before continuing the upgrade procedure.

To check the status of CPU/RAM on NOAM/SOAM servers, execute the following commands:

- `cat /proc/meminfo |grep MemTotal`
- `cat /proc/cpuinfo |grep processor`

2.10.2 Site Upgrade Execution

With Automated Site Upgrade, the upgrade is initiated from the **Administration > Software Management > Upgrade** GUI. Upon initial entry to this screen, the user is presented with a tabbed display of the NOAM server group and SOAM sites (Figure 4). When the NOAM server group tab is selected (as shown in Figure 4), this screen is largely unchanged from the upgrade screen of previous releases. The NOAM server group servers are displayed with the usual assortment of buttons. On this screen, **Auto Upgrade** refers to Automated Server Group upgrade, not Automated Site Upgrade. The site upgrade feature becomes available once a SOAM server group tab is selected. The SOAM server group tabs correspond to the topological sites (TSites).

Main Menu: Administration -> Software Management -> Upgrade					
Filter* Tasks					
NO_SG SO_East SO_North SO_West					
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version
	Server Status	Appl HA Role	Network Element		Upgrade ISO
NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0.0-80.18.0
	Norm	N/A	NO_DSR_VM		
NO1	Ready	Standby	Network OAM&P	OAM&P	8.0.0.0.0-80.18.0
	Norm	N/A	NO_DSR_VM		

Figure 4. Site Upgrade – NOAM View

After selecting a SOAM site tab on the Upgrade Administration screen, the site summary screen displays (Figure 5). Just below the row of NOAM and SOAM tabs is a row of links related to the selected SOAM site. The first link on the site summary screen displays the **Entire Site** view. In the entire site view, all of the server groups for the site are displayed in table form, with each server group populating one row. An upgrade summary of the server groups is provided in the table columns:

- The **Upgrade Method** column shows how the server group is upgraded. The upgrade method is derived from the server group function and the bulk availability option (see Section 2.10.4 for additional details on bulk availability).
- The **Server Upgrade States** column groups the servers by state, indicating the number of servers in the server group that are in each state.
- The **Server Application Versions** column indicates the current application version, indicating the number of servers in the server group that are at each version.

Main Menu: Administration -> Software Management -> Upgrade Wed 0

Filter* Tasks

Ford_NO_SG Chev_DRNO_SG Camaro_SO_SG **Mustang_SO_SG** Nova_SO_SG Pinto_SO_SG

Entire Site Mustang_SO_SG Mustang_MP_SG Mustang_SBR_SG1 Mustang_SBR_SG2

Server Group	Function	Upgrade Method	Server Upgrade States	Server Application Versions
Mustang_SO_SG	DSR (active/standby pair)	DAM (Bulk)	Ready (3/3)	8.1.0.0-81.20.0 (3/3)
Mustang_SBR_SG1	SBR	Serial	Ready (3/3)	8.1.0.0-81.20.0 (3/3)
Mustang_SBR_SG2	SBR	Serial	Ready (3/3)	8.1.0.0-81.20.0 (3/3)
Mustang_MP_SG	DSR (multi-active cluster)	Bulk (50% availability)	Ready (2/2)	8.1.0.0-81.20.0 (2/2)

Backup Backup All Checkup Checkup All **Site Upgrade** Site Accept Report Report All

Figure 5. Site Upgrade – Entire Site View

For a server to be considered **Ready** for upgrade, the following conditions must hold true:

- Server has not been upgraded yet
- The FullDBParts and FullRunEnv backup files exist in the filemgmt area

A site is eligible for Automated Site Upgrade when at least one server in the site is upgrade-ready.

Click **Site Upgrade** from the **Entire Site** screen to display the Upgrade Site Initiate screen (Figure 6).

The Site Initiate screen presents the site upgrade as a series of upgrade cycles. For the upgrade shown in Figure 6, Cycle 1 upgrades the spare and standby SOAMs in parallel.

Note: This scenario assumes default settings for the site upgrade options. These options are described in Section 2.10.4. The specific servers to be upgraded in each cycle are identified in the **Servers** column of the **Site Initiate** display. Cycle 1 is an atomic operation, meaning Cycle 2 cannot begin until Cycle 1 is complete. Once the spare and standby SOAMs are in **Accept or Reject** state, the upgrade sequences to Cycle 2 to upgrade the active SOAM. Cycle 2 is also atomic – Cycle 3 does not begin until Cycle 2 is complete.

Note: IPFE servers require special handling for upgrade, because IPFE servers are clustered into Target Sets and assigned an IP address, it is called Target Set Assignment (TSA). While upgrading IPFE servers, Automated Site Upgrade makes sure there is no service outage for IPFE while upgrade is in progress (that is, IPFE servers in same TSA are not upgraded in same cycle). If IPFE server address is not configured on screen (**IPFE -> Configuration -> Options**) on active SOAM GUI, that IPFE servers are not included in Upgrade Cycle; therefore, are not considered for upgrade using Automated Site Upgrade.

Main Menu: Administration -> Software Management -> Upgrade [Site Initiate]

Info*

1	Upgrade	Server Group	Server	Function	Method	Version
		Mustang_SO_SG	Pinto-SO-Sp - Spare	DSR (active/standby pair)	OAM (Bulk)	8.1.0.0-81.20.0
			Mustang-SO-B - Standby			8.1.0.0-81.20.0

2	Upgrade	Server Group	Server	Function	Method	Version
		Mustang_SO_SG	Mustang-SO-A - Active	DSR (active/standby pair)	OAM (Bulk)	8.1.0.0-81.20.0

3	Upgrade	Server Group	Server	Function	Method	Version
		Mustang_MP_SG	Mustang-MP1	DSR (multi-active cluster)	Bulk (50% availability)	8.1.0.0-81.20.0
		Mustang_SBR_SG1	Pinto-SBR-3 - Spare	SBR	Serial	8.1.0.0-81.20.0
		Mustang_SBR_SG2	Pinto-SBR-6 - Spare	SBR	Serial	8.1.0.0-81.20.0

4	Upgrade	Server Group	Server	Function	Method	Version
		Mustang_MP_SG	Mustang-MP2	DSR (multi-active cluster)	Bulk (50% availability)	8.1.0.0-81.20.0
		Mustang_SBR_SG1	Mustang-SBR-1 - Standby	SBR	Serial	8.1.0.0-81.20.0
		Mustang_SBR_SG2	Mustang-SBR-5 - Standby	SBR	Serial	8.1.0.0-81.20.0

5	Upgrade	Server Group	Server	Function	Method	Version
		Mustang_SBR_SG1	Mustang-SBR-2 - Active	SBR	Serial	8.1.0.0-81.20.0
		Mustang_SBR_SG2	Mustang-SBR-4 - Active	SBR	Serial	8.1.0.0-81.20.0

Upgrade Settings

Upgrade ISO: Select the desired upgrade ISO media file.

Figure 6. Site Upgrade – Site Initiate Screen

Cycles 3 through 5 upgrade all of the C-level servers for the site. These cycles are **not** atomic.

In Figure 6, Cycle 3 consists of IPFE1, IPFE3, MP1, MP4, and SBR3. Because some servers can take longer to upgrade than others, there may be some overlap in Cycle 3 and Cycle 4. For example, if IPFEs 1 and 3 complete the upgrade before SBR3 is finished (all are in Cycle 3), the upgrade allows IPFEs 2 and 4 to begin, even though they are part of Cycle 4. This is to maximize Maintenance Window efficiency. The primary factor for upgrading the C-level servers is the upgrade method for the server group function (that is, bulk by HA, serial, etc.).

The site upgrade is complete when every server in the site is in the **Accept or Reject** state.

In selecting the servers that are included with each upgrade cycle, particularly the C-level, consideration is given to the server group function, the upgrade availability option, and the HA designation. Table 3 describes the server selection considerations for each server group function.

Note: The minimum availability option is a central component of the server selections for site upgrade. The effect of this option on server availability is described in detail in Section 2.10.3.

Table 3. Server Selection vs Server Group Function

SG Function	Selection Considerations
DSR (multi-active cluster) (for example, DA-MP)	The selection of servers is based primarily on the minimum server availability option. Servers are divided equally (to the extent possible) among the number of cycles required to enforce minimum availability. For DA-MPs, an additional consideration is given to the MP Leader. The MP with the Leader designation is the last DA-MP to be upgraded to minimize leader changes ¹ .
DSR (for example, DA-MP)	The DA-MP pair configuration is supported for Automated Site Upgrade starting with release 8.5.
DSR (active/standby pair) (for example, SOAM)	The SOAM upgrade method is dependent on the Site SOAM Upgrade option on the General Options page. See section 2.10.4.
SBR	SBRs are always upgraded serially, thus the primary consideration for selection is the HA designation. The upgrade order is spare – spare – standby – active.
IP Front End	IPFEs require special treatment during upgrade. The primary consideration is traffic continuity. Regardless of minimum availability, IPFE A1 is never upgraded at the same time as IPFE A2. They are always upgraded serially. The same restriction applies to IPFE B1 and B2.

¹ In the event of a leader change while upgrades are in progress, the MP leader may not be the last MP to be upgraded.

To initiate the site upgrade, a target ISO is selected from the **ISO** options in the Upgrade Settings section of the Site Initiate screen (Figure 6). Once **OK** is clicked, the upgrade starts, and control returns to the Upgrade Administration screen (Figure 7). With the **Entire Site** link selected, a summary of the upgrade status for the selected site displays. This summary identifies the server group(s) currently upgrading, the number of servers within each server group that are upgrading, and the number of servers that are pending upgrade. This view can be used to monitor the upgrade status of the overall site. More detailed status is available by selecting the individual server group links. The server group view shows the status of each individual server within the selected server group.

The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade' interface. It features a navigation bar with 'Filter*' and 'Tasks' dropdowns. Below the navigation, there are tabs for 'NO_SG', 'SO_East', 'SO_North', and 'SO_West'. A red circle highlights the 'Entire Site' link. Below the tabs, there are links for 'SO_East', 'IPFE1_SG', 'IPFE2_SG', 'IPFE3_SG', 'IPFE4_SG', and 'MP_SG'. A table displays the following data:

Server Group	Function	Upgrade Method	Server Upgrade States	Server Application Ver
SO_East	DSR (active/standby pair)	OAM (Bulk)	Pending (1/2) Upgrading (1/2)	7.2.0.0.0-72.25.0 (2/2)
IPFE2_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0.0-72.25.0 (1/1)
MP_SG	DSR (multi-active cluster)	Bulk (50% availability)	Pending (2/4)	7.2.0.0.0-72.25.0 (4/4)
IPFE3_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0.0-72.25.0 (1/1)

Figure 7. Site Upgrade Monitoring

When a server group link is selected on the upgrade administration screen, the table rows are populated with the upgrade details of the individual servers within that server group (Figure 8).

Main Menu: Administration -> Software Management -> Upgrade

Filter ▾ Tasks ▾

NOSG SOSG

Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version
	Server Status	Appl HA Role	Network Element		Upgrade ISO
NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0.0-80.25.0
	Norm	N/A	NE_NO		
NO1	Ready	Standby	Network OAM&P	OAM&P	8.0.0.0.0-80.25.0
	Norm	N/A	NE_NO		

Figure 8. Server Group Upgrade Monitoring

Upon completion of a successful upgrade, every server in the site is in the **Accept or Reject** state. See Section 2.10.5 for a description of cancelling and restarting the Automated Site Upgrade.

2.10.3 Minimum Server Availability

The concept of Minimum Server Availability plays a key role during an upgrade using Automated Site Upgrade. The goal of server availability is to ensure that **at least** a specified percentage of servers (of any given type) remain in service to process traffic and handle administrative functions while other servers are upgrading.

For example, if the specified minimum availability is 50% and there are eight servers of type X, then four servers remain in service while four servers are upgrades. However, if there are nine server of type X, then the minimum availability requires that five servers remain in service while four servers are upgraded. The minimum availability calculation automatically rounds up in the event of a non-zero fractional remainder.

To meet the needs of a wide-ranging customer base, the minimum availability percentage is a user-configurable option. The option allows for settings of 50%, 66%, and 75% minimum availability. There is also a setting of 0% for lab upgrade support. This option is described in detail in Section 3.2.

The application of minimum server availability differs for the various server group functions. For some function types, it is a straight calculation of a percentage. However, for others, minimum availability does not apply due to overriding operational considerations. Table 4 describes the application of availability for the various server group functions.

Table 4. Site Upgrade Availability vs Server Group Function

Server Group Function	Server Availability
DSR (multi-active cluster)	In a multi-active cluster, the availability percentage applies to all of the servers in the server group. The number of servers required to achieve minimum availability are calculated from the pool of in-service servers.
SBR	Availability percentage does not apply to SBR server groups. SBRs are upgraded in a very specific order: spare – spare – standby – active
IP Front End	IPFEs require special treatment during upgrade. The primary consideration is traffic continuity. Regardless of minimum availability, IPFE A1 is never upgraded at the same time as IPFE A2. They are always upgraded serially. The same restriction applies to IPFE B1 and B2.

When calculating the number of servers required to satisfy the minimum server availability, all servers in the server group (or server group cluster) are considered. Servers that are OOS or otherwise unable to perform their intended function, are included, as are servers that have already been upgraded. For example, consider a DA-MP server group with 10 servers; four have already been upgraded, one is OOS, and five are ready for upgrade. With a 50% minimum availability, only four of the servers that are ready for upgrade, can be upgraded in parallel. The four servers that have already been upgraded count toward the five that are needed to satisfy minimum availability. The OOS server cannot be used to satisfy minimum availability, so one of the upgrade-ready servers must remain in-service for minimum availability, thus leaving four servers to be upgraded together. Upgrading the last server would require an additional upgrade cycle.

2.10.4 Site Upgrade Options

To minimize user interactions, the automated site upgrade makes use of a pair of pre-set options to control certain aspects of the sequence. These options control how many servers remain in service while others are upgrading and are located on the **Administration > General Options** screen (Figure 9). The default settings for these options maximize the maintenance window usage by upgrading servers in parallel as much as possible.

Site Upgrade Bulk Availability *	<input type="text" value="1"/>	Site based upgrade availability for bulk upgrade of MP groups. (0 = none, 1 = 50%, 2 = 66%, 3 = 75%). ** Cannot be changed while any site upgrade is running.** [Default = 1; Range = 0-3] [A value is required.]
Site Upgrade SOAM Method *	<input type="text" value="1"/>	Site based upgrade SOAM method. (0 = serial, 1 = bulk). <i>Note: Bulk upgrade will upgrade all non-active SOAM servers together.</i> ** Cannot be changed while any site upgrade is running.** [Default = 1; Range = 0-1] [A value is required.]

Figure 9. Automated Site Upgrade General Options

The first option that affects the upgrade sequence is the **Site Upgrade SOAM Method**. This option determines the sequence in which the SOAMs are upgraded. The default value of 1 considers the OAM HA role of the SOAMs to determine the upgrade order. In this mode, all non-active SOAM servers are upgraded first (in parallel), followed by the active SOAM. This upgrade method requires at most two upgrade cycles to upgrade all of the SOAMs, regardless of how many are present. If there are no spare SOAMs, then this setting has no effect on the SOAM upgrade.

Regardless of the SOAM upgrade method, the active SOAM is always upgraded after the standby and spare SOAMs.

The second option that affects the upgrade sequence is the **Site Upgrade Bulk Availability** setting. This setting determines the number of C-level servers that remain in service during the upgrade. The default setting of 1 equates to 50% availability, meaning that a minimum of one-half of the servers stay in service during the upgrade. The default setting is the most aggressive setting for upgrading the site, requiring the minimum number of cycles, thus the least amount of time. The settings of 66% and 75% increase the number of servers that remain in service during the upgrade.

Note: Increasing the availability percentage may increase the overall length of the upgrade.

The application of minimum server availability varies for the different types of C-level servers. For example, for a multi-active DA-MP server group, the minimum availability applies to all of the DA-MPs within the server group. This same setup applies to IPFEs as well. Table 4 defines how the Site Upgrade Bulk Availability setting on the General Options page affects the various server group function types.

The Site Upgrade General Options cannot be changed while a site upgrade is in progress. Attempting to change either option while a site upgrade is in progress results in:

[Error Code xxx] - Option cannot be changed because one or more automated site upgrades are in progress

2.10.5 Cancel and Restart Automated Site Upgrade

When an Automated Site Upgrade is initiated, several tasks are created to manage the upgrade of the individual server groups as well as the servers within the server groups. These tasks can be monitored and managed using the Active Task screen (**Status & Manage > Tasks > Active Tasks**).

The main site upgrade controller task is identified by the naming convention **<site_name> Site Upgrade**. In Figure 10, the main task is task ID 22. This task is controlling the server group upgrade task (task ID 23), which in turn is controlling the server upgrade task (task ID 24).

Main Menu: Status & Manage -> Tasks -> Active Tasks

Tue Jan 03 17:43:12 2017 UTC

Filter*

ID	Name	Status	Start Time	Update Time	Result	Result Details	Progress
24	SO1 Server Upgrade (in SO_East Server Group Upgrade)	running	2017-01-03 17:40:27 UTC	2017-01-03 17:42:02 UTC	0	Upgraded server to new ISO	90%
23	SO_East Server Group Upgrade (in SO_East Site Upgrade)	running	2017-01-03 17:40:18 UTC	2017-01-03 17:40:27 UTC	0	Upgrade(s) started.	5%
22	SO_East Site Upgrade	running	2017-01-03 17:40:10 UTC	2017-01-03 17:40:18 UTC	0	Upgrade(s) started.	5%

Buttons: Pause, Restart, **Cancel**, Delete, Report, Delete All Completed, Delete All Exception

Figure 10. Site Upgrade Active Tasks

To cancel the site upgrade, select the site upgrade task and click **Cancel**. A screen requests confirmation of the cancel operation. The status changes from **running** to **completed**. The Results Details column updates to display **Site upgrade task cancelled by user**. All server group upgrade tasks that are under the control of the main site upgrade task immediately transition to **completed** state. However, the site upgrade cancellation has no effect on the individual server upgrade tasks that are in progress. These tasks continue until completion. Figure 11 shows the Active Task screen after a site upgrade has been cancelled.

Once the site upgrade task is cancelled, it cannot be restarted. However, a new site upgrade can be started using the Upgrade Administration screen.

Main Menu: Status & Manage -> Tasks -> Active Tasks

Tue Jan 03 18:13:17 2017 UTC

Filter*

ID	Name	Status	Start Time	Update Time	Result	Result Details	Progress
30	SO2 Server Upgrade (in SO_East Server Group Upgrade)	running	2017-01-03 18:11:06 UTC	2017-01-03 18:13:06 UTC	0	Upgraded server to new ISO	90%
29	SO_East Server Group Upgrade (in SO_East Site Upgrade)	completed	2017-01-03 18:10:57 UTC	2017-01-03 18:12:59 UTC	0	SG upgrade task cancelled by user.	5%
28	SO_East Site Upgrade	completed	2017-01-03 18:10:48 UTC	2017-01-03 18:12:59 UTC	0	Site upgrade task cancelled by user.	5%

Figure 11. Cancelled Site Upgrade Tasks

Figure 12 is representative of a site upgrade that was cancelled before the site was completely upgraded. The servers that were in progress when the upgrade was cancelled continued to upgrade to the target release. These servers are now in the Accept or Reject state. The servers that were pending when the upgrade was cancelled are now in the Ready state, ready to be upgraded.

To restart the upgrade, verify the **Entire Site** link is selected and click **Site Upgrade**. The Upgrade Site Initiate screen displays.

Main Menu: Administration -> Software Management -> Upgrade Wed Oct 1 11:11:11 AM 2014

Filter* Tasks

[Ford_NO_SG](#)
[Chevy_DRNO_SG](#)
[Camaro_SO_SG](#)
[Mustang_SO_SG](#)
[Nova_SO_SG](#)
[Finto_SO_SG](#)

[Entire Site](#)
[Camaro_SO_SG](#)
[Camaro_MP_SG](#)
[Camaro_SBR_SG1](#)
[Camaro_SBR_SG2](#)

Server Group	Function	Upgrade Method	Server Upgrade States	Server Application Versions
Camaro_SO_SG	DSR (active/standby pair)	D&M (Bulk)	Accept or Reject (3/3)	8.2.0.0-82.6.0 (3/3)
Camaro_SBR_SG1	SBR	Serial	Accept or Reject (3/3)	8.2.0.0-82.6.0 (3/3)
Camaro_SBR_SG2	SBR	Serial	Ready (3/3)	8.1.0.0-81.20.0 (3/3)
Camaro_MP_SG	DSR (multi-active cluster)	Bulk (50% availability)	Accept or Reject (2/2)	8.2.0.0-82.6.0 (2/2)

[Backup](#)
[Backup All](#)
[Checkout](#)
[Checkout All](#)
[Site Upgrade](#)
[Site Accept](#)
[Report](#)
[Report All](#)

Figure 12. Partially Upgraded Site

On the Upgrade Site Initiate screen, the servers that have not yet been upgraded are grouped into the number of cycles that are required to complete the site upgrade. For the upgrade that was cancelled in Figure 11, only a single cycle is needed since the availability requirements can be met by the servers that have already been upgraded. Once an ISO is selected and **OK** is clicked, the site upgrade continues normally.

Main Menu: Administration -> Software Management -> Upgrade [Site Initiate]

Info*

Cycle	Action	Servers										
1	Upgrade	<table border="1"> <thead> <tr> <th>Server Group</th> <th>Server</th> <th>Function</th> <th>Method</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>Camaro_SBR_SG2</td> <td>Nova-SBR-6 - Spare</td> <td>SBR</td> <td>Serial</td> <td>8.1.0.0-81.20.0</td> </tr> </tbody> </table>	Server Group	Server	Function	Method	Version	Camaro_SBR_SG2	Nova-SBR-6 - Spare	SBR	Serial	8.1.0.0-81.20.0
Server Group	Server	Function	Method	Version								
Camaro_SBR_SG2	Nova-SBR-6 - Spare	SBR	Serial	8.1.0.0-81.20.0								
2	Upgrade	<table border="1"> <thead> <tr> <th>Server Group</th> <th>Server</th> <th>Function</th> <th>Method</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>Camaro_SBR_SG2</td> <td>Camaro-SBR-4 - Standby</td> <td>SBR</td> <td>Serial</td> <td>8.1.0.0-81.20.0</td> </tr> </tbody> </table>	Server Group	Server	Function	Method	Version	Camaro_SBR_SG2	Camaro-SBR-4 - Standby	SBR	Serial	8.1.0.0-81.20.0
Server Group	Server	Function	Method	Version								
Camaro_SBR_SG2	Camaro-SBR-4 - Standby	SBR	Serial	8.1.0.0-81.20.0								
3	Upgrade	<table border="1"> <thead> <tr> <th>Server Group</th> <th>Server</th> <th>Function</th> <th>Method</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>Camaro_SBR_SG2</td> <td>Camaro-SBR-5 - Active</td> <td>SBR</td> <td>Serial</td> <td>8.1.0.0-81.20.0</td> </tr> </tbody> </table>	Server Group	Server	Function	Method	Version	Camaro_SBR_SG2	Camaro-SBR-5 - Active	SBR	Serial	8.1.0.0-81.20.0
Server Group	Server	Function	Method	Version								
Camaro_SBR_SG2	Camaro-SBR-5 - Active	SBR	Serial	8.1.0.0-81.20.0								

Upgrade Settings

Upgrade ISO: Select the desired upgrade ISO media file.

Figure 13. Restarting Site Upgrade

2.11 Automated Server Group Upgrade

The Automated Server Group (ASG) upgrade feature allows the user to upgrade all of the servers in a server group automatically by specifying a set of controlling parameters.

The purpose of ASG is to simplify and automate segments of the DSR upgrade. The DSR has long supported the ability to select multiple servers for upgrade. In doing so however, it was incumbent on the user to determine ahead of time which servers could be upgraded in parallel, considering traffic impact. If the servers were not carefully chosen, the upgrade could adversely impact system operations.


When a server group is selected for upgrade, ASG upgrades each of the servers serially, or in parallel, or a combination of both, while enforcing minimum service availability. The number of servers in the server group that are upgraded in parallel is user selectable. The procedures in this document provide the detailed steps specifying when to use ASG, as well as the appropriate parameters that should be selected for each server group type.

ASG is the default upgrade method for most server group types associated with the DSR. However, there are some instances in which the manual upgrade method is utilized. In all cases where ASG is used, procedures for a manual upgrade are also provided.

Note: To use ASG on a server group, no servers in that server group can be already upgraded – either by ASG or manually.

DSR continues to support the parallel upgrade of server groups, including any combination of automated and manual upgrade methods.

STOP



Limitations of Automated Server Group Upgrade

The limitations of automated site upgrade are detailed in Appendix X.

The Oracle recommendation for any customer whose network aligns with any of the scenarios in Appendix X is that Automated Server Group Upgrade should NOT be used. Use of Auto Server Group Upgrade risks a potential network outage.

2.11.1 Pre-Check

Before continuing with upgrade, check the HA state of the servers.

Execute this command to find the HA state of the servers:

```
$ ha.mystate
-----
[admusr@E1B581DAMP1 ~]$ ha.mystate
-----
resourceId      role      node  DC  subResources      lastUpdate
-----
DbReplication  Stb/Stb  C2016.086  *      0      170915:023010.572
VIP            Stb/Stb  C2016.086  *      0      170915:023010.530
CacdProcessRes Stb/OOS  C2016.086  *      0      170915:023010.530
DA_MP_Leader   Act/OOS  C2016.086  *      0      170915:023010.932
DSR_SLDB       OOS/OOS  C2016.086  *      1-63   170913:121610.839
DSR_SLDB       Act/OOS  C2016.086  *      0      170915:023010.934
VIP_DA_MP      OOS/OOS  C2016.086  *      1-63   170913:121610.840
VIP_DA_MP      Act/OOS  C2016.086  *      0      170915:023010.933
EXGSTACK_Process OOS/OOS  C2016.086  *      1-63   170913:121610.841
EXGSTACK_Process Act/OOS  C2016.086  *      0      170915:023010.933
DSR_Process    OOS/OOS  C2016.086  *      1-63   170913:121610.841
DSR_Process    Act/OOS  C2016.086  *      0      170915:023010.932
CAPM_HELP_Proc Stb/OOS  C2016.086  *      0      170915:023010.530
DSROAM_Proc    Stb/OOS  C2016.086  *      0      170915:023010.530
CAPM_PSFS_Proc Stb/Stb  C2016.086  *      0      170915:023010.530
```

Note: In case there are more than one server in the same HA state (active), then manually switchover the server HA state using HA management screen before continuing the upgrade procedure.

2.11.2 Cancel and Restart the Automated Server Group Upgrade

When a server group is upgraded using ASG, each server within that server group is automatically prepared for upgrade, upgraded to the target release, and returned to service on the target release. Once an ASG upgrade is initiated, the task responsible for controlling the sequencing of servers entering upgrade can be manually cancelled from the **Status & Manage > Active Tasks** screen (Figure 14) if necessary. Once the task is cancelled, it cannot be restarted. However, a new ASG task can be started using the Upgrade Administration screen.

For example, in Figure 14, task ID #1 (SO_SG Server Group Upgrade) is an ASG task, while task ID #2 is the corresponding individual server upgrade task. When the ASG task is selected (highlighted in green), **Cancel** is enabled. Cancelling the ASG task affects only the ASG task. It has no effect on the individual server upgrade tasks that were started by the ASG task (that is, task ID #2 in Figure 14). Because the ASG task is cancelled, no new server upgrades are initiated by the task.

Main Menu: Status & Manage -> Tasks -> Active Tasks

Filter ▾

ID	Name	Status	Start Time	Update Time
2	SO1 Server Upgrade (in SO_SG Server Group Upgrade)	running	2015-03-02 11:44:42 EST	2015-03-02 11:54:00 EST
1	SO_SG Server Group Upgrade	running	2015-03-02 11:44:32 EST	2015-03-02 11:47:47 EST
0	Pre-upgrade full backup	completed	2015-02-27 19:59:06 EST	2015-02-27 20:00:46 EST

Figure 14. Server Group Upgrade Active Tasks

In the event that a server fails upgrade, that server automatically rolls back to the previous release in preparation for backout_restore and fault isolation. Any other servers in that server group that are in the process of upgrading continue to upgrade to completion. However, the ASG task itself is automatically cancelled and no other servers in that server group are upgraded. Cancelling the ASG task provides an opportunity for troubleshooting to correct the problem. Once the problem is corrected, the server group upgrade can be restarted by initiating a new server group upgrade on the upgrade screen.

2.11.3 Site Accept

Before DSR 8.0, the customer was required to 'Accept' the upgrade of individual servers in each server group of a site. While the Accept is a relatively quick operation, it could nonetheless be a tedious task for larger sites with numerous servers. Starting from DSR 8.0, a new feature has been added to make the upgrade Accept much easier for all customers, large and small.

The **Site Accept** button on the upgrade GUI (Figure 15) provides the capability to simultaneously accept the upgrade of some or all servers for a given site. When the button is clicked, a subsequent screen (Figure 16) displays the servers that are ready for the Accept action.



Figure 15. Site Accept Button

A checkbox on the Upgrade Site Accept screen allows for the selective application of the Accept action. However, normal procedure calls for the Accept to be applied to all of the servers at a site only after the upgrade to the new release is stable and the back out option is no longer needed. After verifying that the information presented is accurate, clicking **OK** results in a screen that requires confirmation of the intended action. Confirming the action causes the server upgrades to be accepted.

The Accept command is issued to the site servers at a rate of approximately one server every second. The command takes approximately 10 seconds per server to complete. As the commands are completed, the server status on the Upgrade Administration screen transitions to **Backup Needed**.

Main Menu: Administration -> Software Management -> Upgrade [Site Accept]

Server group	<input checked="" type="checkbox"/> Action	Server(s) which are Pending Accept
SO_East	<input checked="" type="checkbox"/> Accept upgrade	SO1 SO2
IPFE_SG1	<input checked="" type="checkbox"/> Accept upgrade	IPFE1
IPFE_SG2	<input checked="" type="checkbox"/> Accept upgrade	IPFE2
IPFE_SG3	<input checked="" type="checkbox"/> Accept upgrade	IPFE3
IPFE_SG3	<input checked="" type="checkbox"/> Accept upgrade	IPFE4
MP_SG	<input checked="" type="checkbox"/> Accept upgrade	MP4 MP1 MP2 MP3
SBR_SG	<input checked="" type="checkbox"/> Accept upgrade	SBR1 SBR2 SBR3

Ok Cancel

Figure 16. Site Accept Screen

3. Upgrade Planning and Pre-Upgrade Procedures

This section contains all information necessary to prepare for and execute an upgrade. The materials required to perform an upgrade are described, as are pre-upgrade procedures that should be run to ensure the system is fully ready for upgrade. Then, the actual procedures for each supported upgrade path are given.

There are overview tables throughout this document that help plan the upgrade and estimate how long it takes to perform various actions. The stated time durations for each step or group of steps **are estimates only**. Do not use the overview tables to execute any actions on the system. Only the procedures should be used when performing upgrade actions, beginning with Required Materials Check.

Note: While planning for an upgrade, be aware that once an upgrade starts and OAM level servers are on different releases, OAM level provisioning data is not replicated to sites not upgraded yet.

Once servers in the site are upgraded, replication from OAM level serves is restored and upgraded servers start receiving provisioning data.



STOP

Read Section 2.10 Automated Site Upgrade to gather details while planning an upgrade.

Note: If the **31149- DB Late Write Nonactive** alarm displays, ignore it. This alarm does not have any effect on functionality.

3.1 Required Materials and Information

The following materials and information are needed to execute an upgrade:

- Target-release application ISO image file or target-release application media.
- The capability of logging into the DSR 8.x network OAM servers with Administrator privileges.

Note: All logins into the DSR NOAM servers are made using the External Management VIP unless otherwise stated.
- User logins, passwords, IP addresses and other administration information. See Table 5.
- VPN access to the customer's network is required if that is the only method to log into the OAM servers.
- Direct access to the blades/RMS Integrated Lights Out (iLO)/XMI IP addresses (whichever is applicable) from the workstations directly connected to the DSR servers is required.

3.1.1 Application ISO Image Files/Media

Obtain a copy of the target release ISO image file or media. This file is necessary to perform the DSR application upgrade.

The DSR 8.6.0.0.0 ISO image file name is in the following format:

DSR-8.6.0.0.0_95.14.0-x86_64.iso If TVOE is being upgraded, obtain a copy of the TVOE release ISO image file or media. The TVOE ISO image file name is in the following format:

TVOE-3.6.2.0.0_88.58.0-x86_64.iso

Note: Before the execution of this upgrade procedure it is assumed that the ISO image files have already been delivered to the site by the customer. The ISO image files must reside on the local workstation used to perform the upgrade, and any user performing the upgrade must have access to the ISO image files. If the user performing the upgrade is at a remote location, it is assumed the ISO files are already available before starting the upgrade procedure.

The DSR ISO is deployed as part of the pre-upgrade activities in Section 3.4.

3.1.2 Logins, Passwords and Server IP Addresses

Table 5 identifies the information that is called out in the upgrade procedures, such as server IP addresses and login credentials. For convenience, space is provided in Table 5 for recording the values, or the information can be obtained by other means. This step ensures that the necessary administration information is available before an upgrade.

Consider the sensitivity of the information recorded in this table. While all of the information in the table is required to complete the upgrade, there may be security policies in place that prevent the actual recording of this information in hard-copy form.

Table 5. Logins, Passwords, and Server IP Addresses

Item	Description	Recorded Value
Target Release	Target DSR Upgrade Release	
Credentials	GUI Admin Username ¹	
	GUI Admin Password	
	DSR Root Password ²	
	DSR admusr Password ²	
	Blades iLO/LOM Admin Username	
	Blades iLO/LOM Admin Password	
	PMAC GUI Admin Username	
	PMAC GUI Admin Password	
	PMAC root Password	
	PMAC pmactpusr password	
	OA GUI Username	
	OA GUI Password	
VPN Access Details	Customer VPN information (if needed)	
NOAM	XMI VIP Address ³	
	NOAM 1 XMI IP Address	
	NOAM 2 XMI IP Address	
SOAM	XMI VIP address	
	SOAM 1 XMI IP Address (Site 1)	

¹ The user must have administrator privileges. This means the user belongs to the **admin** group in Group Administration.

² This is the password for the server login. This is not the same login as the GUI Administrator. The admusr password is required if recovery procedures are needed. If the admusr password is not the same on all other servers, then all those servers' admusr passwords must also be recorded; use additional space at the bottom of this table.

³ All logins into the NOAM servers are made using the External Management VIP unless otherwise stated.

Item	Description	Recorded Value
	SOAM 2 XMI IP Address (Site 1)	
	PCA (DSR) Spare System OAM&P server – Site 1 Spare in Site 2, XMI IP Address	
	SOAM 1 XMI IP Address (Site 2)	
	SOAM 2 XMI IP Address (Site 2)	
	PCA (DSR) Spare System OAM&P server – Site 2 Spare in Site 1, XMI IP Address	
Binding SBR Server Groups	Binding SBR SR1 Server Group Servers (Site 1)	
	Binding SBR SR2 Server Group Servers (Site 1)	
	Binding SBR SR3 Server Group Servers (Site 1)	
	Binding SBR SR4 Server Group Servers (Site 1)	
PCA MP Server Group	PCA MP Server Group Servers (Site 1)	
	PCA MP Server Group Servers (Site 1)	
IPFE Server Groups (For PCA)	PCA IPFE A1 Server Group Server (Site 1)	
	PCA IPFE A 2 Server Group Server (Site 1)	
	PCA IPFE B 1 Server Group Server (Site 1)	
	PCA IPFE B 2 Server Group Server (Site 1)	
Binding SBR Server Groups	Binding SBR SR1 Server Group Servers (Site 2)	
	Binding SBR SR2 Server Group Servers (Site 2)	
	Binding SBR SR3 Server Group Servers (Site 2)	
	Binding SBR SR4 Server Group Servers (Site 2)	
PCA MP Server Group	PCA MP Server Group Servers (Site 2)	
IPFE Server Groups (For PCA)	PCA IPFE A1 Server Group Server (Site 2)	
	PCA IPFE A 2 Server Group Server (Site 2)	
	PCA IPFE B 1 Server Group Server (Site 2)	
	PCA IPFE B 2 Server Group Server (Site 2)	
iLO/LOM	NOAM 1 iLO/LOM IP Address	
	NOAM 2 iLO/LOM IP Address	
	SOAM 1 iLO/LOM IP Address	
	SOAM 2 iLO/LOM IP Address	
	MP 1 iLO/LOM IP Address	
	MP 2 iLO/LOM IP Address	
	MP (n) iLO/LOM IP Address	
	IPFE MP iLO/LOM IP Address (optional)	
	IPFE MP iLO/LOM IP Address (optional)	

Item	Description	Recorded Value
	IPFE MP (n) iLO/LOM IP Address (optional)	
	DA MP iLO/LOM IP Address (optional)	
	DA MP iLO/LOM IP Address (optional)	
	DA MP(n) iLO/LOM IP Address (optional)	
PMAC	PMAC Management IP Address(Site 1)	
PMAC	PMAC Management IP Address(Site 2)	
Software	Target Release Number	
	ISO Image (.iso) file name	
Misc ⁴	Miscellaneous additional data	

*4 As instructed by Oracle CGBU Customer Service.

3.2 Site Upgrade Methodology Selection

There are three primary methods for upgrading a DSR site:

- Automated Site Upgrade
- Auto Server Group Upgrade
- Manual upgrade

The Automated Site Upgrade is the easiest and most efficient site upgrade method. Below mentioned scenarios for Automated Site Upgrade can be solved by rearranging/adding the upgrade cycles. If the user does not want to create a custom upgrade plan by rearranging/adding cycles then in that case manual upgrade method should be used.

The Automated Site Upgrade supports **0%** availability that requires the least amount of time to upgrade the sites. This can be achieved by changing the following parameters:

Site Upgrade SOAM Method setting to **0** - Changing the Site Upgrade SOAM Method setting to **0** causes the standby SOAM and the spare SOAM(s) to be upgraded serially. With this mode, the SOAM upgrade could take as many as four cycles to complete (that is, spare – spare – standby – active). If there are no spare SOAMs, then this setting has no effect on the SOAM upgrade.

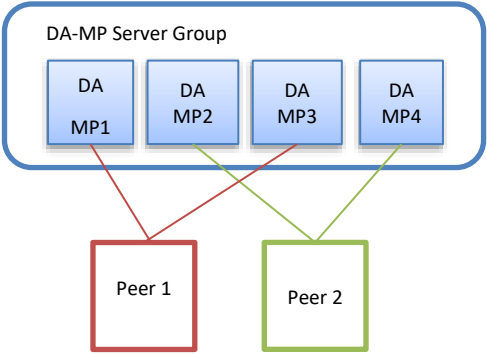
Site Upgrade Bulk Availability setting to **0** - Changing the **Site Upgrade Bulk Availability** setting to **0** equates to 0% availability that means no servers are required to stay in service during the upgrade. This setting requires the minimum number of cycles, thus the least amount of time. This setting allows all of the DA-MPs to be upgraded at once.

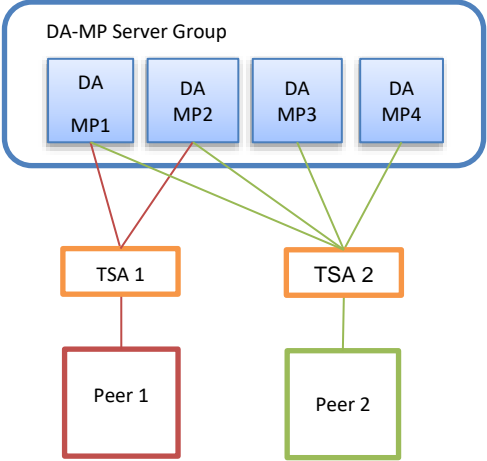
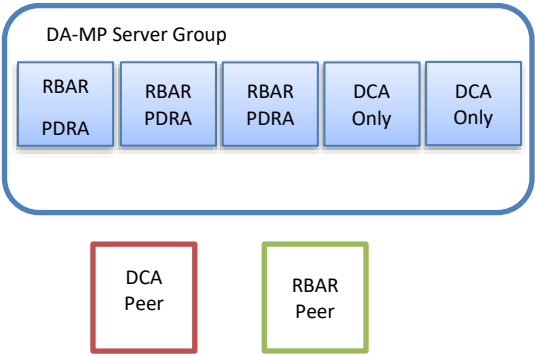
Site Upgrade Bulk Availability *	0	Site based upgrade availability for bulk upgrade of MP groups. (0 = none, 1 = 50%, 2 = 66%, 3 = 75%). ** Cannot be changed while any site upgrade is running. ** [Default = 1; Range = 0-3][A value is required.]
Site Upgrade SOAM Method *	0	Site based upgrade SOAM method. (0 = serial, 1 = bulk). <i>Note:</i> Bulk upgrade will upgrade all non-active SOAM servers together. ** Cannot be changed while any site upgrade is running. ** [Default = 1; Range = 0-1][A value is required.]

The Auto Server Group upgrade incorporates many of the conveniences of Automated Site Upgrade, but allows for more customer control of the upgrade process. Again, Auto Server Group upgrade is not for all customers or all configurations. The manual upgrade method gives maximum control to the customer and can be used for all configurations. A combination of upgrade methods can be utilized to upgrade a given site to maximize efficiency with customer peace-of-mind.

Table 6 is a worksheet for determining which upgrade method meets the needs of the customer while ensuring compatibility with the DSR configuration. Upon completion of the worksheet, a recommended upgrade method is identified.

Table 6. Traffic Analysis Checklist

	Criteria	Yes	No	Notes
1.	<p>Do any of the site's DA-MPs have fixed diameter connections to any peer node, similar to this depiction?</p> 	<input type="checkbox"/>	<input type="checkbox"/>	<p>Automated Site Upgrade and Automated Server Group upgrade by default do not consider fixed peer connections when selecting servers to upgrade. It is possible that all DA-MPs servicing a given peer (such as DA-MPs 1 and 3) could be upgraded simultaneously using the default plan, thereby isolating the peer. For this reason, the generic upgrade plan generated by Automated Site Upgrade and Auto Server Group Upgrade should be carefully analyzed to ensure all DA-MPs servicing a given peer are not upgraded simultaneously. If the generic plan reports the DA-MPs will be upgraded simultaneously the user must rearrange the upgrade and/or add cycles as necessary to develop a suitable plan.</p> <p>If yes, proceed to section 5.2.4 to Rearrange or add Cycles for ASU or proceed to step 7 for manual Upgrade.</p> <p>If no, continue with step 2.</p>

	Criteria	Yes	No	Notes
2.	<p>If peer nodes are configured using IPFE TSAs, are there any TSAs that are not distributed across all DA-MPs, similar to this depiction?</p> 	<input type="checkbox"/>	<input type="checkbox"/>	<p>Automated Site Upgrade and Automated Server Group upgrade by default do not consider non-uniformly distributed TSAs when selecting servers to upgrade. It is possible that all DA-MPs servicing a given TSA (such as DA-MPs 1 and 2) could be upgraded simultaneously, using the default plan, thereby isolating the peer. For this reason, the generic upgrade plan generated by Automated Site Upgrade and Auto Server Group Upgrade should be carefully analyzed to ensure all DA-MPs servicing a given TSA are not upgraded simultaneously. If the generic plan reports the DA-MPs will be upgraded simultaneously the user must rearrange the upgrade and/or add cycles as necessary to develop a suitable plan.</p> <p>If yes, proceed to section 5.2.4 to Rearrange or add Cycles for ASU or proceed to step 7 for manual Upgrade. If no, continue with step 3.</p>
3.	<p>Do any of the site's DA-MPs have specialized distribution of DSR features, similar to this depiction?</p> 	<input type="checkbox"/>	<input type="checkbox"/>	<p>Automated Site Upgrade and Automated Server Group upgrade by default do not consider non-uniform distribution of features when selecting servers to upgrade. It is possible that all DA-MPs hosting a given feature (such as DCA) could be upgraded simultaneously, using the default plan, thereby eliminating service functionality.</p> <p>For this reason, the generic upgrade plan generated by Automated Site Upgrade and Auto Server Group Upgrade should be carefully analyzed to ensure all DA-MPs hosting a given feature are not upgraded simultaneously. If the generic plan reports the DA-MPs will be upgraded simultaneously the user must rearrange the upgrade and/or add cycles as necessary to develop a suitable plan.</p> <p>If yes, proceed to section 5.2.4 to Rearrange or add Cycles for ASU or proceed to step 7 for manual Upgrade. If no, continue with step 4.</p>

	Criteria	Yes	No	Notes
4.	<p>Automated Site Upgrade is a candidate for this system.</p> <p>Automated Site Upgrade supports 50% minimum server availability by default. A general option allows availability percentage settings of 66% or 75%. Is 50%, 66%, or 75% server availability during upgrade acceptable to the customer?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>In general, a higher minimum availability setting increases the time required to upgrade a site. On the other hand, a lower minimum availability may reduce operational redundancy during the upgrade. If none of the minimum availability options are acceptable, Automated Site Upgrade should not be used to upgrade the site.</p> <p>If yes, continue with step 5. If no, proceed to step 6.</p>
5.	<p>Is the customer comfortable with minimum user intervention (that is, user input) during the upgrade?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Once initiated, Automated Site Upgrade requires no additional user input to complete the upgrade. User control is limited to cancelling the site upgrade task.</p> <p>If yes, Automated Site Upgrade is the recommended upgrade method. If no, proceed to step 6.</p>
6.	<p>Automated Server Group Upgrade is a candidate for this system. Is the customer comfortable with the level of control afforded by the Automated Server Group upgrade?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Auto Server Group upgrade allows the user to initiate the upgrade of each server group, while the individual servers within the server group upgrade automatically.</p> <p>If yes, Auto Server Group upgrade is the recommended upgrade method. If no, proceed to step 8.</p>
7.	<p>A manual upgrade affords the maximum level of control over upgrade sequencing and intermediate observations. With this method, the upgrade of each server is individually initiated, allowing the user to control the level of parallelism and speed of the upgrade.</p> <p>Note: A site upgrade can include a combination of Automated Server Group upgrade and manual upgrades to improve efficiency. For example, SBRs can be upgraded with Automated Server Group or Manual upgrade, while the DA-MPs may be upgraded manually to control the order of upgrade for traffic continuity.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>A manual upgrade is the recommended upgrade method.</p>

3.2.1 DA-MP Upgrade Planning

If a manual upgrade is recommended by Table 6 worksheet, additional planning is required to ensure a successful upgrade of the DA-MP server group. A manual upgrade is typically required/recommended when the DA-MPs are configured in a way such that an upgrade could result in a traffic outage. Pre-planning the upgrade of the DA-MPs is key to avoiding an outage.

Note: If complete site upgrade is selected with 0% availability then DA-MP upgrade planning is not required.

Table 7 is an aid to laying out the sequence of the DA-MP upgrades, taking into consideration configuration and traffic continuity. **This worksheet must be completed by the customer and provided to Oracle if Oracle personnel are performing the upgrade.** It is highly recommended that the worksheet be completed for customer-driven upgrades as well.

Customer: perform an analysis of the Diameter application and connection configurations to assess any potential traffic loss due to the DA-MP upgrade. Complete the worksheet, specifying the order in which the DA-MPs will be upgraded, and which MPs, if any, can be upgraded in parallel.

The worksheet is divided into four upgrade **Cycles**. Each cycle represents an upgrade period during which one or more servers are upgraded. Distributing the DA-MPs servers over two or more cycles, takes advantage of parallelism, thereby reducing the time required to upgrade the entire server group.

To achieve 50% server availability, half of hostnames would be listed in Cycle 1 while the other half would be listed in Cycle 2, requiring two upgrade cycles. Similarly, 75% availability can be achieved by spreading the hostname over all four cycles.

In all cases, regardless of the number of cycles used to upgrade the DA-MP server group, the DA-MP Leader should be the last server upgraded. Upgrading the DA-MP Leader last minimizes the number of leader changes during the upgrade. The DA-MP Leader is designated on the active SOAM at **Diameter > Maintenance > DA-MPs > Peer DA-MP Status**, where **MP Leader = Yes**.

There is some limitation with upgrading DC server in a C-level server group that are upgraded in a group of servers, for example DA-MP. Make sure the DC server is not upgraded in first upgrade cycle of the C-Level servers.

Identify the DC server using Appendix W Identify the DC server.

Note: If desired, the DA-MPs can be upgrade serially, in which case, all hostnames would be listed in cycle 1. List the DA-MPs in the order in which they will be upgraded.

Table 7. DA-MP Upgrade Planning Sheet

	Hostnames			
Upgrade Cycle 1 or Serial Upgrade				
	Hostnames			
Upgrade Cycle 2				
	Hostnames			
Upgrade Cycle 3				
	Hostnames			

Upgrade Cycle 4				
DA-MP Leader:				

3.2.2 Pre-upgrade validation to avoid Comcol inter-connectivity issue between MPs

The HA framework enhancements cause the inter-connectivity issue between the old-DC and non-DC MP nodes during upgrade scenario.

To overcome the inter-connectivity issue:

1. Check the Designated Coordinator (DC) node in the system by using the command:

```
ssh admusr@<MP_server>
$ ha.info -d
```

Example output:

```
Node ID:      HDBDBGTGCHBDRA54TK
Report Time: 01/07/2018 03:48:43.299

***
** Election Mgr: C2939 (4b2799)
***

DC: HDBDBGTGCHBDRA54TK  Generation: 1  State: DC
Elected: 01/07/2018 02:14:40.822
Other Non-DC Group Members:
    HDBDBGTGCHBDRA53TK
    HDBDBGTGCHBDRA5BTK
    HDBDBGTGCHBDRA5CTK

DC Group Candidates: <none>
```

2. Before starting the MP server upgrade, disable the DSR application on current DC node, using command:
 1. On Active SOAM - Go to **Server** under **Status & Manage** option.
 2. Disable the DSR application by selecting the MP (DC Node) and click **Stop**.
3. Select an MP to be upgraded:

Note: The MP Leader Node should be the last server to be upgraded.

 1. If there is an existing IPFE based floating (Diameter) connection, select an MP from TSA with more than two MPs.

Note: If a TSA has just two MPs, and one has a DC role, avoid using the other MP (non-DC) in this TSA for the upgrade.
 2. If there is an MP based (Diameter) connection, select any MP except the MP having a DC role.
4. After upgrade, one of the upgraded MP with new release takes over the new-DC role.
5. The DSR application remains disabled on the old-DC node, as performed in step 2.
6. The old-DC is upgraded in the next upgrade cycle.
7. Once the upgrade is completed, from Active SOAM - Go to **Server** under **Status & Manage** GUI screen and check if the DSR application is ENABLED on MP node (old-DC). If not then ENABLE it by restart button.

3.3 Plan Upgrade Maintenance Windows

This section provides a high-level checklist to aid in tracking individual server upgrades. The servers are grouped by maintenance window, and it is expected that all servers in a group can be successfully upgraded in a single maintenance window. Use this high-level checklist together with the detailed procedures that appear later in this document.

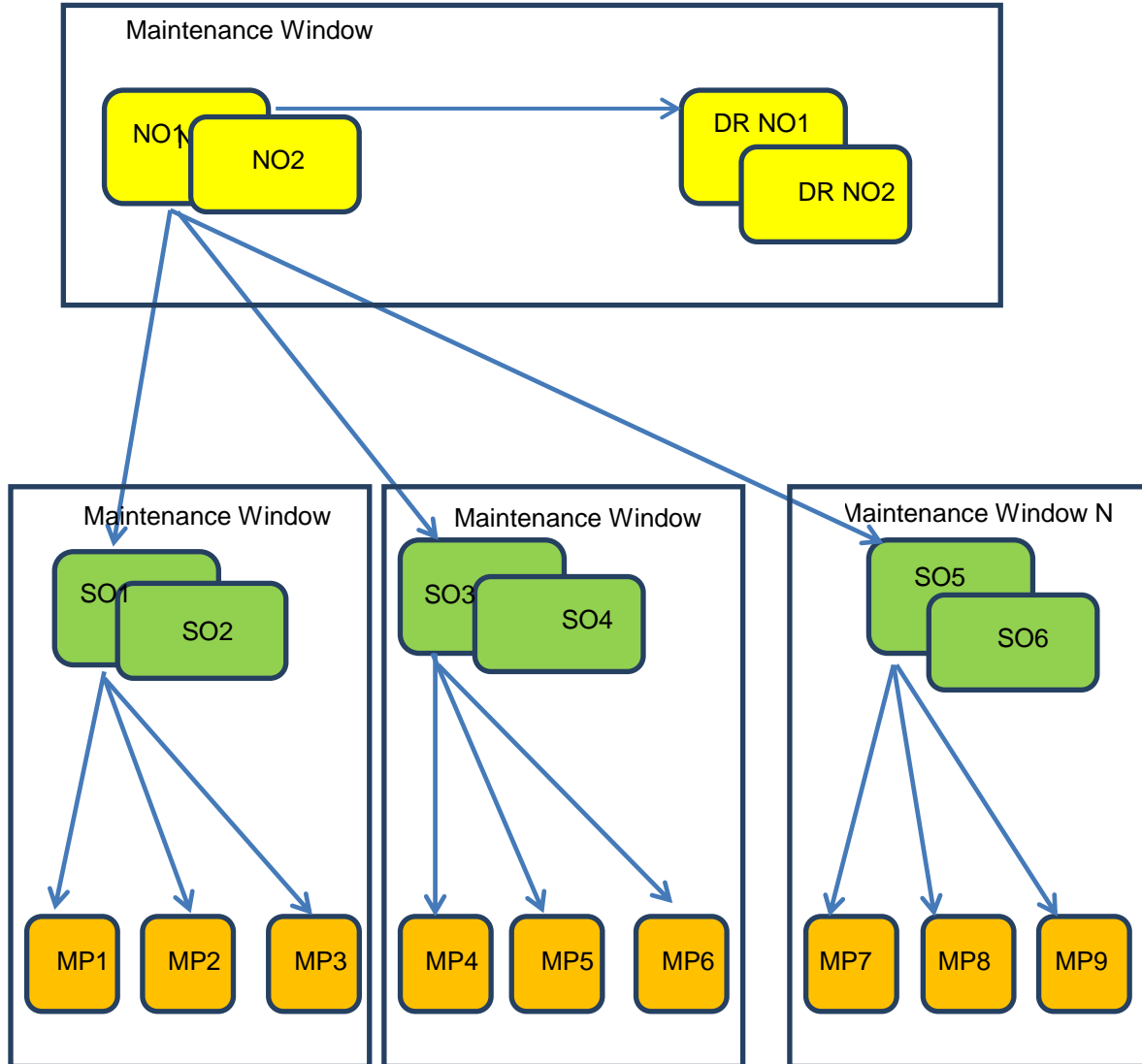


Figure 17. Upgrade Maintenance Windows for 3-Tier Upgrade



!!WARNING!!

Mated SOAM sites must be upgraded in separate maintenance windows

3.3.1 Maintenance Window for PMAC and TVOE Upgrades (Optional)

This document includes steps to upgrade TVOE as an integrated activity with the upgrade of the DSR application. However, it is an **option** to upgrade TVOE and PMAC (if necessary) as separately planned and executed activities using the following references:

- PMAC Upgrade procedure is provided in reference [5].
- TVOE host environment upgrade procedures are included in this document and in reference [4].

PMAC and TVOE upgrades are backwards compatible to prior releases of DSR. These upgrades may be done throughout the entire topology, or a site-at-a-time, before upgrading the DSR application.

If PMAC and TVOE are to be upgraded in a separate maintenance window than the DSR application, this activity should be initiated and completed before starting Section 3.6. The procedure for upgrading TVOE is provided in Section 3.4.6. Refer to [5] for PMAC upgrade procedures.

Note: In RMS and VEDSR configurations, the PMAC and DSR servers could be sharing the same TVOE host. Make the customer aware of all servers affected by the TVOE upgrade.

3.3.2 Calculating Maintenance Window Requirements

The number of maintenance windows required for DSR setup and upgrade can be calculated by using the Maintenance Window Analysis Tool (see ref [8]).

This Excel spreadsheet takes setup details as input from the user and accordingly calculates the number of maintenance windows required for upgrade. Complete DSR upgrade maintenance window details and timings can be found in Reference [8]. Please see the instructions tab of the spreadsheet for more information and details.

3.3.3 Maintenance Window 1 (NOAM Site Upgrades)

During the first maintenance window, the NOAM servers are upgraded, and possibly also the PMAC, and the TVOE environments supporting these servers.


Note: PMAC and/or TVOE environments may be upgraded before Maintenance Window 1, as described in Section 2.5.)

<p>Maintenance Window 1 NOAM Sites</p> <p>Date: _____</p> <p>Note: View the NE Name from the DSR NOAM GUI under Configuration -> Network Elements.</p> <p>*Note: To save time, upgrade PMAC servers outside/ahead of the DSR maintenance window since this activity is seen as non-intrusive to DSR operation.</p>	<ol style="list-style-type: none"> 1. Record the site NE name of the PMAC, DSR NOAM, and the DR provisioning site to upgrade during maintenance window 1 in the space provided: 2. Mark the associated checkbox as each server upgrade is completed. <ul style="list-style-type: none"> <input type="checkbox"/> *DR PMAC (Guest): _____ <input type="checkbox"/> TVOE for DR NOAM-B: _____ <input type="checkbox"/> TVOE for DR NOAM-A: _____ <input type="checkbox"/> *Primary PMAC (Guest): _____ <input type="checkbox"/> TVOE for Primary NOAM-B: _____ <input type="checkbox"/> TVOE for Primary NOAM-A: _____ <input type="checkbox"/> DR Standby NOAM (Guest): _____ <input type="checkbox"/> DR Active NOAM (Guest): _____ <input type="checkbox"/> Primary Standby NOAM (Guest): _____ <input type="checkbox"/> Primary Active NOAM (Guest): _____
---	---

3.3.4 Maintenance Window 2 and Beyond (SOAM Site Upgrades)

During maintenance window 2, all servers associated with the first SOAM site are upgraded. All servers associated with the second SOAM site are upgraded during maintenance window 3.

For DSRs configured with multiple mated-pair sites, or DSRs having multiple distinct sites (for example, geo-redundant PCA installations), the following form should be copied and used for the subsequent SOAM site upgrades.



!!WARNING!!

It is strongly recommended that mated pair SOAM sites are NOT upgraded in the same maintenance window.

<p>Maintenance Window SOAM Sites</p> <p>Date: _____</p> <p>*Note: To save time, upgrade PMAC servers outside/ahead of the DSR maintenance window since this activity is seen as non-intrusive to DSR operation.</p>	<ol style="list-style-type: none"> 1. Record the site NE name of the DSR SOAM and the MP(s) to upgrade during maintenance window 2 in the space provided. 2. Mark the associated checkbox as each server upgrade is completed. <p>SOAM Site: _____</p> <p><input type="checkbox"/> * PMAC : _____</p> <p><input type="checkbox"/> * TVOE for PMAC: _____</p> <p><input type="checkbox"/> TVOE for SOAM-B: _____</p> <p><input type="checkbox"/> TVOE for SOAM-A: _____</p> <p><input type="checkbox"/> Spare SOAM1 (Guest): _____ (If equipped)</p> <p><input type="checkbox"/> Spare SOAM2 (Guest): _____ (If equipped)</p> <p><input type="checkbox"/> Standby SOAM (Guest): _____</p> <p><input type="checkbox"/> Active SOAM (Guest): _____</p>
---	---


	<input type="checkbox"/> DA-MP1: _____ <input type="checkbox"/> DA-MP2: _____ <input type="checkbox"/> DA-MP3: _____ <input type="checkbox"/> DA-MP4: _____ <input type="checkbox"/> DA-MP5: _____ <input type="checkbox"/> DA-MP6: _____ <input type="checkbox"/> DA-MP7: _____ <input type="checkbox"/> DA-MP8: _____ <input type="checkbox"/> DA-MP9: _____ <input type="checkbox"/> DA-MP10: _____ <input type="checkbox"/> DA-MP11: _____ <input type="checkbox"/> DA-MP12: _____ <input type="checkbox"/> DA-MP13: _____ <input type="checkbox"/> DA-MP14: _____ <input type="checkbox"/> DA-MP15: _____ <input type="checkbox"/> DA-MP16: _____
	<input type="checkbox"/> IPFE1: _____ <input type="checkbox"/> IPFE2: _____ <input type="checkbox"/> IPFE3: _____ <input type="checkbox"/> IPFE4: _____
	Binding Server Group 1 <input type="checkbox"/> Standby SBR: _____ <input type="checkbox"/> Active SBR: _____ <input type="checkbox"/> Spare SBR1 (Mate): _____ <input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)
	Binding Server Group 2 <input type="checkbox"/> Standby SBR: _____ <input type="checkbox"/> Active SBR: _____ <input type="checkbox"/> Spare SBR1 (Mate): _____ <input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)
	Binding Server Group 3 <input type="checkbox"/> Standby SBR: _____ <input type="checkbox"/> Active SBR: _____ <input type="checkbox"/> Spare SBR1 (Mate): _____ <input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)
	Binding Server Group 4 <input type="checkbox"/> Standby SBR: _____

	<p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Binding Server Group 5</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Binding Server Group 6</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Binding Server Group 7</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Binding Server Group 8</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p>
	<p>Session Server Group 1</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 2</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 3</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p>

	<p>Session Server Group 4</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 5</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 6</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 7</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p> <p>Session Server Group 8</p> <p><input type="checkbox"/> Standby SBR: _____</p> <p><input type="checkbox"/> Active SBR: _____</p> <p><input type="checkbox"/> Spare SBR1 (Mate): _____</p> <p><input type="checkbox"/> Spare SBR2 (Mate): _____ (If equipped)</p>
--	--

3.4 Prerequisite Procedures

The pre-upgrade procedures shown in the following table are executed outside a maintenance window, if desired. These steps have no effect on the live system and can save upon maintenance window time, if executed before the start of the maintenance window.



CAUTION Increase maximum number of open files - Follow Appendix B.

Table 8: Prerequisite Procedures Overview

Procedure	Elapsed Time (hr:min)		Procedure Title
	This Step	Cum.	
Procedure 1	0:10-0:30	0:10-0:30	Required Materials Check
Procedure 2	0:15-0:30	0:25-1:00	DSR ISO Administration

Procedure	Elapsed Time (hr:min)		Procedure Title
	This Step	Cum.	
Procedure 3	0:20-0:30	0:50-1:30	Verification of Configuration Data
Procedure 4	0:15-0:20	1:05-1:50	Data Collection for Source Release 8.0 and Later
Procedure 5	0:15-0:30	1:20-6:35	Back Up TKLConfigData Files
Procedure 6	0:10-2:00	1:30-8:35	Full Backup of DB Run Environment for Release 8.0 and Later

3.4.1 Required Materials Check

This procedure verifies that all required materials needed to perform an upgrade have been collected and recorded.

Procedure 1. Required Materials Check

Step#	Procedure	Description
<p>This procedure verifies all required materials are present.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Verify all required materials are present	Materials are listed in Section 3.1: Required Materials. Verify required materials are present.
2. <input type="checkbox"/>	Verify all administration data needed during upgrade	Double-check that all information in Sections 3.2 and 3.2.2 is filled-in and accurate.
3. <input type="checkbox"/>	Contact My Oracle Support (MOS)	It is recommended to contact My Oracle Support (MOS) and inform them of plans to upgrade this system. See Appendix CC for instructions. Note: Obtaining a new online support account can take up to 48 hours.


3.4.2 DSR ISO Administration

This section provides the steps to upload the new DSR ISO to the NOAMs and then transfer the ISO to all servers to be upgraded.

Note: ISO transfers to the target systems may require a significant amount of time depending on the number of systems and the speed of the network. These factors may significantly affect total time needed and require the scheduling of multiple maintenance windows to complete the entire upgrade procedure. The ISO transfers to the target systems should be performed before, and outside of, the scheduled maintenance window. Schedule the required maintenance windows accordingly before proceeding.


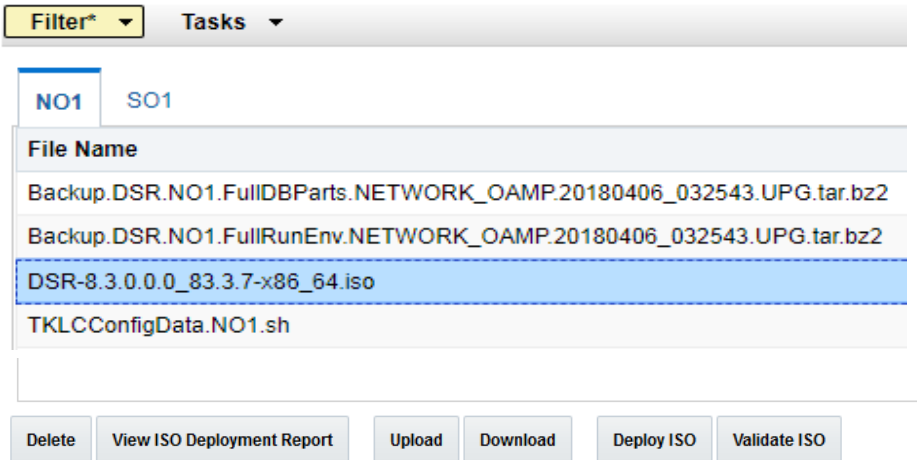
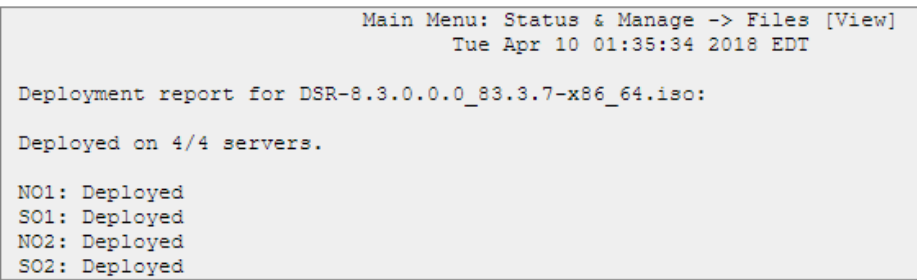
Procedure 2. DSR ISO Administration

Step#	Procedure	Description
<p>This procedure transfers the target ISO to all servers in the topology.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Upload ISO to active NOAM server	<p>There are two methods to upload the application ISO to the active NOAM based on the type of the media: Execute either:</p> <p>Option 1 (Use NOAM GUI Upload function for ISO file transfer over the network) – proceed to step 2.</p> <p>OR</p> <p>Option 2 (Local site media ISO transfer, using PMAC) – proceed to step 5.</p>
2. <input type="checkbox"/>	Active NOAM GUI: Undeploy all unnneeded ISO images	<p>Remove all unneeded old ISO images from the /var/TKLC/upgrade directory. Keep deployed the ISO image file being used for this upgrade. This saves space in the /var/TKLC/upgrade directory.</p> <ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Select the ISOs to be undeployed and click Undeploy ISO. 3. Click OK to confirm the ISO undeployment. <p>This launches the ISO un-deployment to the entire topology. This function removes the symlink in /var/TKLC/upgrade to the ISO in the isos directory.</p> <p>The ISO Deployment report can be viewed by selecting the ISO and clicking View ISO Deployment Report.</p>

Step#	Procedure	Description
3. <input type="checkbox"/>	Active NOAM VIP: Option 1 – Transfer using NOAM GUI	<p>Option 1: Use the NOAM GUI Upload function for ISO file transfer over the network.</p> <p>Upload the target release ISO image file to the File Management Area of the active NOAM server:</p> <ol style="list-style-type: none"> 1. Log into the active NOAM GUI. 2. Navigate to Status & Manage > Files. 3. Click the active NOAM tab to display all files stored in the file management storage area of this server. 4. Ensure this is actually the active NOAM server in the network by comparing the hostname in the screen title vs. the hostname in the session banner in the GUI. Verify they are the same and the status is Active in the session banner. 5. Click Upload. <p>Note: Actual screens may vary from those shown depending on the browser and browser version used.</p> 
4. <input type="checkbox"/>	Active NOAM VIP: Option 1 (continued)	<ol style="list-style-type: none"> 1. Click Browse to select the file to upload. 2. Select the target release ISO image file and click Open. 3. Click Upload. <p>The ISO file begins uploading to the file management storage area. Wait for the screen to refresh and display the uploaded ISO filename in the files list. This usually takes between 2 to 10 minutes, but more if the network upload speed is slow.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM VIP: Option 1 (continued)	<ol style="list-style-type: none"> 1. Wait for the screen to refresh and display the uploaded ISO filename in the files list. This usually takes between 2 to 10 minutes, but more if the network upload speed is slow. 2. To back up the ISO file to the PMAC, SSH to the active NOAM and execute the following command. Refer to [5] for creating space on PMAC if desired space is not available on the PMAC: <ol style="list-style-type: none"> 1. cd to the directory on the active NOAM where the ISO image is located <pre>\$ cd /var/TKLC/db/filemgmt</pre> 2. Using sftp, connect to the PMAC management server. <pre>\$ sftp pmacftpusr@<pmac_management_network_ip> \$ put <image>.iso</pre> <p>Note: UserId and password should already be recorded in Table 5.</p> 3. After the image transfer is 100% complete, close the connection. <pre>\$ quit</pre>
6. <input type="checkbox"/>	PMAC Guest: Option 2 – Transfer using PMAC	<p>OPTION 2 (Local site media ISO transfer using PMAC): Using a Media containing the application (recommended for slow network connections between the client computer and the DSR frame).</p> <ol style="list-style-type: none"> 1. Execute Appendix E to load the ISO onto the PMAC server at the site. 2. SSH into the PMAC server and SCP the ISO to the active NOAM using the following commands: <pre>sudo scp -p /var/TKLC/smac/image/repository/ <DSR_ISO_Filename> admusr@<Active_NOAM_IP>:/var/TKLC/db/filemgmt</pre>
7. <input type="checkbox"/>	Active NOAM CLI: Change Permission of ISO	<p>Log into the active NOAM CLI and execute the following command :</p> <pre>sudo chmod 644 /var/TKLC/db/filemgmt/<DSR_ISO_Filename></pre>
8. <input type="checkbox"/>	Active NOAM VIP: Using NOAM GUI, deploy ISO to all servers to be upgraded	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Click the active NOAM server tab. <p>All files stored in the file management storage area of this server display on the screen.</p> 3. Select the DSR 8.6.0.0.0 ISO and click View ISO Deployment Report. 4. In the resulting report, determine if the ISO has been deployed to all servers in the system. 5. If the ISO has been deployed to all servers, proceed to the next procedure; otherwise, complete the remaining steps in this procedure. 6. Select the 8.6.0.0.0 DSR ISO in the file list and click Validate ISO.

Step#	Procedure	Description
		<div data-bbox="581 247 1383 739"> <p>Filter* Tasks</p> <p>NO1 SO1</p> <p>File Name</p> <p>Backup.DSR.NO1.FullIDBParts.NETWORK_OAMP.20180406_032543.UPG.tar.bz2</p> <p>Backup.DSR.NO1.FullRunEnv.NETWORK_OAMP.20180406_032543.UPG.tar.bz2</p> <p>DSR-8.3.0.0.0_83.3.7-x86_64.iso</p> <p>TKLCConfigData.NO1.sh</p> <p>Delete View ISO Deployment Report Upload Download Deploy ISO Validate ISO</p> </div> <p>7. Click OK on the confirmation screen.</p> <div data-bbox="532 802 1295 949"> <p>Are you sure you want to validate DSR-8.3.0.0.0_83.3.7-x86_64.iso?</p> <p>OK Cancel</p> </div> <p>8. Verify the ISO status is valid.</p> <p>The following message displays for status.</p> <p>Main Menu: Status & Manage -> Files</p> <div data-bbox="532 1129 1432 1327"> <p>Filter* Status Tasks</p> <p>NO1 SO1</p> <p>File Name</p> <p>Status</p> <ul style="list-style-type: none"> ISO isos/DSR-8.3.0.0.0_83.3.7-x86_64.iso is valid. </div> <p>9. If the ISO is not valid, repeat this procedure beginning with step 1. If the ISO fails validation more than once, it is recommended to contact My Oracle Support (MOS).</p> <p>10. If the ISO is valid, select the ISO, and click Deploy ISO.</p> <p>11. Click OK on the confirmation screen.</p> <p>The following message displays for status.</p> <p>Main Menu: Status & Manage -> Files</p> <div data-bbox="555 1579 1399 1864"> <p>Filter* Status Tasks</p> <p>E1B181NO1 E1B581DAMP1 E1B6...</p> <p>File Name</p> <p>Status</p> <ul style="list-style-type: none"> ISO deployment started. </div>

Step#	Procedure	Description
<p>9.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor ISO deployment</p>	<ol style="list-style-type: none"> The deployment progress can be monitored by viewing the Tasks dropdown options on the Status & Manage > Files screen.  Select the target release ISO and click View ISO Deployment Report.  Monitor deployment progress until the ISO has been deployed to all servers in the system. <p>Main Menu: Status & Manage -> Files [View]</p> 

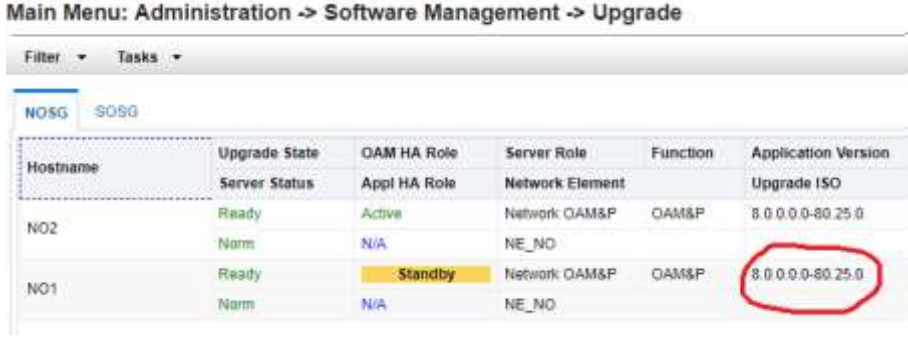
3.4.3 Data Collection – Verification of Global and Site Configuration Data

The procedures in this section are part of Software Upgrade Preparation and are used to collect data required for network analysis, Disaster Recovery, and upgrade verification. Data is collected from both the active NOAM and various other servers at each site (TVOE, PMAC, etc.).

3.4.3.1 Verification of Configuration Data

This procedure checks the configuration data of the system and servers to ensure a successful upgrade.

Procedure 3. Verification of Configuration Data

Step#	Procedure	Description																																								
<p>This procedure checks the configuration data and server status.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																										
1. <input type="checkbox"/>	Active NOAM VIP: Verify application version	<ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Verify the upgrade path to the target release is supported as documented in Section 2.1 (Supported Upgrade Paths). Select the NOAM Server Group and verify the Application Version.  <p>Main Menu: Administration -> Software Management -> Upgrade</p> <table border="1"> <thead> <tr> <th>Filter</th> <th>Tasks</th> </tr> </thead> <tbody> <tr> <td>NOSG</td> <td>SOSG</td> </tr> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <td></td> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <td></td> <th>Upgrade ISO</th> </tr> <tr> <td>NO2</td> <td>Ready</td> <td>Active</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>NE_NO</td> <td></td> <td></td> </tr> <tr> <td>NO1</td> <td>Ready</td> <td>Standby</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>NE_NO</td> <td></td> <td></td> </tr> </tbody> </table>	Filter	Tasks	NOSG	SOSG	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0		Norm	N/A	NE_NO			NO1	Ready	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0		Norm	N/A	NE_NO		
Filter	Tasks																																									
NOSG	SOSG																																									
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																					
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																					
NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0																																					
	Norm	N/A	NE_NO																																							
NO1	Ready	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0																																					
	Norm	N/A	NE_NO																																							
2. <input type="checkbox"/>	Active NOAM CLI: Check if the setup has customer supplied Apache certificate installed and protected with a passphrase	<ol style="list-style-type: none"> Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active NOAM <pre>ssh admusr@<NOAM_VIP></pre> <pre>password: <enter password></pre> Answer yes if you are asked to confirm the identity of the server. cd to /etc/httpd/conf.d and open the file named ssl.conf. Locate the line beginning with the phrase SSLCertificateFile. The path that follows SSLCertificateFile is the location of the Apache certificate. If the path is /usr/TKLC/appworks/etc/ssl/server.crt, then the certificate is supplied by Oracle and no further action is required. Continue with the next step. If the path is anything other than /usr/TKLC/appworks/etc/ssl/server.crt, then a customer-supplied Apache certificate is likely installed. Rename the certificate, but note the original certificate pathname for use in Section 5.7.2. 																																								

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>Check if a new firmware release is required for the system</p>	<p>It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC to determine the minimum supported firmware release required for the target DSR release.</p> <p>Note: New firmware releases for the DSR platform are typically released every 6 months.</p> <p>Target Firmware Rev: _____</p> <p>Example: FW rev. 2.2.7</p> <ol style="list-style-type: none"> 1. Acquire the Firmware Release Notes and Firmware Upgrade Pack procedures for the target Firmware Revision. 2. Use the Firmware Upgrade Pack procedures to determine which specific system components (Switches, OAs, Servers, etc.) may require an upgrade. 3. Plan for additional Maintenance Windows if Firmware Upgrade is required. <p>Note: Firmware upgrade activity is typically performed before the DSR upgrade.</p>
<p>4.</p> <p><input type="checkbox"/></p>	<p>Check the existing PMAC version and identify if PMAC upgrade is required</p>	<p>This step applies to all servers that have a PMAC guest (VM) installed.</p> <ol style="list-style-type: none"> 1. Identify any PMAC servers requiring upgrade. <ol style="list-style-type: none"> 1. Determine the PMAC version installed by logging into PMAC GUI. 2. Refer to the Release Notes to determine the minimum supported PMAC version required for the target DSR release. 2. If a PMAC upgrade is required, obtain the required PMAC upgrade document [5] and plan for additional Maintenance Windows to execute PMAC upgrades. <p>Note: If required, the PMAC upgrade should be performed as a prerequisite to DSR upgrade.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	Check the TVOE host server software version	<p>This step is not applicable to software centric installations/upgrades.</p> <p>This step applies to all RMS and Blade servers that have TVOE installed.</p> <ol style="list-style-type: none"> Find the target DSR release from Table 5. Refer to the Release Notes to determine the minimum supported TVOE OS version required for the target DSR release. <p>Required TVOE Release: _____ Example: 872-2525-101-2.5.0_82.22.0-TVOE-x86_64.iso</p> <ol style="list-style-type: none"> Verify the current TVOE HOST OS version for each TVOE hosts by comparing the Product Release field from the appRev command to the Required TVOE Release field shown. <pre># appRev Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.7.1.0.0_88.75.0-OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10</pre> <p>Important: If TVOE hosts are not on the correct release, refer to Section 3.3.1 to plan for TVOE host upgrades.</p>

The following data collection procedures collect similar data; however, the collection method varies depending on the source release. Execute only one of the following procedures for the pre-upgrade data collection. Refer to Table 9 for guidance on which procedure to use.

Table 9. Release Specific Data Collection Procedures

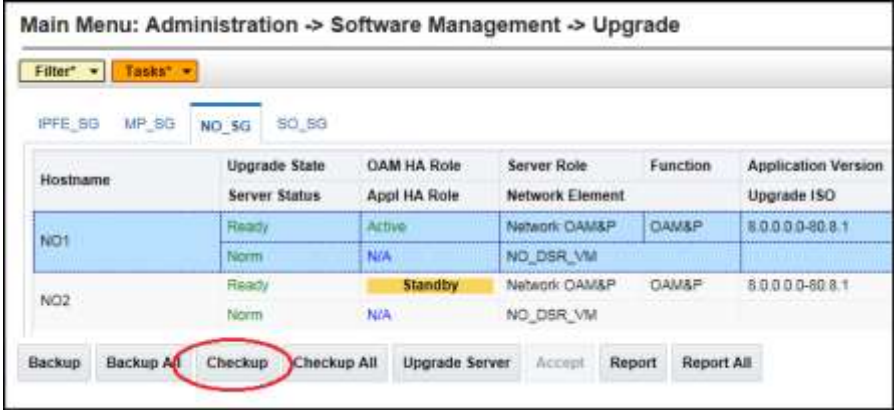
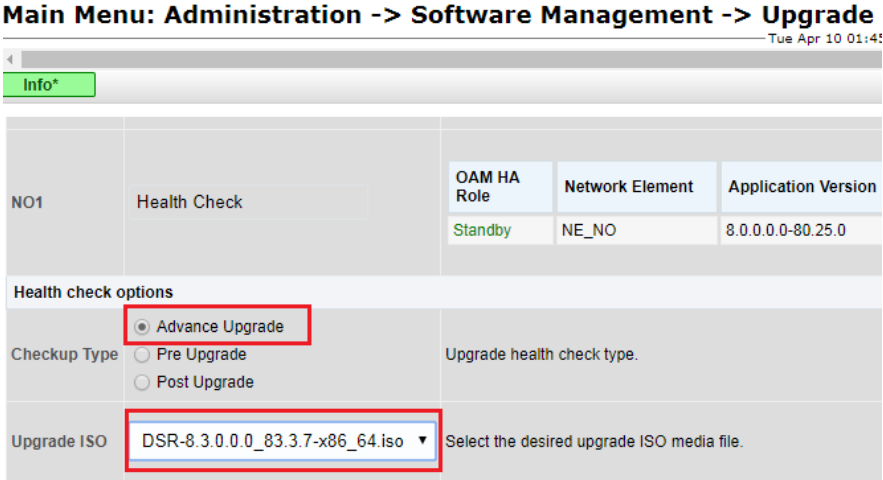
If the Source Release is:	Use This Pre-Upgrade Data Collection Procedure:
8.0 and later	Procedure 4 Data Collection for Source Release 8.0 and Later

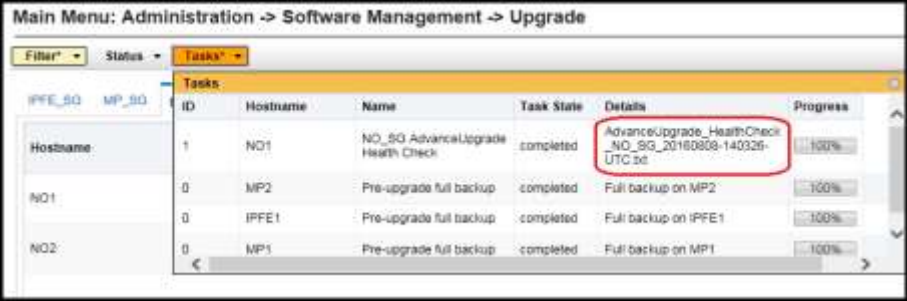
3.4.3.2 Data Collection for Source Release 8.0 and Later


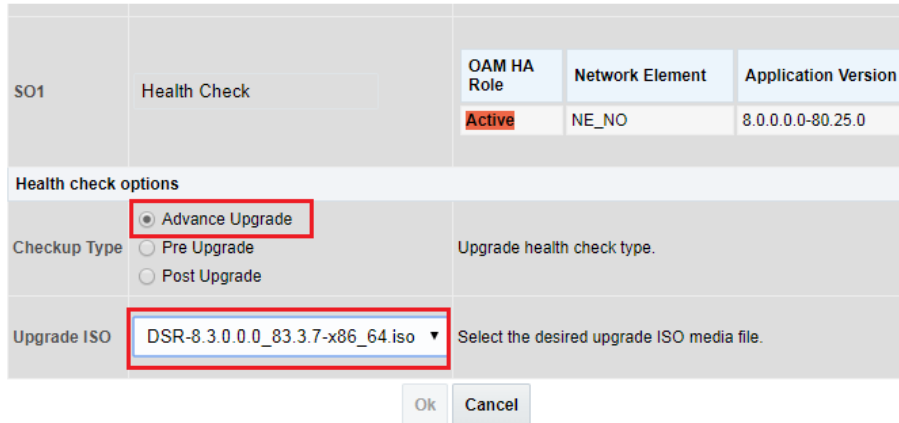
This procedure collects and archives system status data for analysis. Perform this procedure only if the source release is 8.0 and later.

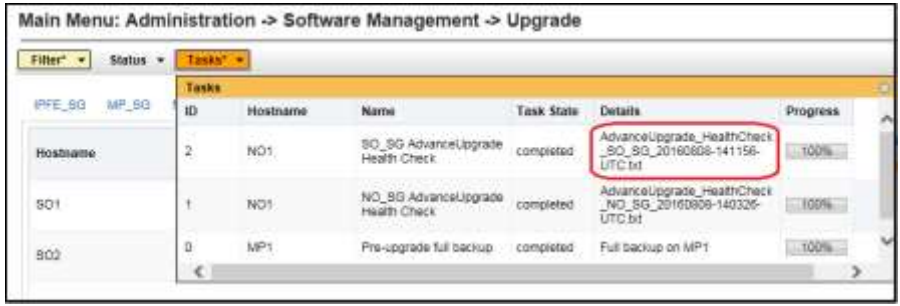
Procedure 4. Data Collection for Source Release 8.0 and Later

Step#	Procedure	Description
		<p>This procedure retrieves and retains system status data for analysis and future use.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>

Step#	Procedure	Description
<p>1.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Run the automated health checks on the active NOAM</p>	<ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Select the active NOAM.  <ol style="list-style-type: none"> Click Checkup. In the Health check options section, select the Advance Upgrade option. If the ISO Administration procedure has already been performed for the target ISO, select the target release ISO from the Upgrade ISO option. Otherwise, do not select an ISO. Click OK. <p>Control returns to the Upgrade screen.</p> 

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor health check progress</p>	<ol style="list-style-type: none"> 1. Click the Tasks option to display the currently executing tasks. The Health Check task name appears as AdvanceUpgrade_Health Check_<NOServerGroup>_TimeStamp.txt. 2. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. 3. Click the hyperlink to download the Health Check report. 4. Open the report and review the results. 
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Analyze any health check failure</p>	<p>If the Health Check report status is anything other than Pass, the Health Check logs can be analyzed to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Click on NOAMP server group tab for which health check was performed. 1. Select the AdvanceUpgrade_Health Check_<NOServerGroup>_TimeStamp.txt and click View. 2. Locate the log entries for the most recent health check. 3. Review the log for failures. <p>Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.</p>

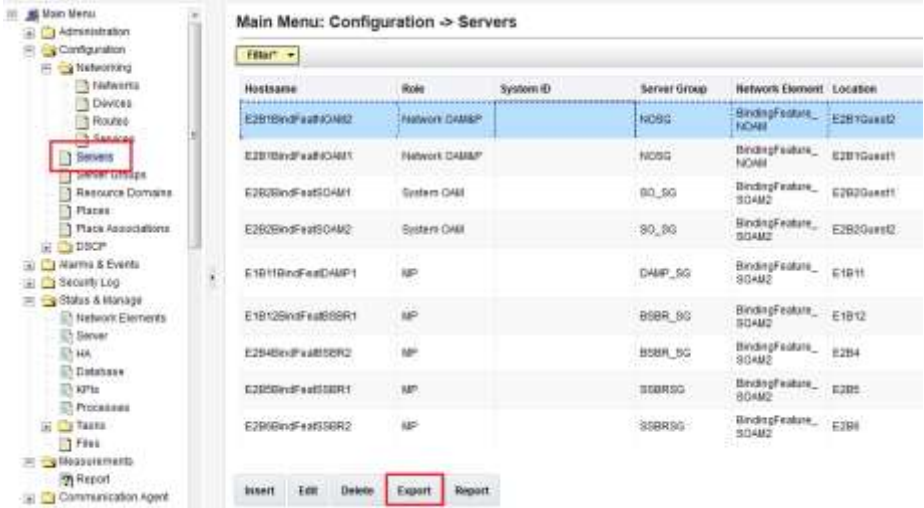
Step#	Procedure	Description																																										
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate SOAM health check</p>	<p>This procedure runs the automated health checks on the active SOAM.</p> <ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 1. Select the SOAM server group tab. 2. Select the active SOAM.  <p>Main Menu: Administration -> Software Management -> Upgrade</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <th></th> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <th></th> <th>Upgrade ISO</th> </tr> </thead> <tbody> <tr> <td>SO1</td> <td>Ready</td> <td>Active</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0.0-80.8.1</td> </tr> <tr> <td></td> <td>Warn</td> <td>N/A</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> <tr> <td>SO2</td> <td>Ready</td> <td>Standby</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0.0-80.8.1</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> </tbody> </table> <p>Buttons: Backup, Backup All, Checkup, Checkup All, Upgrade Server, Accept, Report, Report All</p> <ol style="list-style-type: none"> 3. Click Checkup. 4. In the Health check options section, select the Advance Upgrade option. 5. For a major upgrade, select the target release ISO from the Upgrade ISO option. Do not select an ISO for an incremental upgrade. 6. Click OK. <p>Control returns to the Upgrade screen.</p> <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <table border="1"> <thead> <tr> <th>OAM HA Role</th> <th>Network Element</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>Active</td> <td>NE_NO</td> <td>8.0.0.0.0-80.25.0</td> </tr> </tbody> </table> <p>Health check options</p> <p>Checkup Type: <input checked="" type="radio"/> Advance Upgrade, <input type="radio"/> Pre Upgrade, <input type="radio"/> Post Upgrade</p> <p>Upgrade ISO: DSR-8.3.0.0.0_83.3.7-x86_64.iso</p> <p>Buttons: Ok, Cancel</p>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	SO1	Ready	Active	System OAM	OAM	8.0.0.0.0-80.8.1		Warn	N/A	SO1_DSR_VM			SO2	Ready	Standby	System OAM	OAM	8.0.0.0.0-80.8.1		Norm	N/A	SO1_DSR_VM			OAM HA Role	Network Element	Application Version	Active	NE_NO	8.0.0.0.0-80.25.0
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																							
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																							
SO1	Ready	Active	System OAM	OAM	8.0.0.0.0-80.8.1																																							
	Warn	N/A	SO1_DSR_VM																																									
SO2	Ready	Standby	System OAM	OAM	8.0.0.0.0-80.8.1																																							
	Norm	N/A	SO1_DSR_VM																																									
OAM HA Role	Network Element	Application Version																																										
Active	NE_NO	8.0.0.0.0-80.25.0																																										

Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM VIP: Monitor health check progress	<ol style="list-style-type: none"> Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <SO Server Group> AdvanceUpgrade Health Check. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. Click the hyperlink to download the Health Check report. Open the report and review the results. 
6. <input type="checkbox"/>	Active NOAM VIP: Analyze health check failure	<p>If the Health Check report status is anything other than Pass, the Health Check logs can be analyzed to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> Navigate to Status & Manage > Files. Select the active SOAM tab. Select the UpgradeHealthCheck.log file and click View. Locate the log entries for the most recent health check. Review the log for failures. <p>Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.</p>
7. <input type="checkbox"/>	Analyze and plan MP upgrade sequence	<p>From the collected data, analyze system topology and plan for any DA-MP/IPFE/SBR/PCA which are out-of-service during the upgrade sequence.</p> <ol style="list-style-type: none"> Analyze system topology data gathered in Section 3.4.3.1 and steps 1 through 6 of this procedure. The Health Check reports from steps 3 and 6 can be found in Status & Manage > Files on the active SOAM. It is recommended to plan for MP upgrades by consulting My Oracle Support (MOS) to assess the impact of out-of-service MP servers. Determine the manner in which the MP servers are upgraded: Manually or Automated Server Group Upgrade. If the MPs are upgraded manually, determine the exact sequence in which MP servers are upgraded for each site.

3.4.4 Back Up TKLCConfigData Files

This procedure helps to restore networking and server-related information in some cases. For example, disaster recovery when it needs to be performed on servers in case a server is lost during an upgrade.


Procedure 5. Back Up TKLCConfigData

Step#	Procedure	Description
<p>This procedure backs up the TKLCConfigData file on all servers.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>Active NOAM GUI: Login</p>	<p>Use the VIP address to access the primary NOAM GUI</p>
<p>2.</p> <p><input type="checkbox"/></p>	<p>Primary DSR NOAM VIP (GUI): Export configuration data for each server</p>	<p>1. Navigate to Configuration > Servers.</p> <p>2. Select each server in the topology and click Export.</p>  <p>3. Repeat this for all servers.</p>
<p>3.</p> <p><input type="checkbox"/></p>	<p>Primary SDS NOAM Server: Back up TKLCConfig data</p>	<p>1. Access the primary DSR NOAM server command line using ssh or a console.</p> <pre>ssh admusr@<NOAM_VIP></pre> <p>2. Transfer the TKLCConfigData files for all servers in the /var/TKLC/db/filemgmt directory to a remote location.</p> <pre>\$ cd /var/TKLC/db/filemgmt \$ scp TKLCConfigData.<Sever Hostname>.sh <username>@<remote-server>:<directory></pre> <p>Example:</p> <pre>scp TKLCConfigData.DSRN01.sh <username>@<remote-server>:<directory></pre> <p>Remember to back up the TKLCConfig data file for all servers.</p>

3.4.5 Full Backup of DB Run Environment at Each Server

The procedures in this section are part of software upgrade preparation and are used to conduct a full backup of the run environment on each server, to be used in the event of a backout of the new software release. The backup procedure to be executed is dependent on the software release that is running on the active NOAM.

Note: Do not perform this procedure until the ISO deployment is completed for all servers in the topology. Failure to complete the ISO may disrupt ISO deployment/undeployment in the event of a partial backout (for example, backout of one site).

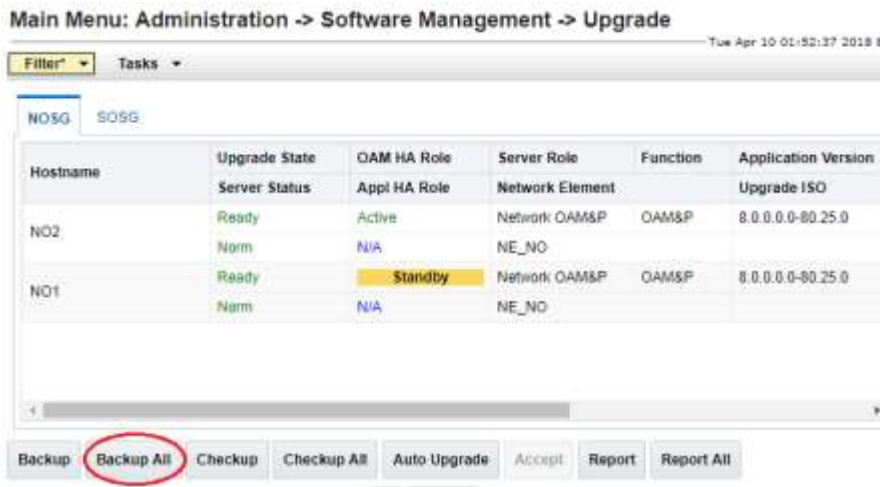



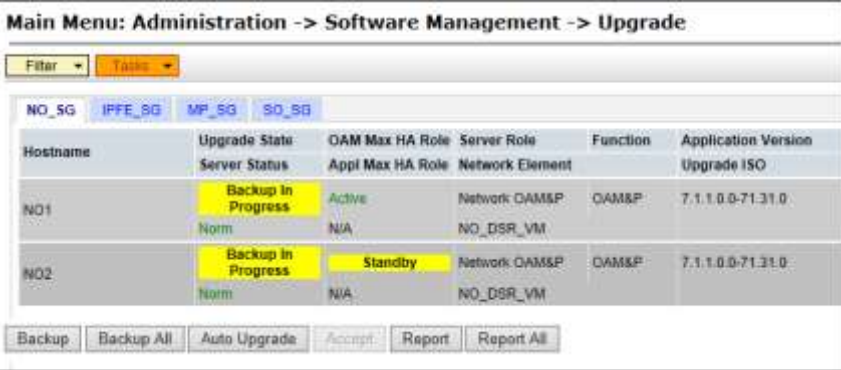
!!WARNING!! If backout is needed, any configuration changes made after the DB is backed up at each server is lost.

3.4.5.1 Full Backup of DB Run Environment for Release 8.0 and Later

This procedure backs up the DB run environment when the active NOAM is on release 8.0 and later.

Procedure 6. Full Backup of DB Run Environment for Release 8.0 and Later

Step#	PROCEDRE	DESCRIPTION
<p>This procedure (executed from the active NOAM server) conducts a full backup of the run environment on each server, so that each server has the required data to perform a back out.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1. <input type="checkbox"/></p>	<p>Active NOAM VIP: Start backup of all servers</p>	<p>1. Log into the NOAM GUI using the VIP. 2. Navigate to Administration > Software Management > Upgrade. 3. Click Backup All.</p> 

Step#	PROCEDURE	DESCRIPTION
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Select network elements to backup</p>	<p>The Upgrade Backup All screen displays the various network elements and identifies which servers are ready for backup.</p> <ol style="list-style-type: none"> In the Action column, mark the Backup checkbox for each network element. Ensure the Exclude option is selected. Click OK. <p>This initiates a full backup on each eligible server.</p>  <p>Main Menu: Administration -> Software Management -> Upgrade [Backup All] Tue Apr 10 01:53:44 2018 EDT</p>
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor backup progress</p>	<p>Select each server group tab and verify each server transitions from Backup in Progress to Ready.</p>  <p>Main Menu: Administration -> Software Management -> Upgrade</p>

Step#	PROCEDRE	DESCRIPTION
4. <input type="checkbox"/>	ALTERNATIVE METHOD (Optional) Server CLI: If needed, the alternative backup method can be executed on each individual server instead of using the backupAllHosts script	ALTERNATIVE: A manual backup can be executed on each server individually, rather than using the GUI method. To do this, log into each server in the site individually, and execute this command to generate a full backup on that server manually: <pre>\$ sudo /usr/TKLC/appworks/sbin/full_backup</pre> Output similar to the following indicates successful completion: <pre>Success: Full backup of COMCOL run env has completed. Archive file /var/TKLC/db/filemgmt/Backup.dsr.blade01.FullDBParts . SYSTEM_OAM.20140617_021502.UPG.tar.bz2 written in /var/TKLC/db/filemgmt. Archive file /var/TKLC/db/filemgmt/Backup.dsr.blade01.FullRunEnv. SYSTEM_OAM.20140617_021502.UPG.tar.bz2 written in /var/TKLC/db/filemgmt.</pre>
5. <input type="checkbox"/>	Active NOAM VIP: Verify backup files are present on each server	<ol style="list-style-type: none"> 1. Log into the active NOAM. 2. Navigate to Status & Manage > Files. 3. Click on each server tab. 4. For each server, verify the following 2 files have been created: <pre>Backup.DSR.<server_name>.FullDBParts.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2 Backup.DSR.<server_name>.FullRunEnv.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2</pre>

3.4.6 Upgrade TVOE Hosts at a Site

This procedure applies if the TVOE hosts at a site will be upgraded BEFORE the start of the DSR 8.6.0.0.0 upgrade. Performing the TVOE upgrade BEFORE reduces the time required for DSR and IDIH Application Upgrade procedures during the maintenance window. This procedure should be initiated and completed before starting the DSR upgrade procedures in Section 3.6.

Note: If the TVOE hosts are upgraded in the same maintenance windows as the DSR and IDIH servers, then this procedure does not apply.

Precondition: The PMAC application at each site (and the TVOE host running the PMAC virtual server, must be upgraded before performing TVOE host OS upgrade for servers that are managed by this PMAC. Refer to [5] for PMAC upgrade procedures. If any DSR applications are hosted on the same server as the PMAC application, restart the DSR applications after the PMAC upgrade is complete (see Procedure 51 step 5).

Impact: TVOE host upgrades require that the DSR, SDS, or IDIH applications running on the host be shut down for up to 30 minutes during the upgrade.

Note: In RMS and VEDSR configurations, the PMAC and DSR servers could be sharing the same TVOE host. Make the customer aware of all servers affected by the TVOE upgrade.

Table 10. TVOE Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum.		
Procedure 7	60 min per TVOE host*	1:00-16:00	Upgrade TVOE Hosts	DSR and IDIH servers running as virtual guests on the TVOE host are stopped and unable to perform their role while the TVOE host is being upgraded.

***WARNING:** Depending on the risk tolerance of the customer, it is possible to execute multiple TVOE Upgrades in parallel. Detailed steps are shown in the procedure on the next page.

Procedure 7. Upgrade TVOE Hosts

Step#	Procedure	Description
<p>This procedure upgrades the TVOE hosts for a site. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number. If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Record site	Record site to be upgraded _____
2. <input type="checkbox"/>	Select order of TVOE server upgrades	Record the TVOE hosts to be upgraded, in order: It is best to upgrade standby servers before active servers to minimize failovers. Otherwise, any order is OK. _____ _____ _____ _____ _____ _____ Note: The site PMAC, Software Inventory form, typically lists the TVOE hosts at a site and their versions.
3. <input type="checkbox"/>	Upload TVOE ISO to PMAC	Execute Appendix E to add the TVOE ISO to the PMAC software inventory.

Step#	Procedure	Description
4. <input type="checkbox"/>	Determine if there are SDS applications on the TVOE hosts	<p>Log into the TVOE hosts and display the guests.</p> <ol style="list-style-type: none"> SSH to the TVOE and log in. <ul style="list-style-type: none"> If the TVOE version is 2.5.2: <pre>ssh root@<TVOE_ip> password: <enter password></pre> If the TVOE version is 2.7 or later: <pre>ssh admusr@<TVOE_ip> password: <enter password></pre> Execute this command to display all the VM guests running: <ul style="list-style-type: none"> If the TVOE version is 2.5.2: <pre># virsh list --all</pre> If the TVOE version is 2.7 or later: <pre>\$ sudo virsh list --all</pre> If the application list includes SDS SOAM applications, then make the team aware of possible failovers and expected alarms due to running in simplex mode during the TVOE upgrade.
5. <input type="checkbox"/>	Upgrade the TVOE hosting a DSR or IDIH server	<p>Upgrade the TVOE host of the first server.</p> <p>Execute J.2 to shutdown the TVOE host to be upgraded</p> <p>Execute J.1 to upgrade the TVOE host</p> <p>Note: This step may cause a failover of the DSR or other active applications on the TVOE.</p>
6. <input type="checkbox"/>	Repeat for other TVOE hosts at a site	Repeat step 5 for each TVOE host at the site requiring upgrade.

3.4.7 IDIH Upgrade Preparation

If IDIH is a component of a Network Element, it should be upgraded either before or after the DSR. The order of upgrade does not impact the functionality of either component. However, it should be noted that certain compatibility limitations may exist while the two components are not on the same release.

Note: Verify the TVOE and PMAC version to make sure that TVOE/PMAC are upgraded prior to upgrade of IDIH guests.



CAUTION

If the PMAC is 65.x or higher, then TVOE must be upgraded to 3.6.2.0.0-88.58.0 or later; otherwise, IDIH guest creation fails.

The IDIH upgrade procedures are provided in Appendix K and may be performed at any time after Procedure 8.

Table 11. IDIH Upgrade Preparation Overview

Procedure	Elapsed Time (hr:min)		Procedure Title
	This Step	Cumulative	
Procedure 8	0:15-0:30	0:15-0:30	IDIH Upgrade Preparation

Procedure 8. IDIH Upgrade Preparation


Step#	Procedure	Description
<p>This procedure prepares the FD configuration scripts that are used to create the Mediation and Application guests.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	PMAC CLI: Log into the PMAC server as the admusr user	<pre>ssh <PMAC IP address> login as: admusr password: <enter password></pre>
2. <input type="checkbox"/>	PMAC CLI: Copy the ISOs to PMAC	<ol style="list-style-type: none"> Add the Application ISO images (Mediation, Application, and Oracle) and the TPD ISO to the PMAC, this can be done in one of three ways: <ol style="list-style-type: none"> Insert the application CD required by the application into the removable media drive. Attach the USB device containing the ISO image to a USB port. Copy the Application iso file to the PMAC server into the /var/TKLC/smac/image/isoimages/home/smacftpusr/ directory as pmacftpusr user: cd into the directory where your ISO image is located on the TVOE host (not on the PMAC server). Using sftp, connect to the PMAC server: <pre>\$ sftp pmacftpusr@<pmac_management_network_ip> \$ put <image>.iso</pre> Execute Appendix E to add the ISO to the PMAC software inventory. Repeat the steps for the Application, Mediation, Oracle, and TPD ISOs. After the all images are transferred, close the connection: <pre>\$ quit</pre> <p>Note: If there is insufficient disk space in the PMAC pmacftpuser local directory, refer to the “Configure PMAC Application Guest iso Images Virtual Disk” section of [15] to increase the storage allocation.</p>

Step#	Procedure	Description
3. <input type="checkbox"/>	IDIH CLI: Perform a system health check on the guest	<ol style="list-style-type: none"> Log into the Oracle guest as the admusr user. <pre>ssh <IDIH IP address> login as: admusr password: <enter password></pre> Execute the analyze_server.sh script. <pre>\$ sudo /usr/TKLC/xIH/plat/bin/analyze_server.sh -i</pre> Sample output: <pre>[admusr@cat-ora ~]\$ /usr/TKLC/xIH/plat/bin/analyze_server.sh -i 13:24:52: STARTING HEALTHCHECK PROCEDURE 13:24:52: date: 03-17-15, hostname: cat-ora 13:24:52: TPD VERSION: 7.7.0.0.0-88.68.0 13:24:52: ----- ----- 13:24:52: Checking disk free space 13:24:52: No disk space issues found : : 13:25:02: All tests passed! 13:25:02: ENDING HEALTHCHECK PROCEDURE WITH CODE 0</pre> <p>If the output indicates a status failure, do not proceed with the upgrade. It is recommended to contact My Oracle Support (MOS) for guidance.</p>

3.5 Software Upgrade Execution Overview

It is recommended to contact My Oracle Support (MOS) as described in Appendix CC before executing this upgrade to ensure that the proper media are available for use.

Before upgrade, users must have performed the data collection and system health check instructions in Section 3.4. This check ensures the system to be upgraded is in an upgrade-ready state. Performing the system health check determines which alarms are present in the system and if upgrade can proceed with alarms.



!!WARNING!!

If there are servers in the system which are not in a Normal state, these servers should be brought to the Normal or Application Disabled state before the upgrade process is started. The sequence of upgrade is such that servers providing support services to other servers are upgraded first.

If alarms are present on the server, it is recommended to contact My Oracle Support (MOS) to diagnose those alarms and determine whether they need to be addressed, or if it is safe to proceed with the upgrade.

Read the following notes on upgrade procedures:

- All procedure completion times shown in this document are estimates. Times may vary due to differences in database size, user experience, and user preparation.
- The shaded area within response steps must be verified in order to successfully complete that step.

- Where possible, command response outputs are shown as accurately as possible. EXCEPTIONS are as follows:
 - Session banner information such as **time** and **date**.
 - System-specific configuration information such as **hardware locations**, **IP addresses** and **hostnames**.
 - ANY information marked with **XXXX** or **YYYY** where appropriate, instructions are provided to determine what output should be expected in place of **XXXX** or **YYYY**.
 - Aesthetic differences unrelated to functionality such as **browser attributes: window size, colors, toolbars, and button layouts**.
- After completing each step, and at each point where data is recorded from the screen, the technician performing the upgrade must initial each step. A check box is provided. For procedures which are executed multiple times, the check box can be skipped, but the technician must initial each iteration the step is executed. The space on either side of the step number can be used (margin on left side or column on right side).
- Captured data is required for future support reference if a My Oracle Support (MOS) representative is not present during the upgrade.
- Answer these questions, and record:

What is the DSR Application version to be upgraded? _____

What is the DSR Application new version to be applied? _____

Is this a Major or Incremental Upgrade? _____

Are there IPFE servers to upgrade? _____

What DSR applications are running in a TVOE host environment? _____

Is SDS also deployed (co-located) at the DSR site? _____

Note: SDS does not need to be upgraded at the same time.

Is IDIH also deployed (co-located) at the DSR site? _____

3.6 Accepting the Upgrade

After the upgrade of **ALL** servers in the topology has been completed, and following an appropriate soak time, the Post-Upgrade procedures in Section 5.7 are performed in a separate Maintenance Window to finalize the upgrade. Procedure 42 accepts the upgrade and performs a final health check of the system to monitor alarms and server status. Accepting the upgrade is the last step in the upgrade. Once the upgrade is accepted, the upgrade is final and cannot be backed out.

4. NOAM Upgrade Execution

NOAM UPGRADE

The NOAM upgrade section is common to all topologies. This section must be completed before executing the site upgrade procedures.

Procedures for the NOAM upgrade include steps for the upgrade of the Disaster Recovery NOAM (DR NOAM) servers also. If no DR NOAM is present in the customer deployment, then the DR NOAM-related steps can be safely ignored.

Global Provisioning is disabled before upgrading the NOAM servers. Provisioning activities at the NOAM and SOAM servers have certain limitations during the period where the NOAMs are upgraded and the sites are not yet upgraded.

The Elapsed Time mentioned in Table 12 specifies the time with and without TVOE upgrade.

If the TVOE host upgrades are not needed, or were previously performed, then the time estimates without TVOE upgrade apply. All times are estimates.

Note: Refer to Appendix AA for changing the NOAM VM profile to increase MP capacity.

Table 12: NOAM Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 9	0:05	0:05	NOAM Pre-Upgrade Health Checks	None
Procedure 10	0:20-0:30	0:25-0:35	NOAM Health Check for Source Release 8.0/8.1	None
Procedure 11	0:05-0:10	0:30-1:15	NOAM Pre-Upgrade Backup	None
Procedure 12	0:01-0:05	0:31-1:20	Disable Global Provisioning	Global Provisioning Disabled
Procedure 13	0:40-1:20	1:11-2:40	NOAM Upgrade	No Traffic Impact
Procedure 14	0:05-0:15	1:17-3:00	Verify NOAM Post Upgrade Status	None
Procedure 15	0:05-0:10	1:22-3:10	Allow Provisioning	Global Provisioning Enabled
Section 4.6	0:05-0:10	1:27-3:20	SNMP Configuration Update	Configuration for SNMP traps

¹**Note:** It is highly recommended that TVOE hosts at a site be upgraded in a MW before the start of the DSR 8.6.0.0.0 Application upgrade. If TVOE host are to be upgraded during the same MW as the DSR 8.6.0.0.0 Application upgrade, then see Table 10 for additional time estimates associated with TVOE upgrade.

4.1 NOAM Pre-Upgrade Checks and Backup

The procedures in this section perform health checks and backups to prepare the NOAM NE for upgrade. These procedures must be executed on the active NOAM.

Note: If syscheck fails on any server during Pre-Upgrade Checks or in early checks stating that "cpu: FAILURE:: No record in alarm table for FAILURE!", see BB.5 : Resolve syscheck Error for CPU Failure

Note: These procedures may be executed outside of the maintenance window, but should be executed within 6 to 8 hours.



CAUTION

Increase Maximum Number of Open Files

As the number of servers in the topology grows, so does the need for additional files to handle merging data to the NOAM. This procedure checks the number of files currently in use, and, if necessary, increases the maximum number of open files.

See Appendix B to increase the maximum number of open files.

4.1.1 NOAM Pre-Upgrade Health Checks

This procedure performs the pre-upgrade health checks that are common to all source releases.

Procedure 9. NOAM Pre-Upgrade Health Checks

Step#	Procedure	Description
<p>This procedure makes a record of the TVOE software versions and verifies that a recent backup exists for all servers.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Verify NOAM TVOE host upgrades have been completed before starting DSR upgrade	<p>Important:</p> <p>Verify the revision level of the TVOE host systems for the NOAM and DR-NOAM servers.</p> <p>If they are not on the required release, then the optional steps in this procedure to upgrade the TVOE hosts are required.</p> <p>See Appendix J for the steps to verify the TVOE host revision level. This can also be done from the PMAC Software Inventory screen.</p> <p>Complete this information:</p> <p>NOAM-A TVOE Host Rev _____</p> <p>NOAM-B TVOE Host Rev _____</p> <p>DR-NOAM-A TVOE Host Rev _____</p> <p>DR-NOAM-B TVOE Host Rev _____</p> <p>Will TVOE Upgrades be performed during the DSR Application Upgrades? _____</p>
2. <input type="checkbox"/>	Active NOAM VIP: Verify backups are created for all servers	<p>Verify a recent COMCOL environment backup has been performed.</p> <ol style="list-style-type: none"> Navigate to Status and Manage > Files. Select each server tab, in turn. Verify the following two files have been created and have a current timestamp: <ul style="list-style-type: none"> Backup.DSR.<hostname>.FullRunEnv.NETWORK_OAMP.<timestamp>.UPG.tar.bz2 Backup.DSR.<hostname>.FullDBParts.NETWORK_OAMP.<timestamp>.UPG.tar.bz2 <p>See Section 3.4.4 to perform (or repeat) a full backup, if needed.</p> Repeat sub-steps 1 through 3 for each site.



4.1.2 NOAM Health Check for Source Release 8.0/8.1 and Later

This procedure determines the health and status of the network and servers when the NOAM is on source release 8.0 or later. This procedure must be executed on the active NOAM.

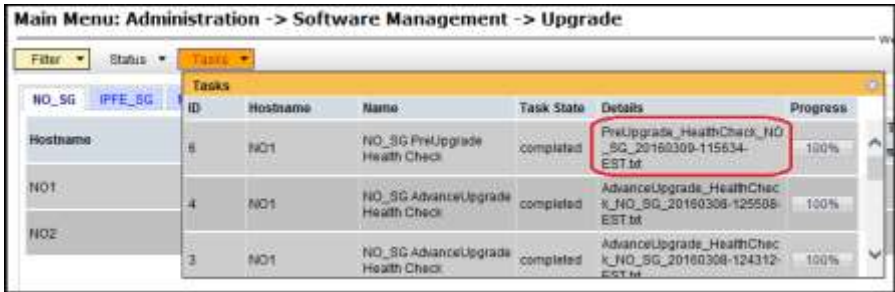
Procedure 10. NOAM Health Check for Source Release 8.0/8.1 and Later

Step#	Procedure	Description
<p>This procedure performs a health check of the system before upgrading the NOAMs. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Verify upgrade DSR ISO has been transferred to all servers</p>	<ol style="list-style-type: none"> Navigate to Status & Manage > Files. Select the target release DSR ISO and click View ISO Deployment Report. Review the report to ensure the ISO is deployed to all servers in the topology. <p>Sample report:</p> <pre>Deployment report for DSR-8.6.0.0.0_95.14.0-x86_64.iso: Deployed on 7/7 servers. NO1: Deployed NO2: Deployed SO1: Deployed SO2: Deployed MP1: Deployed MP2: Deployed IPFE: Deployed</pre>
2. <input type="checkbox"/>	<p>Active NOAM VIP: Export and archive the Diameter configuration data</p>	<ol style="list-style-type: none"> Navigate to Diameter Common > Export. Capture and archive the Diameter data by selecting the ALL option for the Export Application. Verify the requested data is exported by clicking Tasks at the top of the screen. Navigate to Status & Manage > Files and download all the exported files to the client machine, or use the SCP utility to download the files from the active NOAM to the client machine.

Procedure 10. NOAM Health Check for Source Release 8.0/8.1 and Later

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate NOAM health checks</p>	<p>This procedure runs the automated pre-upgrade health checks.</p> <ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the active NOAM.  <ol style="list-style-type: none"> 1. Click Checkup. 2. Under Health Check options, select the Pre Upgrade option. 3. From the Upgrade ISO option, select the target release ISO. 4. Click OK. <p>Control returns to the Upgrade screen.</p> 

Procedure 10. NOAM Health Check for Source Release 8.0/8.1 and Later

Step#	Procedure	Description
4. <input type="checkbox"/>	Active NOAM VIP: Monitor health check progress for completion	<ol style="list-style-type: none"> Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <NOServerGroup> PreUpgrade Health Check. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. Click the hyperlink to download the Health Check report. Open the report and review the results. 
5. <input type="checkbox"/>	Active NOAM VIP: Analyze health check results	<p>Analyze health check report for failures. If the Health Check report status is anything other than Pass, analyze the Health Check logs to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> Navigate to Status & Manage > Files. Select the file named PreUpgrade_HealthCheck_NO_SG_<date_timestamp>.txt and click View. Locate the log entries for the most recent health check. Review the log for failures. Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.

4.1.3 NOAM Pre-Upgrade Backup

Procedure 11. NOAM Pre-Upgrade Backup

Step#	Procedure	Description
<p>This procedure backs up the NOAM servers just before the upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Backup all global configuration databases for NOAM</p> <p>Important: Required for disaster recovery</p>	<ol style="list-style-type: none"> Navigate to Status & Manage > Database to return to the Database Status screen. Click to highlight the active NOAM server and click Backup. <p>Note: Backup is only enabled when the active server is selected.</p> <ol style="list-style-type: none"> Mark the Configuration checkbox. Select the desired compression type. Retain the default selection unless there is a specific reason or direction to change it. Enter Comments (optional). Click OK. <p>Note: On the Status & Manage > Database screen, the active NOAM server displays the word Active in the OAM Max HA Role column.</p>
2. <input type="checkbox"/>	<p>Active NOAM VIP: Download/Save database files backups for NOAM</p> <p>Important: Required for disaster recovery</p>	<ol style="list-style-type: none"> Navigate to Status & Manage > Files. Click on the active NOAM server tab. Select the configuration database backup file and click Download. If a confirmation window displays, click Save. If the Choose File screen displays, select a destination folder on the local workstation to store the backup file. Click Save. If a Download Complete confirmation displays, click Close.

4.2 Disable Global Provisioning

The following procedure disables provisioning on the NOAM. This step ensures no changes are made to the database while the NOAMs are upgraded. Provisioning is re-enabled once the NOAM upgrade is complete.

Procedure 12. Disable Global Provisioning

Step#	Procedure	Description
<p>This procedure disables provisioning for the NOAM (and DR-NOAM) servers before upgrade. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Disable global provisioning and configuration updates on the entire network</p>	<ol style="list-style-type: none"> 1. Log into the active NOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Disable Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Enable Provisioning; a yellow information box should also display at the top of the view screen that states: [Warning Code 002] – Global provisioning has been manually disabled. The active NOAM server has the following expected alarm: Alarm ID = 10008 (Provisioning Manually Disabled)

4.3 NOAM Upgrade

This procedure is used to upgrade the NOAM and DR NOAM servers, including the TVOE host if TVOE was not upgraded previously, as recommended in Section 3.4.6 – Upgrade TVOE Hosts at a Site.

Procedure 13. NOAM Upgrade

Step#	Procedure	Description
<p>This procedure upgrades the TVOE host of the NOAM servers (optional) and upgrades NOAM servers. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	RMS check	<p>If the active DSR NOAM or standby DSR NOAM is a guest on RMS servers, perform Appendix C to update the NOAM guest VM configuration.</p> <p>Note: This step is not applicable to VE-DSR systems.</p> <p>WARNING: Appendix C is mandatory and also depends on the amount of physical RAM deployed on the server. The appendix can be run on any server type if the physical RAM is available. If the physical RAM is not available, then contact My Oracle Support (MOS) and ask for assistance.</p>


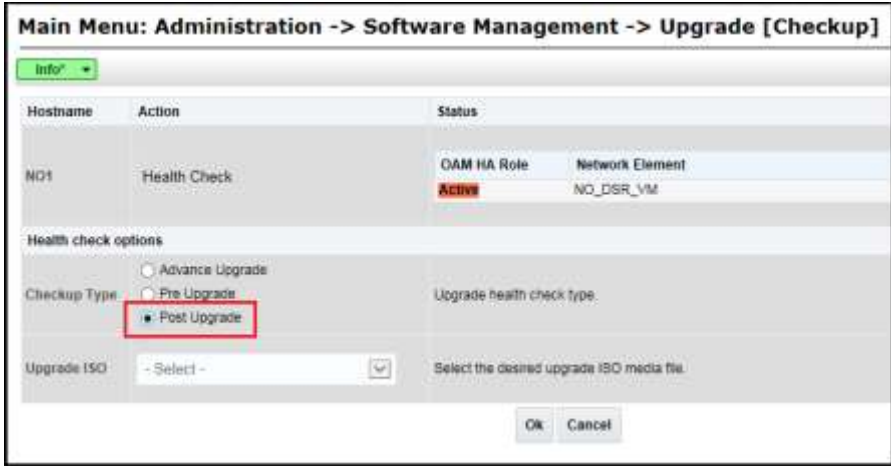
Step#	Procedure	Description
2. <input type="checkbox"/>	TVOE upgrade (if applicable)	Before proceeding with the primary DSR standby NOAM upgrade, execute Appendix J to upgrade the TVOE host if the standby NOAM is a TVOE guest.
3. <input type="checkbox"/>	Upgrade primary DSR standby NOAM	<p>1. Upgrade the primary DSR standby NOAM server using the Upgrade Single Server procedure:</p> <p>If the active NOAM is on DSR 8.0/8.1: Execute Appendix F -- Single Server Upgrade Procedure – DSR 8.x.</p> <p>Otherwise: Execute Appendix G -- Single Server Upgrade Procedure – pre DSR 8.x.</p> <p>2. After successfully completing the single server upgrade procedure, return to this point and continue with the next step.</p> <p>The active NOAM server may have some or all of the following expected alarms:</p> <p>Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 31101 (DB Replication to slave DB has failed) Alarm ID = 31106 (DB Merge to Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31226 (HA Availability Status Degraded) Alarm ID = 31233 (HA Path Down) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31114 (DB Replication over SOAP has failed)</p> <p>After being upgraded, the standby DR NOAM displays the following expected alarm:</p> <p>Alarm ID = 31225 (HA Service Start Failure) Alarm ID = 31149 (DB Late Write Nonactive)</p> <p>If the active NOAM is on release 8.0 or later, proceed to step 5.</p>
4. <input type="checkbox"/>	TVOE upgrade (if applicable)	Before proceeding with the primary DSR active NOAM upgrade, execute Appendix J to upgrade the TVOE host if the active NOAM is a TVOE guest.
5. <input type="checkbox"/>	Upgrade second primary NOAM	<p>Upgrade the second primary NOAM server using the Upgrade Single Server procedure:</p> <p>If the active NOAM is on DSR 8.0/8.1: Execute Appendix F -- Single Server Upgrade Procedure – DSR 8.x</p> <p>Otherwise: Execute Appendix G -- Single Server Upgrade Procedure – pre DSR 8.x</p> <p>After successfully completing the single server upgrade procedure, return to this point and continue with the next step.</p>

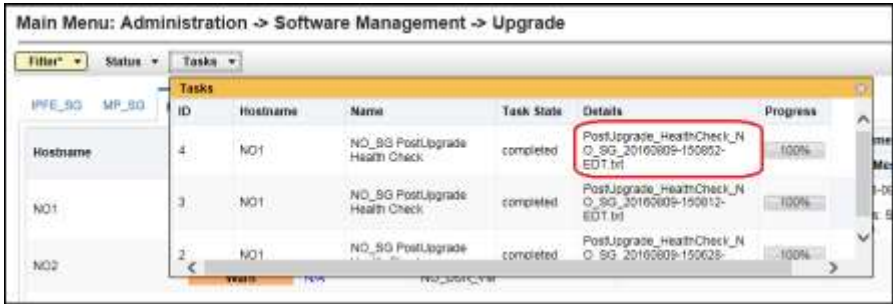
Step#	Procedure	Description
6. <input type="checkbox"/>	RMS check	<p>If the active DSR NOAM or standby DSR NOAM is a guest on RMS servers, perform Appendix C to update the NOAM guest VM configuration.</p> <p>Note: This step is not applicable to VE-DSR systems.</p> <p>WARNING: Appendix C is mandatory and also depends on the amount of physical RAM deployed on the server. The appendix can be run on any server type if the physical RAM is available.</p>
7. <input type="checkbox"/>	TVOE upgrade (if applicable)	Before proceeding with the primary DSR standby NOAM upgrade, execute Appendix J to upgrade the TVOE host if the standby NOAM is a TVOE guest.
8. <input type="checkbox"/>	Upgrade standby DR NOAM	<p>Upgrade the standby DR NOAM server using the Upgrade Single Server procedure:</p> <p>Execute Appendix F -- Single Server Upgrade Procedure – DSR 8.x</p> <p>After successfully completing the procedure in Appendix F, return to this point and continue with the next step.</p>
9. <input type="checkbox"/>	TVOE upgrade (if applicable)	Before proceeding with the active DR NOAM upgrade, execute Appendix J to upgrade the TVOE host if the active DR NOAM is a TVOE guest.
10. <input type="checkbox"/>	Upgrade the active DR NOAM server using the Upgrade Single Server procedure	<p>Execute Appendix F -- Single Server Upgrade Procedure – DSR 8.x</p> <p>After successfully completing the procedure in Appendix F, return to this point and continue with the next procedure per Table 12.</p>

4.4 Verify NOAM Post Upgrade Status

This procedure determines the validity of the upgrade, as well as the health and status of the network and servers.

Procedure 14. Verify NOAM Post Upgrade Status

Step#	Procedure	Description
<p>This procedure verifies post upgrade status for NOAM upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Post-upgrade health checks	<p>This procedure runs the automated post-upgrade health checks.</p> <ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Select the active NOAM.  <ol style="list-style-type: none"> Click Checkup. Under Health check options, select the Post Upgrade option. Click OK. <p>Control returns to the Upgrade screen.</p> 

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor health check progress</p>	<ol style="list-style-type: none"> 1. Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <NOServerGroup> PostUpgrade Health Check. 2. Monitor the health check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. 3. Click the hyperlink to download the Health Check report. 4. Open the report and review the results. 
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Analyze health check failures</p>	<p>If the Health Check report status is anything other than Pass, the Health Check logs can be analyzed to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Select the file named UpgradeHealthCheck.log and click View. 3. Locate the log entries for the most recent health check. 4. Review the log for failures. <p>Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.</p>

4.5 Allow Provisioning (Post NOAM Upgrade)

The following procedure enables global provisioning for all network elements.



CAUTION

Any network-wide provisioning changes made at the NOAM before the upgrade is accepted are lost if the upgrade is backed out.

Procedure 15. Allow Provisioning

Step#	Procedure	Description
<p>This procedure enables provisioning for the NOAM (and DR-NOAM) servers</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Enable global provisioning and configuration updates on the entire network	<ol style="list-style-type: none"> 1. Log into the active NOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Disable Provisioning.
<p>Note: After enabling provisioning at the NOAM, the SOAM GUI(s) may display a banner indicating that global provisioning is disabled. This message can be ignored – global provisioning is enabled. This is a display issue only and is corrected when the SOAMs are upgraded.</p>		
2. <input type="checkbox"/>	Active NOAM VIP: Add new network element (if required)	<p>Perform this step only if the addition of a new network element is required at this time.</p> <p>If a new network element is to be added, start this procedure now. The addition of the new network element requires a separate maintenance window. The servers in the new network element must be installed with the same DSR release as that of the upgraded NOAM(s). Follow the release specific installation procedures from reference [1] to install the software on the new servers and add the new network element under the existing NOAM(s).</p> <p>Skip the sections of the installation procedure related to installing and configuring the NOAM(s). This adds a new DSR SOAM site under the existing NOAM(s).</p>

4.6 SNMP Configuration Update (Post NOAM Upgrade)

Refer [Appendix W. SNMP Configuration](#) to apply SNMP workaround in following cases:

- If SNMP is not configured in DSR.
- If SNMP is already configured and SNMPv3 is selected as enabled version.

This can be checked by navigating to **Administration > Remote Servers > SNMP Trapping** screen using GUI session of NOAM server VIP IP address.

5. Site Upgrade Execution

This section contains the procedures for upgrading an entire site – starting with the pre-upgrade activities, upgrading the SOAMs and C-level servers, and finishing with verifying the upgrade.

To maximize the Maintenance Window usage, the procedures in this section make full use of the parallel upgrade capabilities of the DSR, while ensuring traffic continuity and redundancy to the fullest extent possible. Rearrangement of cycle option is added in Automated Site Upgrade. See 5.2.4 Rearrange Automated Site Upgrade Cycles for more details.



CAUTION Read 2.10 Automated Site Upgrade for details.

The Automated Site Upgrade procedures are in Section 5.2. Use the procedures in this section if Automated Site Upgrade was recommended in Section 3.2 Site Upgrade Methodology Selection.

*4 As instructed by Oracle CGBU Customer Service.

Site Upgrade Methodology Selection.

The manual site upgrade procedures are in Section 5.2.4. Use the procedures in this section if Automated Server Group Upgrade or manual upgrade was recommended in Section 3.2 Site Upgrade Methodology Selection.

*4 As instructed by Oracle CGBU Customer Service.

Site Upgrade Methodology Selection.

5.1 Site Pre-Upgrade Activities

SITE UPGRADE: Pre-Upgrade Activities

Use this section to execute pre-upgrade planning, pre-upgrade backups, pre-upgrade health checks, and to disable site provisioning.

This section contains the procedures for site upgrade planning, pre-upgrade backups, health checks, and disabling site provisioning.

Table 13 shows the procedures to be executed for the site upgrade, along with the estimated time to complete each step. Use Table 13 as a guide for determining the order in which the procedures are to be executed.

Table 13. Site Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 16	0:10-0:20	0:10-0:20	Site Pre-Upgrade Backups	None
Procedure 17	0:05-0:10	0:15-0:30	Site Pre-Upgrade Health Check for Release 8.0/8.1 and Later	None
Procedure 19	0:01-0:05	0:16-0:45	Disable Site Provisioning	Site Provisioning Disabled, No Traffic Impact

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 20	0:05-0:10	0:21-0:55	Site Upgrade Pre-Checks	
Procedure 21	2:40-4:00	3:01-4:55	Automated Site Upgrade	Traffic is not serviced by servers that are actively upgrading.
Procedure 29	0:02	3:03-4:57	Allow Site Provisioning	Site Provisioning Enabled, No Traffic Impact
Procedure 30	0:10-0:15	3:13-5:12	Site Post-Upgrade Health Check	None

5.1.1 Site Pre-Upgrade Backups

This procedure is non-intrusive and is used to perform a backup of all servers associated with the SOAM site(s) being upgraded. It is recommended that this procedure be executed no earlier than 36 hours before the start of the upgrade.

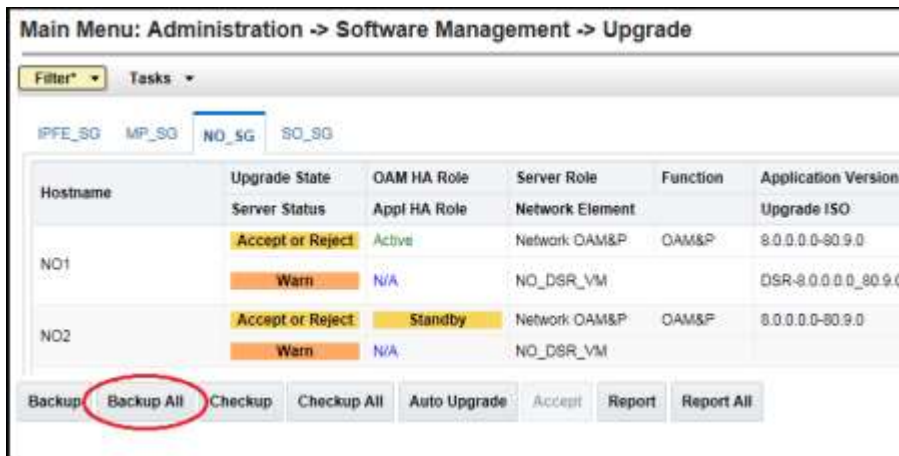
Since this backup is to be used in the event of disaster recovery, any site configuration changes made after this backup should be recorded and re-entered after the disaster recovery.

Procedure 56 is an alternate procedure that can be used to back up a site using the command line. Procedure 56 should only be used by direction of My Oracle Support (MOS).

Procedure 16. Site Pre-Upgrade Backups

Step#	Procedure	Description
<p>This procedure conducts a full backup of the Configuration database and run environment on site being upgraded, so that each server has the latest data to perform a back out, if necessary.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active SOAM VIP: Back up site configuration data</p> <p>Important: Required for disaster recovery</p>	<ol style="list-style-type: none"> Log into the SOAM GUI using the VIP. Navigate to Status & Manage > Database to return to the Database Status screen. Click to highlight the Active SOAM server, and click Backup. Note: Backup is only enabled when the active server is selected. Mark the Configuration checkbox. Select the desired compression type. Retain the default selection unless there is a specific reason or direction to change it. Enter Comments (optional). Click OK. <p>Note: The active SOAM can be determined by navigating to Status & Manage > HA and noting which server is currently assigned the VIP in the Active VIPs field. The server having VIP assigned is the Active.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	Active SOAM VIP: Download/Save database backup files Important: Required for disaster recovery	1. Navigate to Status & Manage > Files . 2. Click on the active SOAM server tab. 3. Select the configuration database backup file and click Download . 4. If a confirmation window displays, click Save . 5. If the Choose File window displays, select a destination folder on the local workstation to store the backup file. Click Save . 6. If a download complete confirmation displays, click Close .
3. <input type="checkbox"/>	Active NOAM VIP: Upgrade/Backup DB run environment for site	1. Log into the NOAM GUI using the VIP. 2. Navigate to Administration > Software Management > Upgrade . 3. Click Backup All .



Step#	Procedure	Description																																			
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Set backup parameters</p>	<p>The Upgrade Backup All screen displays the various network elements and identifies which servers are ready for backup.</p> <ol style="list-style-type: none"> In the Action column, mark the Back up checkbox for each network element. Verify the NOAM server group checkbox is NOT marked. <p>Note: Backing up the NOAM servers at this point overwrites the pre-upgrade backup files needed for backing out the target release. Do NOT back up the NOAM servers.</p> <ol style="list-style-type: none"> In the Full Backup Options section, verify the Exclude option is selected. Click OK. <p>This initiates a full backup on each eligible server.</p> <div data-bbox="493 653 1408 1241" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Administration -> Software Management -> Upgrade [Backup All]</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Network element</th> <th style="width: 15%;">Action</th> <th style="width: 55%;">Server(s) in the proper state for backup</th> </tr> </thead> <tbody> <tr> <td>NO_DSR_VM</td> <td style="text-align: center;"><input type="checkbox"/> Back up</td> <td>None</td> </tr> <tr> <td>SO1_DSR_VM</td> <td style="text-align: center;"><input checked="" type="checkbox"/> Back up</td> <td>SO1 SO2 MP1 MP2 IPFE1</td> </tr> </tbody> </table> <p>Full backup options</p> <p>Database parts exclusion</p> <p style="margin-left: 20px;"> <input checked="" type="radio"/> Exclude <input type="radio"/> Do not exclude </p> <p style="font-size: small; margin-left: 20px;"> Select "Exclude" to perform a full backup of the COMCOL run environment, in /usr/TKLC/appworks/etc/exclude_parts.d. Select "Do not exclude" to perform a full backup of the COMCOL run enviro and produce larger backup files in /var/TKLC/db/filegmt. </p> <p style="margin-top: 10px;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </p> </div>	Network element	Action	Server(s) in the proper state for backup	NO_DSR_VM	<input type="checkbox"/> Back up	None	SO1_DSR_VM	<input checked="" type="checkbox"/> Back up	SO1 SO2 MP1 MP2 IPFE1																										
Network element	Action	Server(s) in the proper state for backup																																			
NO_DSR_VM	<input type="checkbox"/> Back up	None																																			
SO1_DSR_VM	<input checked="" type="checkbox"/> Back up	SO1 SO2 MP1 MP2 IPFE1																																			
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor tasks for backup completion</p>	<ol style="list-style-type: none"> From the Upgrade screen, click the Tasks option. Monitor the progress of the backups until the network element(s) selected in step 4 are complete. <div data-bbox="493 1377 1408 1749" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Tasks*</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">IPFE_SG</th> <th style="width: 5%;">ID</th> <th style="width: 15%;">Hostname</th> <th style="width: 20%;">Name</th> <th style="width: 10%;">Task State</th> <th style="width: 25%;">Details</th> <th style="width: 20%;">Progress</th> </tr> </thead> <tbody> <tr> <td></td> <td>2</td> <td>SO2</td> <td>Pre-upgrade full backup</td> <td>completed</td> <td>Full backup on SO2</td> <td style="text-align: center;">100%</td> </tr> <tr> <td></td> <td>10</td> <td>MP2</td> <td>Pre-upgrade full backup</td> <td>completed</td> <td>Full backup on MP2</td> <td style="text-align: center;">100%</td> </tr> <tr> <td>NO1</td> <td>10</td> <td>SO1</td> <td>Pre-upgrade full backup</td> <td>completed</td> <td>Full backup on SO1</td> <td style="text-align: center;">100%</td> </tr> <tr> <td></td> <td>15</td> <td>MP1</td> <td>Pre-upgrade full backup</td> <td>completed</td> <td>Full backup on MP1</td> <td style="text-align: center;">100%</td> </tr> </tbody> </table> </div>	IPFE_SG	ID	Hostname	Name	Task State	Details	Progress		2	SO2	Pre-upgrade full backup	completed	Full backup on SO2	100%		10	MP2	Pre-upgrade full backup	completed	Full backup on MP2	100%	NO1	10	SO1	Pre-upgrade full backup	completed	Full backup on SO1	100%		15	MP1	Pre-upgrade full backup	completed	Full backup on MP1	100%
IPFE_SG	ID	Hostname	Name	Task State	Details	Progress																															
	2	SO2	Pre-upgrade full backup	completed	Full backup on SO2	100%																															
	10	MP2	Pre-upgrade full backup	completed	Full backup on MP2	100%																															
NO1	10	SO1	Pre-upgrade full backup	completed	Full backup on SO1	100%																															
	15	MP1	Pre-upgrade full backup	completed	Full backup on MP1	100%																															

Step#	Procedure	Description
6. <input type="checkbox"/>	Active NOAM VIP: Verify backup files are present on each server	<ol style="list-style-type: none"> 1. Log into the active NOAM or SOAM GUI. 2. Navigate to Status & Manage > Files. 3. Click on each server tab. 4. For each server, verify the following 2 files have been created: Backup.DSR.<server_name>.FullDBParts.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2 Backup.DSR.<server_name>.FullRunEnv.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2 5. Repeat sub-steps 1 through 4 for each site being upgraded.

5.1.2 Site Pre-Upgrade Health Checks

This section provides procedures to verify the health of the SOAM site before upgrade. Procedure 17 is the primary procedure to be executed when the active NOAM is on release 8.0/8.1 and later. Alternate release-specific procedures are also provided, to be used as directed.

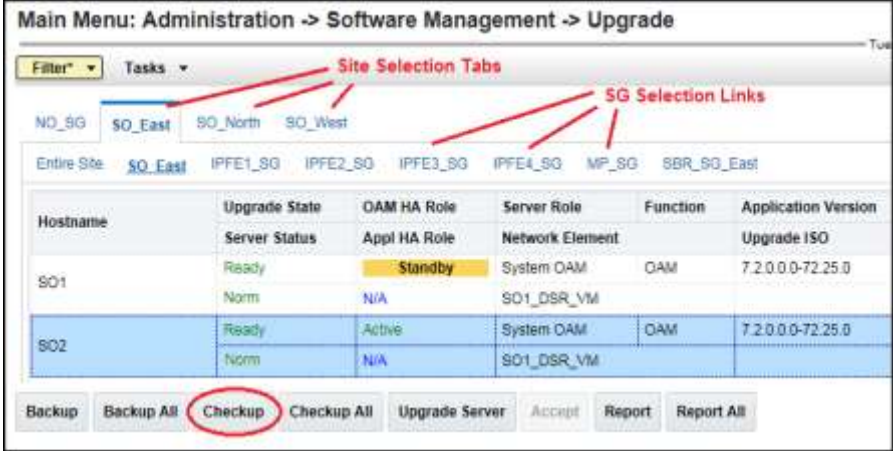

5.1.2.1 Site Pre-Upgrade Health Check for Release 8.0/8.1 and Later


This procedure is used when the NOAMs are on release 8.0/8.1 and later. The procedure is non-intrusive and performs a health check of the site before upgrading.

Note: If syscheck fails on any server during Pre-Upgrade Checks or in early checks stating that "cpu: FAILURE:: No record in alarm table for FAILURE!", see BB.5 : Resolve syscheck Error for CPU Failure.

Procedure 17. Site Pre-Upgrade Health Check for Release 8.0/8.1 and Later

Step#	Procedure	Description
<p>This procedure performs a health check before upgrading the SOAMs.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Run site health checks (part 1)	<p>Select the SOAM on which health checks are run.</p> <ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the tab of the site to be upgraded. 3. Select the SOAM server group link. 4. Select the active SOAM. 5. Click Checkup.

Step#	Procedure	Description
		 <p>6. Check for the following alarm that may appear on the Active NOAM: Alarm ID = 31201 (Process Not Running) for apwSoapServer process</p> <p>7. In case the above alarm persists, do not proceed with the upgrade.</p>
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Run site health checks (part 2)</p>	<p>Initiate the health checks.</p> <ol style="list-style-type: none"> 1. Click Checkup. 2. In the Health check options section, select the Pre Upgrade option. 3. Use the Upgrade ISO option to select the target release ISO. 4. Click OK to initiate the health check. <p>Control returns to the Upgrade Administration screen.</p> 

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor health check progress for completion</p>	<ol style="list-style-type: none"> Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <SO Server Group> PreUpgrade Health Check. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. Click the hyperlink to download the Health Check report. Open the report and review the results.  <p>The screenshot shows the Oracle SOA Management console interface. The breadcrumb navigation is 'Main Menu: Administration -> Software Management -> Upgrade'. The date and time are 'Tue Dec 27 18:51:36 2014'. There are tabs for 'Filter', 'Status', and 'Tasks'. On the left, there are navigation options for 'Entire Site' and 'SO_East', and a list of server groups: 'SO_East', 'MP_BG', and 'IPFE4_BG'. The main area displays a table of tasks with columns: ID, Hostname, Name, Task State, Details, and Progress. The task 'PreUpgrade Health Check' (ID 6, Hostname NO1) is in a 'completed' state. The 'Details' column for this task contains a red-bordered box with the text 'PreUpgrade_HealthCheck_SO_East_20161227-131002-EST.txt'. The 'Progress' column for this task shows '100%'.</p>
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Analyze any health check failures</p>	<p>If the Health Check report status is anything other than Pass, the Health Check logs must be analyzed to determine if the upgrade can proceed. The Health Check log is located in the File Management area of the active SOAM. Select the active SOAM tab to see the Health Check log.</p> <ol style="list-style-type: none"> Navigate to Status & Manage > Files. Select the active SOAM tab. Select the UpgradeHealthCheck.log file and click View. Locate the log entries for the most recent health check. Review the log for failures. <p>Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.</p>
<p>5.</p> <p><input type="checkbox"/></p>	<p>ACTIVE SOAM VIP: Export and archive the Diameter configuration data on active SOAM GUI</p>	<ol style="list-style-type: none"> Navigate to Diameter Common > Export. Capture and archive the Diameter data by selecting the ALL option for the Export Application. Click OK. Verify the requested data is exported by clicking Tasks at the top of the screen. Click File Management to view the files available for download. Download all of the exported files to the client machine, or use the SCP utility to download the files from the active NOAM to the client machine.
<p>6.</p> <p><input type="checkbox"/></p>	<p>Capture data for each SOAM site</p>	<p>Repeat steps 1. through 5. for each configured SOAM site to be upgraded.</p>

5.1.3 Site Upgrade Options Check

Automated Site Upgrade provides user-configurable options that control certain upgrade behaviors. These options are found on the active NOAM's **Administration > General Options** screen and are described in detail in Section 2.10.4. Before initiating a site upgrade, review these options to verify the current settings are correct, or to modify the settings to meet customer requirements/preferences.


This procedure is applicable only to Automated Site Upgrade. The options have no effect on manual upgrades or Automated Server Group upgrades.

Procedure 18. Site Upgrade Options Check

Step#	Procedure	Description
<p>This procedure is used to review the site upgrade options and make changes as necessary. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1. <input type="checkbox"/></p>	<p>Active NOAM VIP: View auto site upgrade options</p>	<ol style="list-style-type: none"> 1. Log into the active NOAM GUI. 2. Navigate to Administration > General Options. 3. Scroll down to the Site Upgrade Bulk Availability option. 4. Review the existing value of this option and determine if changes are needed. If the option is changed, click OK to save the change. 5. Scroll down to the Site Upgrade SOAM Method option. 6. Review the existing value of this option and determine if changes are needed. If the option is changed, click OK to save the change.

5.1.4 Disable Site Provisioning


This procedure disables site provisioning in preparation for upgrading the site.

	!!WARNING!!	<p>This procedure may only be performed in the maintenance window immediately before the start of the soam site upgrade.</p>
---	--------------------	--

Procedure 19. Disable Site Provisioning

Step#	Procedure	Description
<p>This procedure disables provisioning for the SOAM.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active SOAM VIP: Disable site provisioning	<ol style="list-style-type: none"> 1. Log into the SOAM GUI of the site to be upgraded. 2. Navigate to Status & Manage > Database. 3. Click Disable Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Enable Provisioning. A yellow information box also displays at the top of the view screen that states: [Warning Code 004] – Site provisioning has been manually disabled. The active SOAM server has the following expected alarm: Alarm ID = 10008 (Provisioning Manually Disabled)
2. <input type="checkbox"/>	Repeat for each SOAM site	Repeat step 1 for each configured SOAM site to be upgraded.

5.2 Automated Site Upgrade

	CAUTION	<p>If the following procedures must be completed before the start of automated site upgrade:</p> <p>Procedure 16; Error! Reference source not found., Procedure 19; REF_Ref488226404 \r \h * MERGEFORMAT Procedure 20</p> <p>Read section 2.10 for more details about Automated Site Upgrade.</p> <p>Upgrade cycles are created while using Automated Site Upgrade. Limitations in Appendix X for Automated Site Upgrade can be solved by rearranging/adding the upgrade cycles. If the user does not want to create a custom upgrade plan by rearranging/adding cycles then in that case manual upgrade section 5.3 method should be used.</p>
---	----------------	---

5.2.1 TVOE Upgrade Check

When using the Automated Site Upgrade feature, it is not possible to upgrade the TVOE hosts with the application, as the application upgrades are performed continuously to completion. Therefore, all TVOE

hosts in the target site must be upgraded, if necessary, before initiating the site upgrade sequence. Refer to Section 3.4.6 for TVOE host upgrade procedures. Once the TVOE hosts upgrades are complete, return to this section to continue the site upgrade.

The TVOE version check is especially applicable to VEDSR systems, wherein all of the DSR applications run as guests of a TVOE host. In particular, consideration must be given to spare SBRs, which may be located at a different physical location, but are upgraded with the server group to which the spare SBR belongs.

5.2.2 Site Upgrade Pre-Checks

This procedure verifies the system is prepared for Automated Site Upgrade.

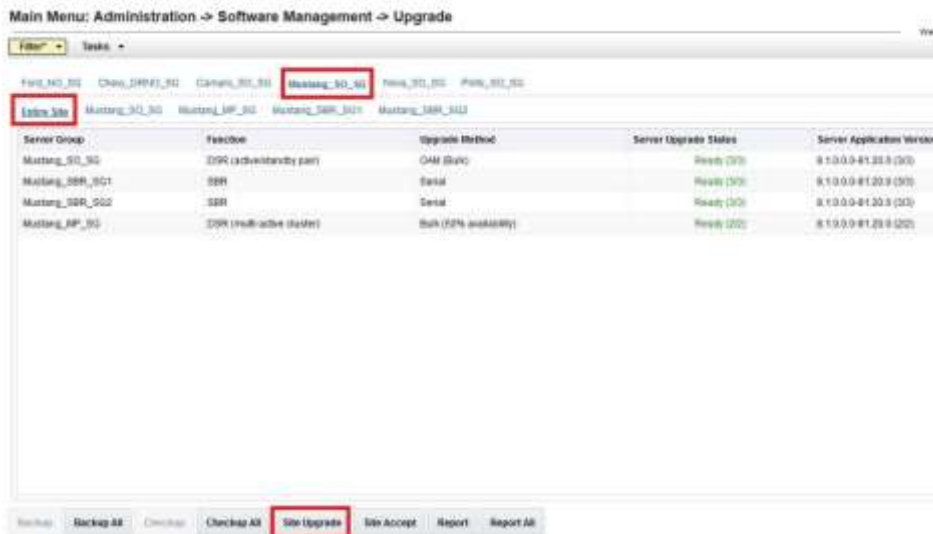
Procedure 20. Site Upgrade Pre-Checks

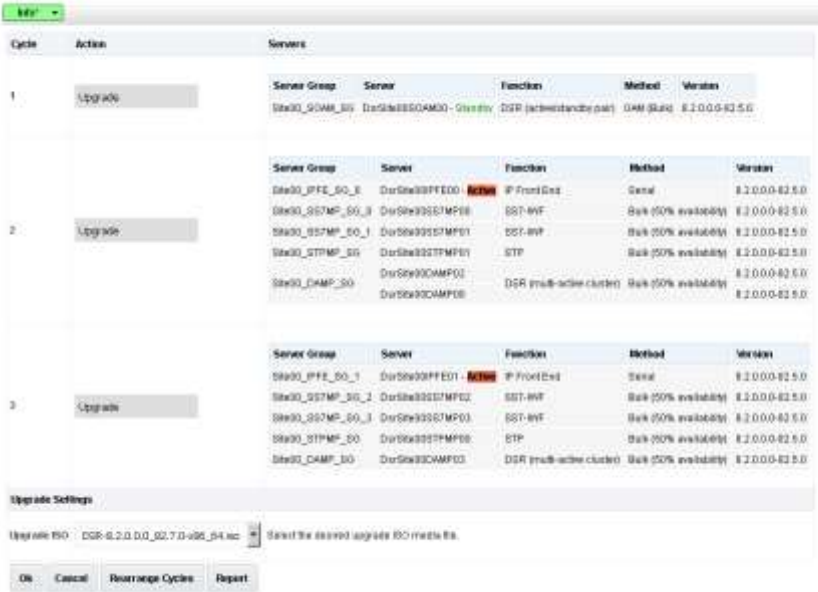
Step#	Procedure	Description
<p>This procedure verifies traffic status, and verifies that site provisioning is disabled, in preparation for upgrading the site.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active SOAM VIP: View KPIs to verify traffic status	<ol style="list-style-type: none"> Log into the active SOAM GUI using the VIP. Navigate to Status & Manage > KPIs. Inspect KPI reports to verify traffic is at the expected condition.
2. <input type="checkbox"/>	Active SOAM VIP: Verify site provisioning is disabled	<p>Verify site provisioning was properly disabled in Procedure 19.</p> <p>In the GUI status bar, where it says Connected using ..., check for the message Site Provisioning disabled.</p> <p>If the message is present, continue with the next procedure per Table 13; otherwise, execute Procedure 19 Disable Site Provisioning</p>
3. <input type="checkbox"/>	Active NOAM VIP: Verify HA state	<p>Execute this command to find the state of the servers:</p> <pre>\$ ha.mystate ----- [admusr@E1B581DAMP1 ~]\$ ha.mystate resourceId role node DC subResources lastUpdate ----- DbReplication Stb/Stb C2016.086 * 0 170915:023010.572 VIP Stb/Stb C2016.086 * 0 170915:023010.530 CacdProcessRes Stb/OOS C2016.086 * 0 170915:023010.530 DA_MP_Leader Act/OOS C2016.086 * 0 170915:023010.932 DSR_SLDB OOS/OOS C2016.086 * 1-63 170913:121610.839 DSR_SLDB Act/OOS C2016.086 * 0 170915:023010.934 VIP_DA_MP OOS/OOS C2016.086 * 1-63 170913:121610.840 VIP_DA_MP Act/OOS C2016.086 * 0 170915:023010.933 EXGSTACK_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 EXGSTACK_Process Act/OOS C2016.086 * 0 170915:023010.933 DSR_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 DSR_Process Act/OOS C2016.086 * 0 170915:023010.932 CAPM_HELP_Proc Stb/OOS C2016.086 * 0 170915:023010.530 DSROAM_Proc Stb/OOS C2016.086 * 0 170915:023010.530 CAPM_PSFS_Proc Stb/Stb C2016.086 * 0 170915:023010.530 -----</pre> <p>Note: In case there are more than one server in the same HA state (active), then manually switchover the server HA state using HA management screen before continuing the upgrade procedure.</p>

5.2.3 Initiate Automated Site Upgrade

This procedure initiates the Automated Site Upgrade sequence.

Procedure 21. Automated Site Upgrade

Step#	Procedure	Description
<p>This procedure upgrades an entire site using the Automated Site Upgrade option. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Review site upgrade plan and site readiness	<p>Review the site upgrade plan created in Sections 3.2 and 3.2.2. This step verifies the servers and server groups to upgrade are in the proper state.</p> <ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Administration > Software Management > Upgrade. 3. Select the SOAM tab of the site to upgrade. 4. Verify the Entire Site link is selected. <p>The Entire Site screen provides a summary of the server states and upgrade readiness. More detailed server status is available by selecting a specific server group link.</p>  <p>Note: The Site Upgrade option can be used to upgrade an entire site, or a subset of site elements. The servers within the site may be in various states of readiness, including Accept or Reject, Ready, Backup Needed, Failed, or Not Ready. Only the servers in the Ready or Failed state are upgrade eligible.</p>
2. <input type="checkbox"/>	Active NOAM VIP: Initiate site upgrade	<ol style="list-style-type: none"> 1. Verify no server groups are selected on the upgrade administration screen. The Site Upgrade button is not available if a server group is selected. 2. Click Site Upgrade. 3. Review the upgrade plan as presented on the Site Initiate screen.

Step#	Procedure	Description
		<p data-bbox="527 254 1084 275">Main Menu: Administration -> Software Management -> Upgrade [Site Initiate]</p>  <p data-bbox="527 913 1421 997">Note: Please review the upgrade plan again and ensure all concerns noted in Table 6, have been addressed with the upgrade plan presented on the screen.</p> <p data-bbox="527 1018 1421 1081">If you need to rearrange the upgrade cycles, see section 5.2.4 on how to do it; otherwise, continue to the next step.</p> <p data-bbox="527 1102 1421 1186">There is some limitation with upgrading the DC server during its server group upgrade, which are upgraded in a group of servers. This is applicable for all of the upgrade options.</p> <p data-bbox="527 1207 1421 1270">For example, DA-MPs, make sure that DC server is not getting upgraded in the first upgrade cycle of the C-Level servers and of its server group.</p> <p data-bbox="527 1291 1421 1312">To identify the DC server, use Appendix W Identify the DC server.</p> <p data-bbox="527 1333 1421 1449">If the DC server is showing by default in the first upgrade cycle of its server group, then rearrange the upgrade cycles by using section 5.2.4 so that the DC server is not getting upgraded in the first upgrade cycle of its server group.</p> <p data-bbox="527 1470 1421 1533">In all cases, regardless of the number of cycles used to upgrade the DA-MP server group, the DA-MP Leader should be the last server upgraded.</p> <p data-bbox="527 1554 1421 1669">Upgrading the DA-MP Leader last minimizes the number of leader changes during the upgrade. The DA-MP Leader is designated on the active SOAM at Diameter > Maintenance > DA-MPs > Peer DA-MP Status, where MP Leader = Yes.</p> <ol data-bbox="527 1690 1421 1816" style="list-style-type: none"> <li data-bbox="527 1690 1421 1753">4. In the Upgrade Settings section of the form, use the Upgrade ISO options to select the target ISO. <li data-bbox="527 1764 1421 1816">5. Click OK to start the upgrade sequence. Control returns to the Upgrade Administration screen.

Step#	Procedure	Description
3. <input type="checkbox"/>	<p>Active NOAM VIP: View the upgrade administration form to monitor upgrade progress</p>	<p>See step 4 for instructions if the upgrade fails, or if execution time exceeds 60 minutes.</p> <p>Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p> <p>With the Entire Site link selected, a summary of the upgrade status for the selected site displays. This summary identifies the server group(s) currently upgrading, the number of servers within each server group that are upgrading, and the number of servers that are pending upgrade. Use this view to monitor the upgrade status of the overall site.</p> <p>More detailed status is available by selecting the individual server group links. The server group view shows the status of each individual server within the selected server group.</p> <p>During the upgrade, the servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31225 (HA Service Start Failure) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) <p>Note: Do not accept any upgrades at this time.</p> <p>In the unlikely event that after the upgrade, the Upgrade State of server will be 'Backout Ready', and the Status Message will display: "Server could not restart the application to complete the upgrade."</p> <p>Appendix U to create a link of Comagent.</p> <p>Appendix V to restore the server to full operational status, then return to this procedure to continue the upgrade.</p> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action.</p>

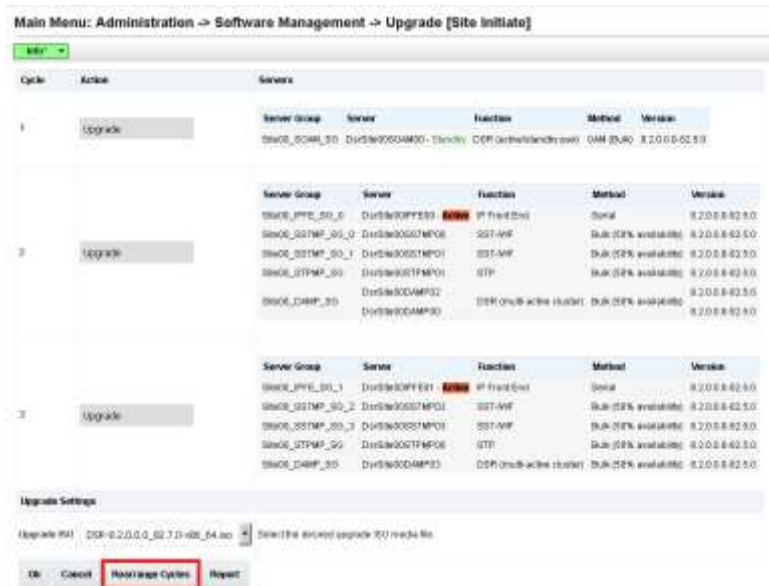
Step#	Procedure	Description
4. <input type="checkbox"/>	Server CLI: If the upgrade of a server fails:	If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files: /var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files. When upgrade failure issue is identified and resolved, then Auto Site upgrade can be started again without executing any failed server recovery procedure.
5. <input type="checkbox"/>	Post upgrade verification	Proceed to Section 5.7 – Site Post-Upgrade Procedures for post upgrade verification procedures.

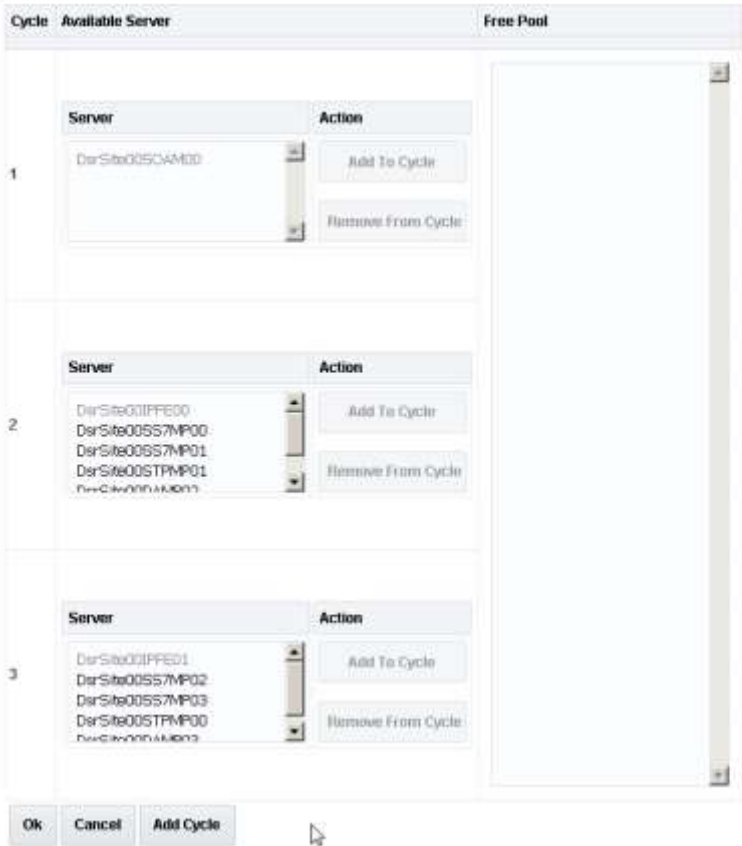
5.2.4 Rearrange Automated Site Upgrade Cycles

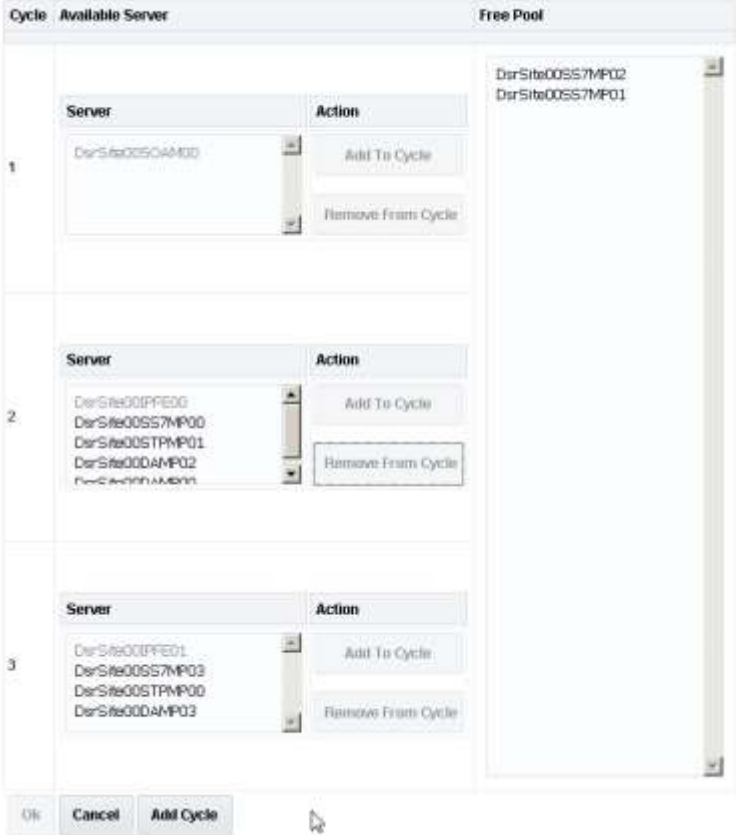
This procedure provides the details to rearrange the Automated Site Upgrade cycles if required.

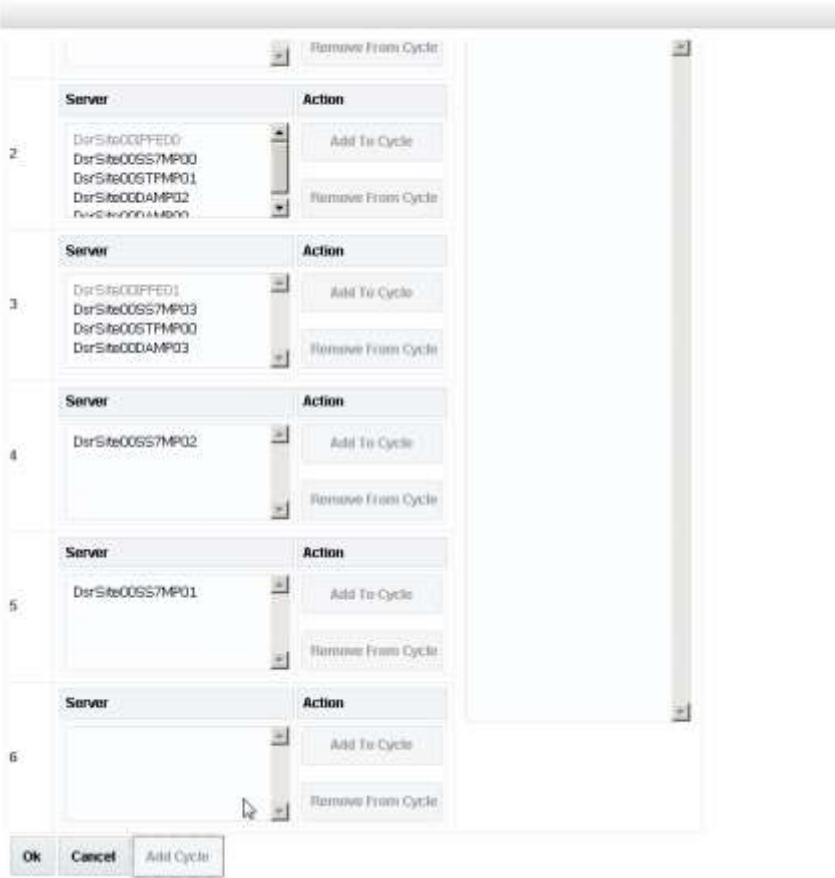
Automated Site Upgrade provides an option to rearrange servers in the cycles thus eliminating the risks of a potential network outage. ASU provides the flexibility to user to order the servers within the cycles without breaking the Minimum Availability and DA-MP Leader criteria.

Procedure 22. Rearrange Automated Site Upgrade Cycles

Step#	Procedure	Description
		This procedure provides option to rearrange the upgrade cycles for Automated Site Upgrade. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number. If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.
1. <input type="checkbox"/>	Active NOAM VIP: Rearrange the upgrade cycle as needed	<p>Click Rearrange Cycles.</p>  <p>The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade [Site Initiate]' page. It displays three upgrade cycles, each with a table of servers and their details. At the bottom, the 'Upgrade Settings' section includes a dropdown for the upgrade file and a 'Rearrange Cycles' button highlighted with a red box.</p>

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Rearrange servers in cycles</p>	<p>1. Click Rearrange Cycles on the Upgrade screen to rearrange servers.</p> <p>Note: Only DA-MPs can be re-arranged. Re-arranging SBR and IPFE servers is restricted.</p> <p>Servers cannot be left in the free pool (The OK button will not be available).</p> <p>The DA-MP leader must remain in the last MP cycle. Even if not done, the DA-MP leader MP is upgraded in last.</p> <p>For the DA-MP group, the DA-MP server record is disabled since these servers are not available to add to cycles.</p> <p>Main Menu: Administration -> Software Management -> Upgrade [Rearrange Cycles]</p>  <p>2. When a server needs to be removed from cycle and needs to be added in an existing cycle or a new cycle, do this:</p> <ol style="list-style-type: none"> 1. Select the desired server in the list and click Remove from Cycle. The server moves to the Free Pool on the right side.

Step#	Procedure	Description
		<p>Main Menu: Administration -> Software Management -> Upgrade [Rearrange Cycles]</p>  <p>2. Add the servers in Free Pool to another existing cycle or new cycle. The next step describes how to add a new cycle, if required. If there is no need to add a new cycle, then steps to rearrange the cycle are complete. Return to the section 5.2.3 step that pointed to this procedure.</p>

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Add new cycle (If required)</p>	<p>1. Click Add Cycle.</p> <p>Main Menu: Administration -> Software Management -> Upgrade [Rearrange Cycles]</p>  <p>The screenshot shows a web-based interface for managing server upgrade cycles. At the top, there is a breadcrumb trail: "Main Menu: Administration -> Software Management -> Upgrade [Rearrange Cycles]". Below this, there is a list of servers, each with a "Server" column and an "Action" column. The servers are numbered 2 through 6. Server 2 has four entries: DerSite003FFED0, DerSite005S7MP00, DerSite005TFMP01, and DerSite00DAHP02. Server 3 has four entries: DerSite003FFED1, DerSite005S7MP03, DerSite005TFMP00, and DerSite00DAHP03. Server 4 has one entry: DerSite005S7MP02. Server 5 has one entry: DerSite005S7MP01. Server 6 has one entry: DerSite005S7MP01. Each server entry has an "Add To Cycle" button and a "Remove From Cycle" button. At the bottom of the interface, there are three buttons: "Ok", "Cancel", and "Add Cycle".</p> <p>After adding new cycle, servers available in free pool can be added in new cycle.</p> <p>2. Click OK.</p>

5.3 Automated Server Group/Manual Upgrade Overview

This section contains alternative site upgrade procedures that can be used when Automated Site Upgrade does not meet the needs or concerns of the customer. These procedures use a combination of Automated Server Group upgrade and manual server upgrades to upgrade a specific site.

Table 14 details the site upgrade plan for a non-PCA/PDRA site, which divides the upgrade into four cycles. A cycle is defined as the complete upgrade of one or more servers, from initiate upgrade to success or failure. The first two cycles consist of upgrading the SOAMs – the first cycle upgrades the standby SOAM, followed by the second cycle, which upgrades the active SOAM. Cycle 3 cannot begin until cycle 2 is complete. This ensures that the OAM controllers are always upgraded before any C-level servers.

The third cycle begins the upgrade of the C-level servers. In cycle 3, one-half of the DA-MPs and IPFEs are upgraded. This leaves the remaining half of these server functions in-service to process traffic.

The fourth cycle upgrades the second half of the DA-MPs and IPFEs to complete the site upgrade.

Table 14. Non-PCA/PDRA Site Upgrade Plan

Cycle 1	Cycle 2	Cycle 3	Cycle 4
Standby SOAM	Active SOAM		
		½ DA-MPs	½ DA-MPs
		½ IPFEs	½ IPFEs

Table 15 details the site upgrade plan for a PCA/PDRA system with two-site redundancy. This upgrade plan is divided into five cycles. The first two cycles consist of upgrading the SOAMs – the first cycle upgrades the standby and spare SOAMs in parallel, followed by the second cycle, which upgrades the Active SOAM. Cycle 3 cannot begin until cycle 2 is complete. This ensures that the OAM controllers are always upgraded before any C-level servers.

The third cycle begins the upgrade of the C-level servers. In cycle 3, one-half of the DA-MPs and IPFEs are upgraded in parallel with all of the spare SBRs. This leaves the remaining server functions in-service to process traffic.

The fourth cycle upgrades the second half of the DA-MPs and IPFEs in parallel with all of the standby SBRs.

The fifth cycle is required to upgrade the active SBR(s), completing the site upgrade.

Table 15. Two-Site Redundancy PCA Site Upgrade Plan

Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5
Standby SOAM, Spare SOAM	Active SOAM			
		½ DA-MPs	½ DA-MPs	
		½ IPFEs	½ IPFEs	
		Spare SBR(s)	Standby SBR(s)	Active SBR(s)

Table 16 details the site upgrade plan for a PCA/PDRA system with three-site redundancy. This upgrade plan is divided into six cycles.

Note: It is mandatory to follow the mentioned division and execution order of the cycles. This ensures the OAM controllers are always upgraded before any C-level servers.

For C-level servers the division of servers can be planned in different cycles depending on customer requirements, which means SBR and DA-MPs can be upgraded in different cycles. **But, as mentioned, Spare, Standby and Active SBRs should be upgraded in different cycles.**

The first two cycles consist of upgrading the SOAMs – the first cycle upgrades the standby and spare SOAMs in parallel, followed by the second cycle, which upgrades the active SOAM. Cycle 3 cannot begin until cycle 2 is complete. **This ensures the OAM controllers are always upgraded before any C-level servers.**

The third cycle begins the upgrade of the C-level servers. In cycle 3, one-half of the DA-MPs and IPFEs are upgraded in parallel with one spare SBR. This leaves the remaining server functions in-service to process traffic.

The fourth cycle upgrades the second half of the DA-MPs and IPFEs in parallel with the second spare SBR

The fifth cycle upgrades the standby SBR(s), and the sixth cycle is required to upgrade the active SBR(s), completing the site upgrade.

Table 16. Three-Site Redundancy PCA Site Upgrade Plan

Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6
Standby SOAM, Spare SOAM	Active SOAM				
		½ DA-MPs	½ DA-MPs		
		½ IPFEs	½ IPFEs		
		Spare SBR(s)	Spare SBR(s)	Standby SBR(s)	Active SBR(s)

5.3.1 Site Upgrade Planning

The upgrade of the site servers consists of a mixture of automated upgrades using the Automated Server Group upgrade feature, along with manual upgrades that are a little less automated.

There is some limitation with upgrading of DC server in a C-level server group which are upgraded in a group of servers. For example DA-MP. So, please make sure that DC server is not upgraded in first upgrade cycle of such C-Level servers.

Identification of DC server can be done using Appendix W Identify the DC server.

In all cases, regardless of the number of cycles used to upgrade the DA-MP server group, the DA-MP Leader should be the last server upgraded. Upgrading the DA-MP Leader last minimizes the number of leader changes during the upgrade. The DA-MP Leader is designated on the active SOAM at **Diameter > Maintenance > DA-MPs > Peer DA-MP Status**, where **MP Leader = Yes**.

ASG STEPS (Auto Upgrade button) does not provide any liberty to the operator to verify any observations manually during upgrade but in cases, there is need to verify the data replication status between upgrade cycles, plan to use Manual Upgrade to achieve this.

While choosing ASG and Manual upgrade for multi-active MP servers, please see the limitations detailed in Appendix X for Automated Server Group upgrade option.

The Oracle recommendation for any customer whose network aligns with any of the scenarios mentioned in Appendix X, then Automated Server Group should NOT be used. Use of Automated Server Group risks a potential network outage.

Note: Database (DB) replication failure alarms may display during an Automated and Manual Site Upgrade or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved. Refer to Appendix Z to resolve this issue. Table 17 should be used to plan the upgrade of each site. For the server groups that are upgraded using ASG, the only planning necessary is to record the server group name. ASG automatically selects the individual servers to upgrade. The IPFE server groups must be upgraded manually since there is only one server per server group. Planning is necessary for these server groups to ensure traffic continuity. Record the hostname of the servers to upgrade in each iteration.

Table 17. Site Upgrade Planning Sheet

Iteration 1	Notes
Standby SOAM Hostname Spare SOAM Hostname	If a spare SOAM exists, the spare and standby SOAMs are upgraded manually. Otherwise, the SOAMs are upgraded with ASG.
Iteration 2	Notes

Active SOAM		The active SOAM is upgraded in iteration 2, either manually or by ASG.
Iteration 3		Notes
DA-MP Group 1		Manual Upgrade/ASG automatically selects DA-MPs for upgrade
IPFE 1 Hostname		Manual upgrade
IPFE 3 Hostname		Manual upgrade
Spare SBR(s)		Manual Upgrade/ASG automatically selects the spare SBR(s) for upgrade
Iteration 4		Notes
DA-MP Group 2		Manual Upgrade/ASG automatically selects DA-MPs for upgrade
IPFE 2 Hostname		Manual upgrade
IPFE 4 Hostname		Manual upgrade
Standby SBR(s)		Manual Upgrade/ASG automatically selects the standby SBR(s) for upgrade
Iteration 5		Notes
Active SBR(s)		Manual Upgrade/ASG automatically selects the active SBR(s) for upgrade

Table 18 shows the procedures to be executed for the site upgrade, along with the estimated time to complete each step. Use Table 18 as a guide for determining the order in which the procedures are to be executed.

Note:

If the TVOE hosts are upgraded during the same Maintenance Window as the application upgrade, refer to Table 10 (Section 3.4.6) for additional time estimates associated with the TVOE upgrade.

Table 18. Site Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 16	0:10-0:20	0:10-0:20	Site Pre-Upgrade Backups	None
Procedure 17	0:05-0:10	0:15-0:30	Site Pre-Upgrade Health Check for Release 8.0/8.1 and Later	None
Procedure 19	0:01-0:05	0:16-0:45	Disable Site Provisioning	Site Provisioning Disabled, No Traffic Impact
Procedure 23	0:01-0:05	0:17-0:50	SOAM Upgrade Pre-Checks	No Traffic Impact
Iteration 1	0:40-1:00	0:57-1:50	Standby SOAM, Spare SOAM (if equipped)	Refer to Section 5.2.4 for details

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Iteration 2	0:40-1:00	1:37-2:50	Active SOAM	Refer to Section 5.2.4 for details
Iteration 3	0:40-1:00	2:17-3:50	½ DA-MPs, ½ IPFEs, Spare SBR(s)	Refer to Section 5.4 for details
Iteration 4	0:40-1:00	2:57-4:50	½ DA-MPs, ½ IPFEs, Standby SBR(s)	Refer to Section 5.5 for details
Iteration 5	0:00-1:00	2:57-5:50	Active SBR(s)	Refer to Section 5.6 for details
Procedure 29	0:02	2:59-5:52	Allow Site Provisioning	Site Provisioning Enabled, No Traffic Impact
Procedure 30	0:10-0:15	3:09-6:07	Site Post-Upgrade Health Check	None

5.3.1.1 RMS Notes

RMS-based DSRs are deployed in one of two supported configurations: without geographic redundancy, or with geographic redundancy. In both cases, the RMS-based DSR implements just a single Diameter network element.

When an RMS-based DSR has no geographic redundancy, there is just a single RMS geographic site, functioning as a single RMS Diameter site. The upgrade of this DSR deployment should be done in two maintenance windows: one for the NOAMs, and the second for all remaining servers.

When an RMS-based DSR includes geographic redundancy, there are two RMS geographic sites (but still functioning as a single RMS Diameter site). The primary RMS site contains the NOAM active/standby pair that manages the network element, while the geo-redundant RMS site contains a Disaster Recovery NOAM pair. Each RMS geographic site includes its own SOAM pair, but only the SOAMs at the primary RMS site are used to manage the signaling network element. The SOAMs at the geo-redundant site are for backup purposes only. The upgrade of this DSR deployment should be done in three maintenance windows: one for all NOAMs; a second for the SOAMs and DA-MPs at the geo-redundant backup RMS site; and a third for the SOAMs and DA-MPs at the primary RMS site.

5.3.1.2 TVOE Upgrade Check

When using the Automated Server Group Upgrade feature, it is not possible to upgrade the TVOE hosts with the application, as the application upgrades are performed continuously to completion. Therefore, all TVOE hosts associated with the server group must be upgraded, if necessary, before initiating the server group upgrade sequence. Refer to Section 3.4.6 for TVOE host upgrade procedures. Once the TVOE hosts upgrades are complete, return to this section to continue the site upgrade.

Note: For RMS and VEDSR configurations, the TVOE for the server hosting the PMAC may have already been upgraded.

The TVOE version check is especially applicable to VEDSR systems, wherein all of the DSR applications run as guests of a TVOE host. In particular, consideration must be given to spare SOAMs and spare SBRs, which may be located at a different physical location, but is upgraded with the server group to which the spare server belongs.

5.3.2 SOAM Upgrade Overview

This section contains the steps required to perform a major or incremental upgrade of the SOAMs for a DSR site.

TVOE hosts may be upgraded during this procedure, if the TVOE needs to be upgraded. It assumes each of the SOAM servers is running on a TVOE host (that is, it assumes that there are 2 or 3 TVOE hosts to be upgraded at the site.)

It is highly recommended that TVOE hosts at a site be upgraded in a Maintenance Window before the start of the DSR 8.6.0.0.0 Application upgrade. If the TVOE hosts are upgraded with the Application, consideration must be given to the risks and consequences of exceeding the Maintenance Window.

During the site upgrade (SOAMs plus all C-level servers), site provisioning is disabled. Provisioning is re-enabled at the completion of the site upgrade.

For each site in the DSR, the SOAM(s) and associated MPs and IPFEs should be upgraded within a single maintenance window.

Table 19 shows the estimated execution times for the SOAM upgrade. Procedure 24 Automated SOAM Upgrade (Active/Standby) is the recommended procedure for upgrading the SOAMs when there is **no spare SOAM**. ASG automatically upgrades the standby SOAM, followed by the active SOAM.


If the site does have a spare SOAM, Procedure 25 Manual SOAM Upgrade (Active/Standby/Spare) is the recommended procedure. The manual upgrade procedure upgrades the standby and spare SOAMs in parallel, followed by the active SOAM.

Note: Refer to Appendix Z for changing the SOAM VM profile to increase MP capacity.

Table 19. SOAM Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Iteration 1 & 2 Procedure 24 or Procedure 25	1:20-2:40	1:20-2:40	Automated SOAM Upgrade (Active/Standby) Manual SOAM Upgrade (Active/Standby/Spare)	No traffic impact

5.3.3 Upgrade SOAMs



!!WARNING!!

The following procedures must be completed before the start of soam upgrade:
 Procedure 16; **Error! Reference source not found.**,
 REF_Ref445806626 \r \h Procedure 19

This section provides the procedures to upgrade the SOAMs. The SOAMs can be upgraded manually under user control, or automatically using the Automated Server Group Upgrade option. The recommended method for SOAM upgrade depends on the existence of a spare SOAM. If the site includes a spare SOAM, then the SOAMs are upgraded manually so that the spare and standby can be upgraded concurrently. This reduces the time required to upgrade the SOAMs.

Regardless of which SOAM upgrade option is used, Procedure 23 is required to ensure site provisioning is disabled.

If the site does **not** include a spare SOAM, use the automated SOAM upgrade in Procedure 24.

If the site does include a spare SOAM, use the manual SOAM upgrade in Procedure 25.

Procedure 23. SOAM Upgrade Pre-Checks

Step#	Procedure	Description
<p>This procedure verifies traffic status, and verifies that site provisioning is disabled, in preparation for upgrading the SOAMs.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1.	NOAM health check	<ol style="list-style-type: none"> 1. Perform the NOAM health check before upgrading SOAM. 2. Check whether the apwSoapServer process is restarting on active NOAM.
2.	Active SOAM VIP: View KPIs to verify traffic status	<ol style="list-style-type: none"> 3. Log into the active SOAM GUI using the VIP. 4. Navigate to Status & Manage > KPIs. 5. Inspect KPI reports to verify traffic is at the expected condition.
3.	Active SOAM VIP: Verify site provisioning is disabled	<p>Verify site provisioning was properly disabled in Procedure 19.</p> <p>In the GUI status bar, where it says Connected using ..., check for the message Site Provisioning disabled.</p> <p>If the message is present, continue with the next procedure per Table 13; otherwise, execute Procedure 19 Disable Site Provisioning.</p>
4.	Active NOAM VIP: Verify HA state	<p>Execute this command to find the state of the servers:</p> <pre>\$ ha.mystate ----- [admusr@E1B581DAMP1 ~]\$ ha.mystate resourceId role node DC subResources lastUpdate ----- DbReplication Stb/Stb C2016.086 * 0 170915:023010.572 VIP Stb/Stb C2016.086 * 0 170915:023010.530 CacdProcessRes Stb/OOS C2016.086 * 0 170915:023010.530 DA_MP_Leader Act/OOS C2016.086 * 0 170915:023010.932 DSR_SLDB OOS/OOS C2016.086 * 1-63 170913:121610.839 DSR_SLDB Act/OOS C2016.086 * 0 170915:023010.934 VIP_DA_MP OOS/OOS C2016.086 * 1-63 170913:121610.840 VIP_DA_MP Act/OOS C2016.086 * 0 170915:023010.933 EXGSTACK_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 EXGSTACK_Process Act/OOS C2016.086 * 0 170915:023010.933 DSR_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 DSR_Process Act/OOS C2016.086 * 0 170915:023010.932 CAPM_HELP_Proc Stb/OOS C2016.086 * 0 170915:023010.530 DSROAM_Proc Stb/OOS C2016.086 * 0 170915:023010.530 CAPM_PSFS_Proc Stb/Stb C2016.086 * 0 170915:023010.530</pre> <p>Note: In case there are more than one server in the same HA state (active), then manually switchover the server HA state using HA management screen before continuing the upgrade procedure.</p>

5.3.3.1 Automated SOAM Upgrade (Active/Standby)

Procedure 24 is the recommended method for upgrading the SOAMs **if the site does not include a spare SOAM**. If the site has a spare SOAM, upgrade using Procedure 25. Upon completion of this procedure, proceed to Section 5.4 Upgrade Iteration 3.

Procedure 24. Automated SOAM Upgrade (Active/Standby)

Step#	Procedure	Description
<p>This procedure upgrades the SOAM(s) using the Automated Server Group Upgrade option. If necessary, the TVOE on each server that hosts an SOAM guest is also upgraded.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Upgrade TVOE host for active and/or standby SOAM servers	<p>If the TVOE host for the active or standby SOAM needs to be upgraded, execute Appendix J to upgrade the TVOE host for the active and/or standby SOAM, as necessary.</p> <p>Note: In an RMS-based DSR, the SOAM is a guest on a TVOE host that has already been upgraded as part of the NOAM upgrade.</p>
2. <input type="checkbox"/>	Upgrade SOAM server group	<p>Upgrade the SOAM server group using the Upgrade Multiple Servers procedure with the following options:</p> <ul style="list-style-type: none"> • Use the Automated Server Group Upgrade option • Select the Serial upgrade mode <p>Execute Appendix H Upgrade Multiple Servers – Upgrade Administration.</p> <p>After successfully completing the procedure in Appendix H, return to this point and proceed to Section 5.4 Upgrade Iteration 3.</p>

Note: Once the network element SOAMs are upgraded, if any C-level server is removed from a Server Group and re-added, the server must be restored by way of disaster recovery procedures. The normal replication channel to the C-level server is inhibited due to the difference in release versions.

5.3.3.2 Manual SOAM Upgrade (Active/Standby/Spare)

Procedure 25 is used to upgrade the SOAM server group if the site includes a spare SOAM. If the SOAM server group was upgraded using Procedure 24, do not execute this procedure; proceed to Section 5.4 Upgrade Iteration 3.

Procedure 25. Manual SOAM Upgrade (Active/Standby/Spare)

Step#	Procedure	Description
<p>This procedure upgrades the SOAM(s) in a DSR, including, if necessary, TVOE on each server that hosts an SOAM guest. This procedure upgrades the SOAMs manually.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Upgrade TVOE host for active, standby, and/or spare SOAM servers	<p>If the TVOE host for the active, standby, or spare SOAM needs to be upgraded, execute Appendix J to upgrade the TVOE host for the active, standby, and/or spare SOAM, as necessary.</p> <p>Note: In an RMS-based DSR, the SOAM is a guest on a TVOE host that has already been upgraded as part of the NOAM upgrade.</p>
2. <input type="checkbox"/>	Upgrade standby and spare SOAMs in parallel using the Upgrade Multiple Servers procedure	<p>Execute Appendix H Upgrade Multiple Servers – Upgrade Administration.</p> <p>After successfully completing the procedure in Appendix H, return to this point and continue with the next step.</p>
3. <input type="checkbox"/>	Upgrade active SOAM using Upgrade Single Server procedure	<p>Execute Appendix F Upgrade Single Server – DSR 8.x.</p> <p>After successfully completing the procedure in Appendix F, return to this point and proceed to Section 5.4 Upgrade Iteration 3.</p>

Note: Once the network element SOAMs are upgraded, if any C-level server is removed from a server group and re-added, the server must be restored by way of disaster recovery procedures. The normal replication channel to the C-level server is inhibited due to the difference in release versions.

5.4 Upgrade Iteration 3

Upgrade iteration 3 begins the upgrade of the site C-level servers. As shown in Table 17, iteration 3 consists of upgrading the DA-MPs, IPFEs, and spare SBR(s), if equipped. The C-level components are upgraded in parallel to maximize Maintenance Window usage.

Table 20 shows the estimated time required to upgrade the C-level servers for iteration 3.

Table 20. Iteration 3 Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 26	0:40-1:00	0:40-1:00	Upgrade Iteration 3	½ DA-MPs, ½ IPFEs, spare SBR(s) will be offline



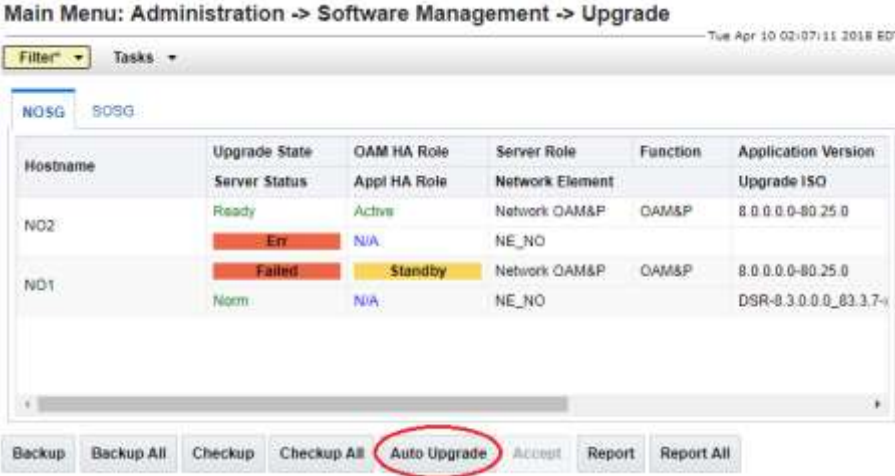
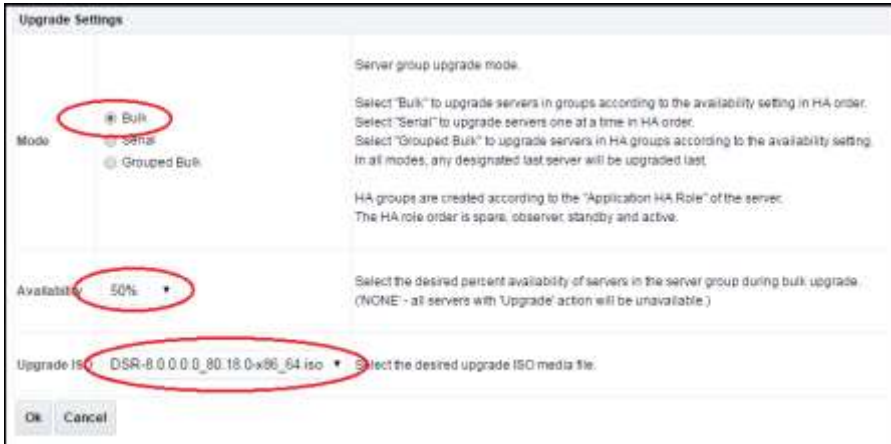
CAUTION



ASG does not allow the operator to specify the upgrade order of the DA-MP servers. If a manual upgrade was recommended in section 0, do not use ASG to upgrade the DA-MPs in this iteration. Alternate upgrade procedures are provided in L.4.

Procedure 26. Upgrade Iteration 3



Step#	Procedure	Description																														
<p>This procedure upgrades a portion of the C-level servers for iteration 3.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																
1.	NOAM health check	<ol style="list-style-type: none"> 1. Perform the NOAM health check before upgrading C-Level servers. 2. Check whether the apwSoapServer process is restarting on active NOAM. 																														
2.	<input type="checkbox"/> Active NOAM VIP: Select the DA-MP server group to view pre-upgrade status of DA-MPs	<ol style="list-style-type: none"> 3. Log into the NOAM GUI using the VIP. 4. Navigate to Administration > Software Management > Upgrade 5. Select the SOAM tab of the site being upgraded. 6. Select the DA-MP Server Group link. 7. For the DA-MP servers to be upgraded in iteration 3, verify the application version value is the expected source software release version. 																														
3.	<input type="checkbox"/> Active NOAM VIP: View pre-upgrade status of DA-MP servers	<ol style="list-style-type: none"> 1. If the servers are in Backup Needed state, select the servers and click Backup. The Upgrade State changes to Backup in Progress. When the backup is complete, the Upgrade State changes to Ready. 2. Verify the OAM Max HA Role is in the expected condition (either standby or active). This depends on the server being upgraded. <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter: Tasks</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <td></td> <td>Server Status</td> <td>Appl HA Role</td> <td>Network Element</td> <td></td> <td>Upgrade ISO</td> </tr> </thead> <tbody> <tr> <td>NO2</td> <td>Ready</td> <td>Active</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td>NO1</td> <td>Failed</td> <td>Standby</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>NE_NO</td> <td></td> <td>DSR-S 3.0.0.0_83.3</td> </tr> </tbody> </table> <p>Buttons: Backup, Backup All, Checkup, Checkup All, Auto Upgrade, Accept, Report, Report All</p>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0	NO1	Failed	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0		Norm	N/A	NE_NO		DSR-S 3.0.0.0_83.3
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																											
	Server Status	Appl HA Role	Network Element		Upgrade ISO																											
NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0																											
NO1	Failed	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0																											
	Norm	N/A	NE_NO		DSR-S 3.0.0.0_83.3																											



Step#	Procedure	Description																																																
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify upgrade status is Ready for the server to be upgraded</p>	<p>This may take a minute if a backup is in progress. Depending on the server being upgraded, new alarms may occur.</p> <p>The Upgrade Administration screen displays. Navigate to the DA-MP server group of the site being upgraded.</p> <div data-bbox="527 390 1416 1003" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Tasks</p> <p>NO_SG SO_East SO_North SO_West</p> <p>Entre Site SO_East IPFE1_SG IPFE2_SG IPFE3_SG IPFE4_SG MP_SG</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <td></td> <td>Server Status</td> <td>Appl HA Role</td> <td>Network Element</td> <td></td> <td>Upgrade ISO</td> </tr> </thead> <tbody> <tr> <td rowspan="2">MP3</td> <td>Ready</td> <td>Active</td> <td>MP</td> <td rowspan="2">DSR (multi-active cluster)</td> <td rowspan="2">7.2.0.0.0-72.25.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> </tr> <tr> <td rowspan="2">MP4</td> <td>Ready</td> <td>Standby</td> <td>MP</td> <td rowspan="2">DSR (multi-active cluster)</td> <td rowspan="2">7.2.0.0.0-72.25.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> </tr> <tr> <td rowspan="2">MP1</td> <td>Ready</td> <td>Standby</td> <td>MP</td> <td rowspan="2">DSR (multi-active cluster)</td> <td rowspan="2">7.2.0.0.0-72.25.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> </tr> <tr> <td rowspan="2">MP2</td> <td>Ready</td> <td>Standby</td> <td>MP</td> <td rowspan="2">DSR (multi-active cluster)</td> <td rowspan="2">7.2.0.0.0-72.25.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> </tr> </tbody> </table> </div> <p>Servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31101 (DB Replication to slave DB has failed) Alarm ID = 31106 (DB Merge to Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31225 (HA Service Start Failure) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) 	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	MP3	Ready	Active	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0	Norm	Active	SO1_DSR_VM	MP4	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0	Norm	Active	SO1_DSR_VM	MP1	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0	Norm	Active	SO1_DSR_VM	MP2	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0	Norm	Active	SO1_DSR_VM
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																													
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																													
MP3	Ready	Active	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0																																													
	Norm	Active	SO1_DSR_VM																																															
MP4	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0																																													
	Norm	Active	SO1_DSR_VM																																															
MP1	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0																																													
	Norm	Active	SO1_DSR_VM																																															
MP2	Ready	Standby	MP	DSR (multi-active cluster)	7.2.0.0.0-72.25.0																																													
	Norm	Active	SO1_DSR_VM																																															

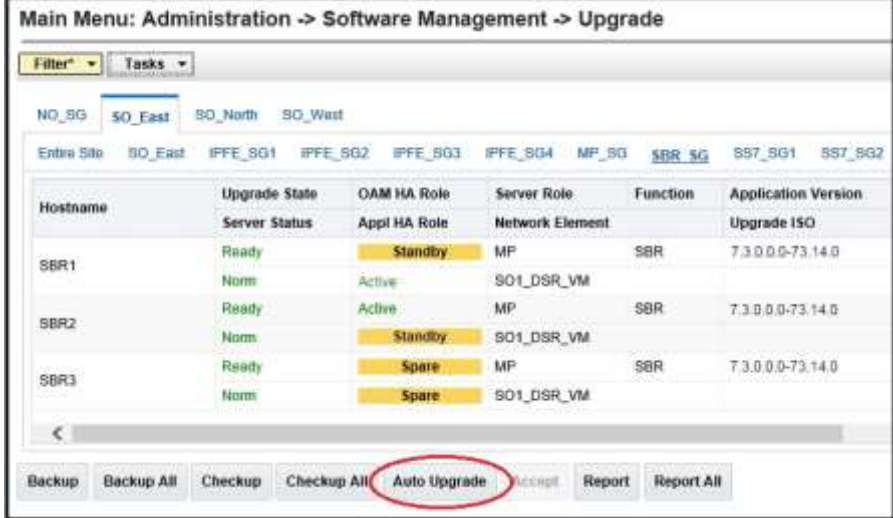
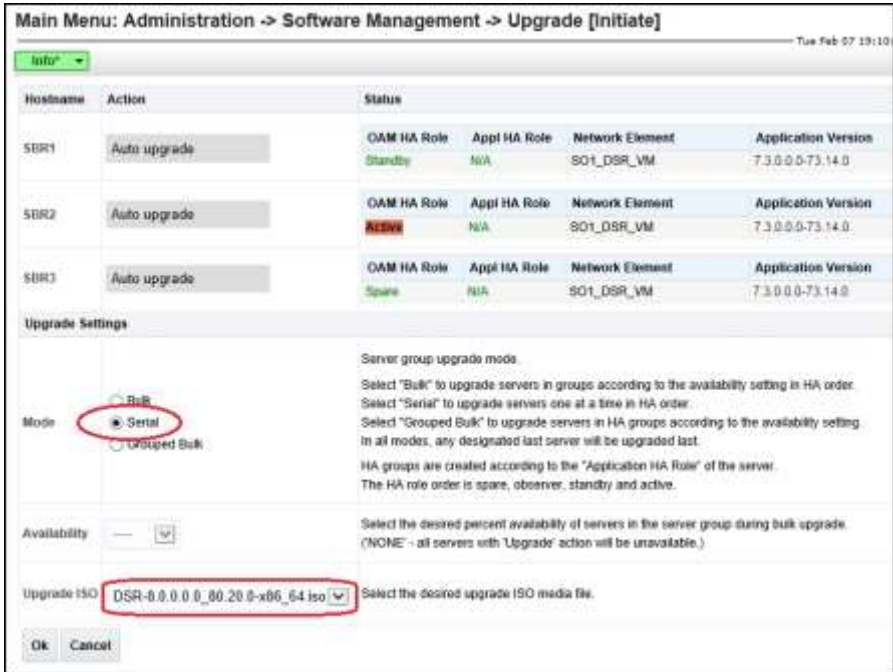
Step#	Procedure	Description																								
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate the Automated Server Group upgrade of the DA-MP servers (part 1)</p>	<ol style="list-style-type: none"> To use the Automated Server Group upgrade option, verify no servers in the server group are selected. Click Auto Upgrade. <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <p>The screenshot shows a table with columns: Hostname, Upgrade State, OAM HA Role, Server Role, Function, and Application Version. The 'Auto Upgrade' button at the bottom is circled in red.</p> <table border="1" data-bbox="544 504 1412 787"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>NO2</td> <td>Ready</td> <td>Active</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td>NO1</td> <td>Failed</td> <td>Standby</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0-80.25.0</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>NE_NO</td> <td></td> <td>DSR-8.3.0.0.0_83.3.7-v</td> </tr> </tbody> </table>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version	NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0	NO1	Failed	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0		Norm	N/A	NE_NO		DSR-8.3.0.0.0_83.3.7-v
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																					
NO2	Ready	Active	Network OAM&P	OAM&P	8.0.0.0-80.25.0																					
NO1	Failed	Standby	Network OAM&P	OAM&P	8.0.0.0-80.25.0																					
	Norm	N/A	NE_NO		DSR-8.3.0.0.0_83.3.7-v																					
<p>6.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate the Automated Server Group upgrade of the DA-MP server (part 2)</p>	<ol style="list-style-type: none"> The Upgrade Settings section of the Initiate screen controls the behavior of the server group upgrade. Select Bulk Mode. Select 50% for the Availability setting. Select the appropriate ISO from the Upgrade ISO options. Click OK to start the upgrade.  <p>The screenshot shows the 'Upgrade Settings' dialog box with three settings circled in red: 'Bulk' mode, '50%' availability, and the selected ISO file 'DSR-8.0.0.0.0_80.18.0-x86_64 iso'.</p>																								


Step#	Procedure	Description
<p>7.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View the upgrade administration form to monitor upgrade progress</p>	<p>Observe the upgrade state of the DA-MP servers. Upgrade status displays under the Status Message column.</p>  <p>While the DA-MP servers are upgrading, continue with the next step to upgrade additional C-level components in parallel.</p>
<p>8.</p> <p><input type="checkbox"/></p>	<p>Identify the IPFE server group(s) to upgrade</p>	<p>From the data captured in Table 17, identify the IPFE server group(s) to upgrade in iteration 3.</p>
<p>9.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View pre-upgrade status of IPFEs</p>	<ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Select the SOAM tab of the site being upgraded. Select the link for each IPFE server group to upgrade. For the IPFE servers to be upgraded in iteration 3, verify the application version value is the expected source software release version. If a server is in Backup Needed state, select the servers and click Backup. The Upgrade State changes to Backup in Progress. When the backup is complete, the Upgrade State changes to Ready. Verify the OAM Max HA Role is in the expected condition (either standby or active). This depends on the server being upgraded. 
<p>10.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify upgrade status is Ready for the server to be upgraded</p>	<p>This may take a minute if a backup is in progress. Depending on the server being upgraded, new alarms may occur.</p> <p>The Upgrade Administration screen displays. Navigate to the IPFE server group being upgraded.</p>

Step#	Procedure	Description
		<p data-bbox="532 254 1414 573"> </p> <p data-bbox="532 590 1308 615">Servers may have a combination of the following expected alarms.</p> <p data-bbox="532 625 987 651">Note: Not all servers have all alarms:</p> <ul data-bbox="623 674 1425 1108" style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31101 (DB Replication to slave DB has failed) Alarm ID = 31106 (DB Merge to Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed)
<p data-bbox="224 1136 261 1161">11.</p> <p data-bbox="233 1171 256 1197">☐</p>	<p data-bbox="313 1136 483 1255">Active NOAM VIP: Initiate IPFE upgrade (part 1)</p>	<p data-bbox="532 1136 1406 1245"> Select the Upgrade Server method. <ol style="list-style-type: none"> 1. From the Upgrade Administration screen, select the server to upgrade. 2. Click Upgrade Server. </p> <p data-bbox="532 1262 1414 1675"> </p>

Step#	Procedure	Description
12. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	Observe the upgrade state of the IPFE server. Upgrade status displays under the Status Message column.  <p>The screenshot shows a web interface titled 'Main Menu: Administration -> Software Management -> Upgrade'. It features a navigation bar with 'Filter', 'Status', and 'Tasks' dropdowns. Below the navigation, there are tabs for 'NO_SG', 'SO_East', 'SO_North', and 'SO_West'. A sub-navigation bar includes 'Entire Site', 'SO_East', 'IPFE_SG1', 'IPFE_SG2', 'IPFE_SG3', 'IPFE_SG4', 'MP_SG', 'SBR_SG', 'SST_SG1', and 'SST_SG2'. The main content area is a table with columns: 'Hostname', 'Upgrade State', 'OAM HA Role', 'Server Role', 'Function', and 'Application Version'. The 'IPFE1' row shows 'Upgrade State' as 'Upgrading' (circled in red), 'OAM HA Role' as 'DGS', 'Server Role' as 'MP', 'Function' as 'IP Front End', and 'Application Version' as '7.3.0.0-73.18.0'. A second row for 'IPFE1' shows 'Upgrade State' as 'Unk', 'OAM HA Role' as 'N/A', 'Server Role' as 'SG1_DSR_VM', and 'Application Version' as 'DSR-8.0.0.0_80.20.0-x86_64.iso'.</p>
13. <input type="checkbox"/>	Repeat for each IPFE	Repeat steps 15 through 20 for the next IPFE to upgrade in this iteration per Table 17.
14. <input type="checkbox"/>	Identify the SBR server group(s) to upgrade 	From the data captured in Table 17, identify the SBR server group(s) to upgrade in iteration 3. ASG (Auto Upgrade), mentioned in next steps, do not allow you to verify any observations during upgrade. If a manual upgrade was recommended in section 0, Table 6, step 7. , do not use ASG to upgrade all the SBR servers from same server group in a single iteration. Alternate upgrade procedures are provided in L.6, Manual SBR Upgrade Procedure. Spare SBR server(s) need to be upgraded in this iteration. In the case of Manual Upgrade, ASG steps 15. to 19. need to be skipped.
15. <input type="checkbox"/>	Active NOAM VIP: View pre-upgrade status of SBRs to upgrade	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 1. Select the SOAM tab of the site being upgraded. 2. Select the link for each SBR server group to upgrade. 3. For the SBR servers to be upgraded in iteration 3, verify the application version value is the expected source software release version. 4. If the server is in Backup needed state, select the servers and click Backup. The Upgrade State changes to Backup in Progress. When the backup is complete, the Upgrade State changes to Ready. 5. Verify the OAM Max HA Role is in the expected condition (either standby or active). This depends on the server being upgraded.

Step#	Procedure	Description																																													
		 <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Tasks</p> <p>NO_SG SO_East SO_North SO_West</p> <p>Entire Site SO_East IPFE_SG1 IPFE_SG2 IPFE_SG3 IPFE_SG4 MP_SG SBR_SG SS7_SG1 SS7_SG2</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <th></th> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <th></th> <th>Upgrade ISO</th> </tr> </thead> <tbody> <tr> <td rowspan="2">SBR2</td> <td>Backup Needed</td> <td>Active</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Spare</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> <tr> <td rowspan="2">SBR3</td> <td>Backup Needed</td> <td>Standby</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> <tr> <td rowspan="2">SBR1</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Spare</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> </tbody> </table>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	SBR2	Backup Needed	Active	MP	SBR	7.3.0.0-73.18.0	Norm	Spare	SO1_DSR_VM			SBR3	Backup Needed	Standby	MP	SBR	7.3.0.0-73.18.0	Norm	Active	SO1_DSR_VM			SBR1	Backup Needed	Spare	MP	SBR	7.3.0.0-73.18.0	Norm	Spare	SO1_DSR_VM		
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																										
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																										
SBR2	Backup Needed	Active	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Spare	SO1_DSR_VM																																												
SBR3	Backup Needed	Standby	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Active	SO1_DSR_VM																																												
SBR1	Backup Needed	Spare	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Spare	SO1_DSR_VM																																												
<p>16. <input type="checkbox"/></p>	<p>Active NOAM VIP: Verify upgrade status is Ready for the server to be upgraded</p>	<p>This may take a minute if a backup is in progress. Depending on the server being upgraded, new alarms may occur.</p> <p>The Upgrade Administration screen displays. Navigate to the SBR server group being upgraded.</p>  <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Tasks</p> <p>NO_SG SO_East SO_North SO_West</p> <p>Entire Site SO_East IPFE_SG1 IPFE_SG2 IPFE_SG3 IPFE_SG4 MP_SG SBR_SG SS7_SG1 SS7_SG2</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <th></th> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <th></th> <th>Upgrade ISO</th> </tr> </thead> <tbody> <tr> <td rowspan="2">SBR2</td> <td>Ready</td> <td>Active</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Spare</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> <tr> <td rowspan="2">SBR3</td> <td>Ready</td> <td>Standby</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> <tr> <td rowspan="2">SBR1</td> <td>Ready</td> <td>Spare</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.18.0</td> </tr> <tr> <td>Norm</td> <td>Spare</td> <td>SO1_DSR_VM</td> <td></td> <td></td> </tr> </tbody> </table> <p>Servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31101 (DB Replication to slave DB has failed) Alarm ID = 31106 (DB Merge to Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) 	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	SBR2	Ready	Active	MP	SBR	7.3.0.0-73.18.0	Norm	Spare	SO1_DSR_VM			SBR3	Ready	Standby	MP	SBR	7.3.0.0-73.18.0	Norm	Active	SO1_DSR_VM			SBR1	Ready	Spare	MP	SBR	7.3.0.0-73.18.0	Norm	Spare	SO1_DSR_VM		
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																										
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																										
SBR2	Ready	Active	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Spare	SO1_DSR_VM																																												
SBR3	Ready	Standby	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Active	SO1_DSR_VM																																												
SBR1	Ready	Spare	MP	SBR	7.3.0.0-73.18.0																																										
	Norm	Spare	SO1_DSR_VM																																												

Step#	Procedure	Description
<p>17.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate SBR upgrade (part 1)</p>	<p>Select the Auto Upgrade method.</p> <ol style="list-style-type: none"> To use the Automated Server Group upgrade option, select the SBR server group to upgrade. Verify no servers in the server group are selected. Click Auto Upgrade. 
<p>18.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate SBR upgrade (part 2)</p>	<p>Set upgrade options and start the Automated Server Group Upgrade.</p> <ol style="list-style-type: none"> The Upgrade Settings section of the Initiate screen controls the behavior of the automated upgrade. Select Serial mode. Select the appropriate ISO from the Upgrade ISO options. Click OK to start the upgrade. 

Step#	Procedure	Description
19. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	Observe the Upgrade State of the SBR server group. Upgrade status displays under the Status Message column (not shown). 
20. <input type="checkbox"/>	Repeat for each SBR server group	Repeat steps 22 through 27 for the next SBR server group to be upgraded per Table 17.
21. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	See step 30 for instructions if the upgrade fails, or if execution time exceeds 60 minutes. Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED . The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem. 4. Navigate to Administration > Software Management > Upgrade . 5. Select the SOAM tab of the site being upgraded. 6. Sequence through the server group links for the server groups being upgraded. Observe the Upgrade State of the servers of interest. Upgrade status displays under the Status Message column. During the upgrade, the servers may have a combination of the following expected alarms. Note: Not all servers have all alarms: Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats)

Step#	Procedure	Description
		<p>Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed)</p> <p>Database (DB) replication failure alarms may display during an Automated Site Upgrade or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved. Refer to Appendix Z resolve this issue.</p> <p>7. Half of the DA-MP and SBR server groups are upgraded in iteration 3. ASG automatically sequences to iteration 4 to upgrade the remaining servers. Periodically monitor these servers for failures.</p> <p>8. For the IPFE servers being upgraded, wait for the upgrades to complete. The Status Message column displays Success after approximately 20 to 50 minutes. Do not proceed to iteration 4 until the IPFE servers have completed upgrade.</p> <p>Note: Do not accept any upgrades at this time.</p> <p>If any upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>
22. <input type="checkbox"/>	Server CLI: If the upgrade of a server fails	<p>If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files:</p> <p style="padding-left: 40px;">/var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log</p> <p>It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files. Refer to Appendix O for failed server recovery procedures.</p>

5.5 Upgrade Iteration 4



Upgrade iteration 4 continues the upgrade of the site C-level servers. As shown in Table 17, iteration 4 consists of upgrading the second half of the DA-MPs, and IPFEs, as well as the standby SBR(s), if equipped.

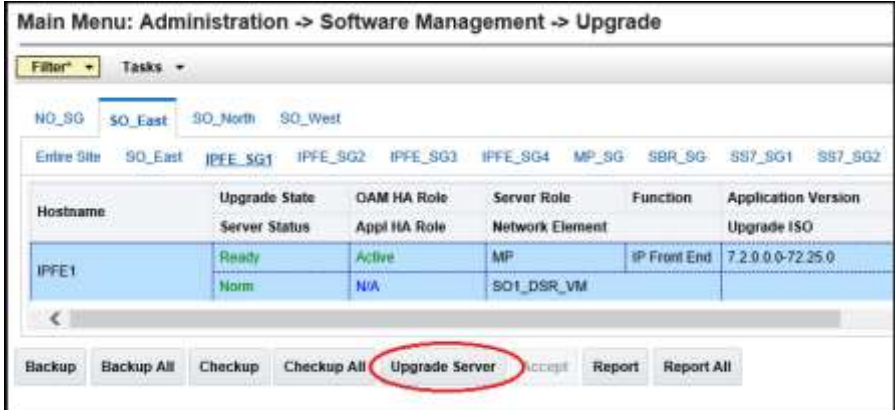
Table 21 shows the estimated time required to upgrade the C-level servers for iteration 4.

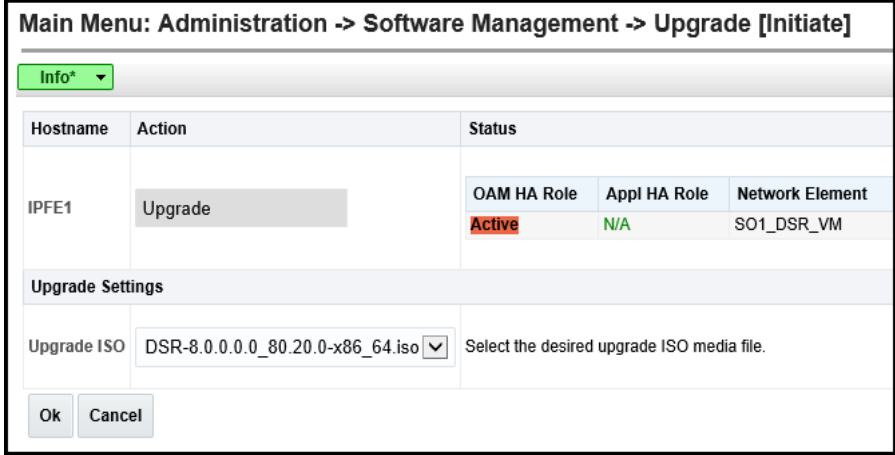


Table 21. Iteration 4 Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 27	0:40-1:00		Upgrade Iteration 4	½ DA-MPs, ½ IPFEs, Standby SBR(s) will be offline

Procedure 27. Upgrade Iteration 4

Step#	Procedure	Description
<p>This procedure upgrades a portion of the C-level servers for iteration 4.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1.	NOAM health check	<ol style="list-style-type: none"> 1. Perform the NOAM health check before upgrading C-Level servers. 2. Check whether the apwSoapServer process is restarting on active NOAM.
2.	<input type="checkbox"/> Active NOAM VIP: View pre-upgrade status of IPFEs	<ol style="list-style-type: none"> 3. Navigate to Administration > Software Management > Upgrade. 4. Select the SOAM tab of the site being upgraded. 5. Select the link of each IPFE server group to be upgraded. 6. For the IPFE servers to be upgraded in iteration 4, verify the application version value is the expected source software release version. 7. If a server is in Backup Needed state, select the servers and click Backup. The Upgrade State changes to Backup in Progress. When the backup is complete, the Upgrade State changes to Ready. 8. Verify the OAM Max HA Role is in the expected condition (either standby or active). This depends on the server being upgraded.  <p>The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade' page. It features a navigation bar with tabs for 'NO_SG', 'SO_East', 'SO_North', and 'SO_West'. Below this, there are sub-tabs for 'Entire Site', 'SO_East', 'IPFE_SG1', 'IPFE_SG2', 'IPFE_SG3', 'IPFE_SG4', 'MP_SG', 'SBR_SG', 'SS7_SG1', and 'SS7_SG2'. A table displays server details for IPFE1, including Hostname, Upgrade State (Backup Needed), OAM HA Role (Active), Server Role (MP), Function (IP Front End), and Application Version (7.3.0.0-73.18.0).</p>
3.	<input type="checkbox"/> Active NOAM VIP: Verify upgrade status is Ready for the server to be upgraded	<p>This may take a minute if a backup is in progress. Depending on the server being upgraded, new alarms may occur.</p> <p>The Upgrade Administration screen displays. Navigate to the IPFE server group being upgraded.</p>  <p>The screenshot shows the same 'Main Menu: Administration -> Software Management -> Upgrade' page. The 'IPFE1' server's Upgrade State is now 'Ready', and its OAM HA Role is 'Active'. The Application Version remains '7.3.0.0-73.18.0'.</p> <p>Servers may have a combination of the following expected alarms. Note: Not all servers have all alarms:</p>

Step#	Procedure	Description
		<p>Alarm ID = 10008 (Provisioning Manually Disabled)</p> <p>Alarm ID = 10073 (Server Group Max Allowed HA Role Warning)</p> <p>Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped)</p> <p>Alarm ID = 32515 (Server HA Failover Inhibited)</p> <p>Alarm ID = 31101 (DB Replication to slave DB has failed)</p> <p>Alarm ID = 31106 (DB Merge to Parent Failure)</p> <p>Alarm ID = 31107 (DB Merge From Child Failure)</p> <p>Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server)</p> <p>Alarm ID = 31149 (DB Late Write Nonactive)</p> <p>Alarm ID = 31114 (DB Replication over SOAP has failed)</p>
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate IPFE upgrade (part 1)</p>	<p>Select the Upgrade Server method.</p> <ol style="list-style-type: none"> From the Upgrade Administration screen, select the server to be upgraded. Click Upgrade Server.  <p>The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade' interface. It features a navigation bar with tabs for 'NO_SG', 'SO_East', 'SO_North', and 'SO_West'. Below this is a table with columns for 'Hostname', 'Upgrade State', 'GAM HA Role', 'Server Role', 'Function', and 'Application Version'. The table lists servers like 'IPFE1' with 'Ready' and 'Active' states. At the bottom, there are several buttons: 'Backup', 'Backup All', 'Checkup', 'Checkup All', 'Upgrade Server' (circled in red), 'Accept', 'Report', and 'Report All'.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM VIP: Initiate IPFE upgrade (part 2)	<p>Select target ISO.</p> <ol style="list-style-type: none"> On the Upgrade Initiate screen, select the target ISO from the Upgrade ISO options. Click OK to initiate the upgrade. 
6. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	<p>Observe the Upgrade State of the IPFE server. Upgrade status displays under the Status Message column.</p> 
7. <input type="checkbox"/>	Repeat for each IPFE	Repeat steps above steps for the next IPFE to be upgraded per Table 17.
8. <input type="checkbox"/>	Identify the Standby SBR server(s) to upgrade 	<p>From the data captured in Table 17, identify the SBR server (s) to upgrade in iteration 4.</p> <p>If ASG was used for SBR servers in Upgrade Iteration 3, then standby SBR server(s) are already upgraded and the SBR upgrade iteration steps are not required.</p> <p>If manual upgrade was recommended in section 0, Table 6, step 7. , use alternate upgrade procedures provided in L.6, Manual SBR Upgrade Procedure for standby SBR server (s) upgrade.</p>
9. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	<p>See step 10. for instructions if the upgrade fails, or if execution time exceeds 60 minutes.</p> <p>Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p>

Step#	Procedure	Description
		<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being upgraded. 3. Sequence through the server group links for the server groups being upgraded. Observe the upgrade state of the servers of interest. Upgrade status displays under the Status Message column. <p>During the upgrade, the servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) <p>Database (DB) replication failure alarms may display during an Automated Site Upgrade or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved. Refer to Appendix Z to resolve this issue.</p> <ol style="list-style-type: none"> 4. The SBR server groups being upgraded with ASG upgrade the standby SBR in iteration 4, and automatically sequence to iteration 5. Periodically monitor these servers for failures, if equipped. 5. For the DA-MP and IPFE servers being upgraded, wait for the upgrades to complete. The Status Message column displays Success after approximately 20 to 50 minutes. Do not proceed to iteration 5 until the DA-MP and IPFE servers have completed upgrade. <p>If the system does not have SBRs, the server upgrades are complete. Proceed to Section 5.6 Upgrade Iteration 5.</p>
10. <input type="checkbox"/>	Server CLI: If the upgrade of a server fails:	<p>If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files:</p> <pre> /var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log </pre> <p>If any upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>


5.6 Upgrade Iteration 5

Upgrade iteration 5 continues the upgrade of the site C-level servers. As shown in Table 17, iteration 5 consists of upgrading the active SBR(s) if ASG was not used during Upgrade Iteration 3.

Table 22 shows the estimated time required to upgrade the remaining C-level servers for iteration 5.

Table 22. Iteration 5 Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 28	0:40-1:00		Upgrade Iteration 5	Standby SBR becomes active; previously active SBR will be offline for upgrade



CAUTION

IF ASG was used for SBR servers in Upgrade Iteration 3, then Active SBR server(s) are already upgraded and Procedure 35 is not required.

If manual upgrade was recommended in section 3.2, Table 6, step 8., use alternate upgrade procedures provided in L.7, Manual SBR Upgrade Procedure for active SBR server(s) upgrade.

Procedure 28. Upgrade Iteration 5

Step#	Procedure	Description																																										
<p>This procedure upgrades the active SBRs.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																												
1.	NOAM health check	<ol style="list-style-type: none"> Perform the NOAM health check before upgrading C-Level servers. Check whether the apwSoapServer process is restarting on active NOAM. 																																										
2.	Active NOAM VIP: Iteration 5	<p>At iteration 5, the active SBR is upgraded, causing the standby to become active.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Status Tasks</p> <p>NO_SG SO_East SO_North SO_West</p> <p>Entire Site SO_East IPFE_SG1 IPFE_SG2 IPFE_SG3 IPFE_SG4 MP_SG SBR_SG SS7_SG1 SS7_SG2</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <td></td> <td>Server Status</td> <td>Appl HA Role</td> <td>Network Element</td> <td>Upgrade ISO</td> <td></td> </tr> </thead> <tbody> <tr> <td>SBR1</td> <td>Accept or Reject</td> <td>Active</td> <td>MP</td> <td>SBR</td> <td>8.0.0.0_80.20.0</td> </tr> <tr> <td>SBR2</td> <td>Upgrading</td> <td>OOB</td> <td>MP</td> <td>SBR</td> <td>7.3.0.0-73.14.0</td> </tr> <tr> <td>SBR3</td> <td>Unk</td> <td>N/A</td> <td>SO1_DSR_VM</td> <td>SBR</td> <td>DSR-8.0.0.0_80.20.0-86_64.iso</td> </tr> <tr> <td></td> <td>Accept or Reject</td> <td>Spare</td> <td>MP</td> <td>SBR</td> <td>8.0.0.0_80.20.0</td> </tr> <tr> <td></td> <td>Err</td> <td>Spare</td> <td>SO1_DSR_VM</td> <td>SBR</td> <td>DSR-8.0.0.0_80.20.0-86_64.iso</td> </tr> </tbody> </table> </div>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element	Upgrade ISO		SBR1	Accept or Reject	Active	MP	SBR	8.0.0.0_80.20.0	SBR2	Upgrading	OOB	MP	SBR	7.3.0.0-73.14.0	SBR3	Unk	N/A	SO1_DSR_VM	SBR	DSR-8.0.0.0_80.20.0-86_64.iso		Accept or Reject	Spare	MP	SBR	8.0.0.0_80.20.0		Err	Spare	SO1_DSR_VM	SBR	DSR-8.0.0.0_80.20.0-86_64.iso
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																							
	Server Status	Appl HA Role	Network Element	Upgrade ISO																																								
SBR1	Accept or Reject	Active	MP	SBR	8.0.0.0_80.20.0																																							
SBR2	Upgrading	OOB	MP	SBR	7.3.0.0-73.14.0																																							
SBR3	Unk	N/A	SO1_DSR_VM	SBR	DSR-8.0.0.0_80.20.0-86_64.iso																																							
	Accept or Reject	Spare	MP	SBR	8.0.0.0_80.20.0																																							
	Err	Spare	SO1_DSR_VM	SBR	DSR-8.0.0.0_80.20.0-86_64.iso																																							

Step#	Procedure	Description
3. <input type="checkbox"/>	<p>Active NOAM VIP: View the upgrade administration form to monitor upgrade progress</p>	<p>See step 3 for instructions if the upgrade fails, or if execution time exceeds 60 minutes.</p> <p>Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p> <ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being upgraded. 3. Sequence through the server group links for the server groups being upgraded. Observe the upgrade state of the servers of interest. Upgrade status displays under the Status Message column. <p>During the upgrade, the servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) <p>Database (DB) replication failure alarms may display during an Automated Site Upgrade or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved. Refer to Appendix Z to resolve this issue.</p> <p>Wait for the SBR upgrades to complete. The Status Message column displays Success. This step takes approximately 20 to 50 minutes.</p>

Step#	Procedure	Description
4. □	Server CLI: If the upgrade of a server fails	<p>If any upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p> <p>If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files:</p> <pre> /var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log </pre>

5.7 Site Post-Upgrade Procedures



THE FOLLOWING PROCEDURES MUST BE EXECUTED AT THE COMPLETION OF EACH SOAM SITE UPGRADE:

- Procedure 29 Allow Site Provisioning
- Procedure 30 Site Post-Upgrade Health Check



AFTER ALL SOAM SITES IN THE TOPOLOGY HAVE COMPLETED UPGRADE, THE UPGRADE MAY BE ACCEPTED USING THE FOLLOWING PROCEDURE:

- Procedure 42 Accept the Upgrade

The post-upgrade procedures consist of procedures that are performed after each site upgrades is complete. The final Health Check of the system collects alarm and status information to verify the upgrade did not degrade system operation. After an appropriate soak time, the upgrade is accepted.

5.7.1 Allow Site Provisioning

This procedure enables site provisioning for the site just upgraded.



CAUTION

Any provisioning changes made to this site before the upgrade is accepted are lost if the upgrade is backed out.

Procedure 29. Allow Site Provisioning

Step#	Procedure	Description
<p>This procedure allows provisioning for SOAM and MP servers.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active SOAM VIP: Enable site provisioning	<ol style="list-style-type: none"> 1. Log into the SOAM GUI of the site just upgraded using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Site Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Disable Site Provisioning.

5.7.2 Site Post-Upgrade Health Checks

This section provides procedures to verify the validity and health of the site upgrade.

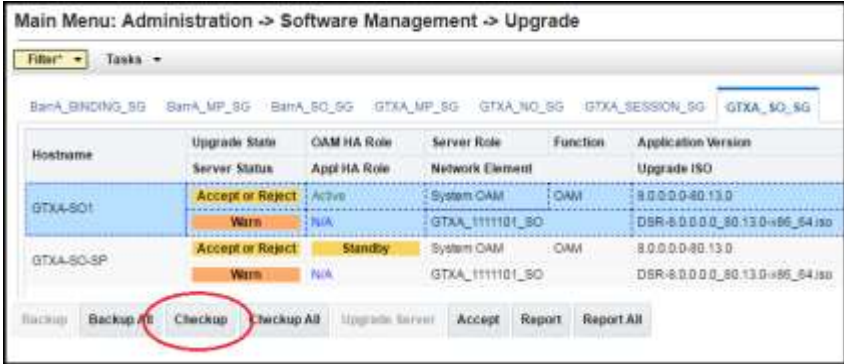
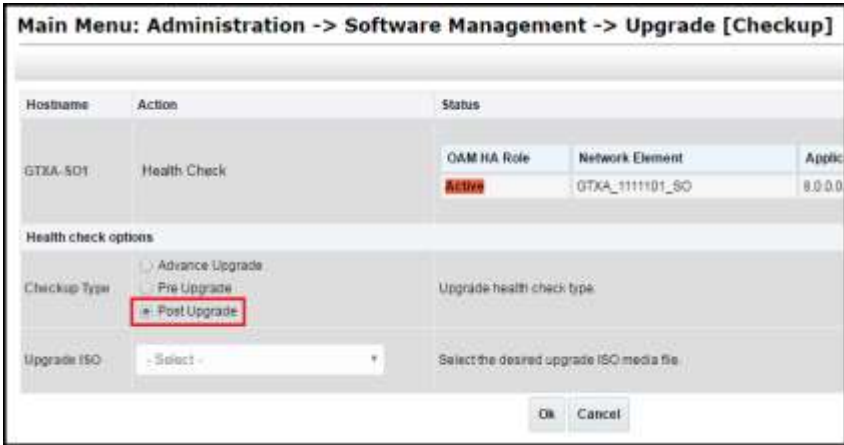
5.7.2.1 Site Post-Upgrade Health Check

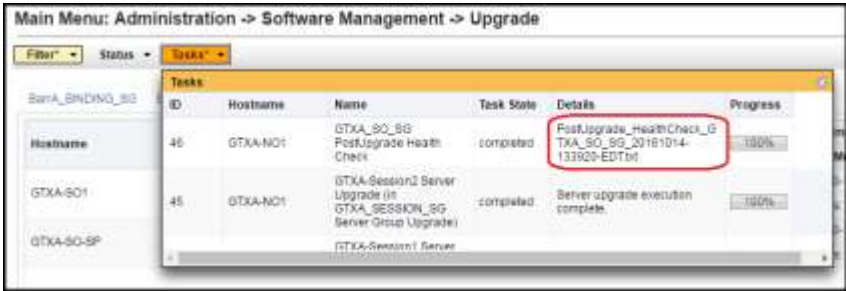
This procedure determines the validity of the upgrade, as well as the health and status of the network and servers.

If the **10054 - Device Deployment Failed** alarm is raised after upgrade for any server, see BB.4 Resolve Device Deployment Failed Alarm for corrective steps.

If syscheck fails stating that **cpu: FAILURE:: No record in alarm table for FAILURE!**, see BB.5 Resolve syscheck Error for CPU Failure.

Procedure 30. Site Post-Upgrade Health Check

Step#	Procedure	Description																																										
<p>This procedure verifies post-upgrade site status.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																												
<p>1. <input type="checkbox"/></p>	<p>Active NOAM VIP: Run automated post-upgrade health checks</p>	<ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Select the SOAM tab of the site being upgraded. Select the SOAM server group link for the site being upgraded. Select the active SOAM.  <p>Main Menu: Administration -> Software Management -> Upgrade</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <th></th> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <th></th> <th>Upgrade ISO</th> </tr> </thead> <tbody> <tr> <td>GTXA-S01</td> <td>Accept or Reject Warn</td> <td>Active</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0-80.13.0</td> </tr> <tr> <td></td> <td></td> <td>N/A</td> <td>GTXA_1111101_BO</td> <td></td> <td>DSR-8.0.0.0_80.13.0-86_84.iso</td> </tr> <tr> <td>GTXA-S0-SP</td> <td>Accept or Reject Warn</td> <td>Standby</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0-80.13.0</td> </tr> <tr> <td></td> <td></td> <td>N/A</td> <td>GTXA_1111101_BO</td> <td></td> <td>DSR-8.0.0.0_80.13.0-86_84.iso</td> </tr> </tbody> </table> <p>Backup Backup All Checkup Checkup All Upgrade Server Accept Report Report All</p> <ol style="list-style-type: none"> Click Checkup. Under Health check options, select Post Upgrade. Click OK. <p>Control returns to the Upgrade screen.</p>  <p>Main Menu: Administration -> Software Management -> Upgrade [Checkup]</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Action</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>GTXA-S01</td> <td>Health Check</td> <td>OAM HA Role: Active Network Element: GTXA_1111101_BO Applic: 8.0.0.0</td> </tr> </tbody> </table> <p>Health check options</p> <p>Checkup Type: <input type="radio"/> Advance Upgrade <input type="radio"/> Pre Upgrade <input checked="" type="radio"/> Post Upgrade</p> <p>Upgrade ISO: - Select - Select the desired upgrade ISO media file</p> <p>Ok Cancel</p>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	GTXA-S01	Accept or Reject Warn	Active	System OAM	OAM	8.0.0.0-80.13.0			N/A	GTXA_1111101_BO		DSR-8.0.0.0_80.13.0-86_84.iso	GTXA-S0-SP	Accept or Reject Warn	Standby	System OAM	OAM	8.0.0.0-80.13.0			N/A	GTXA_1111101_BO		DSR-8.0.0.0_80.13.0-86_84.iso	Hostname	Action	Status	GTXA-S01	Health Check	OAM HA Role: Active Network Element: GTXA_1111101_BO Applic: 8.0.0.0
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																							
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																							
GTXA-S01	Accept or Reject Warn	Active	System OAM	OAM	8.0.0.0-80.13.0																																							
		N/A	GTXA_1111101_BO		DSR-8.0.0.0_80.13.0-86_84.iso																																							
GTXA-S0-SP	Accept or Reject Warn	Standby	System OAM	OAM	8.0.0.0-80.13.0																																							
		N/A	GTXA_1111101_BO		DSR-8.0.0.0_80.13.0-86_84.iso																																							
Hostname	Action	Status																																										
GTXA-S01	Health Check	OAM HA Role: Active Network Element: GTXA_1111101_BO Applic: 8.0.0.0																																										

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Monitor health check progress for completion</p>	<ol style="list-style-type: none"> 1. Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <SO Server Group> PostUpgrade Health Check. 2. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. 3. Click the hyperlink to download the Health Check report. 4. Open the report and review the results. 
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Analyze health check results</p>	<p>Analyze health check report for failures. If the Health Check report status is anything other than Pass, the Health Check logs can be analyzed to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Select the active SOAM tab. 3. Select the UpgradeHealthCheck.log file and click View. 4. Locate the log entries for the most recent health check. 5. Review the log for failures. Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC. <p>If the health check log contains the Unable to execute Health Check on <Active NOAM hostname> message, perform health checks in accordance with Procedure 31 Alternate Site Post-Upgrade Health Check.</p> <p>Note: The following alarm is expected post upgrade only if MP is configured as active-standby pair: Alarm ID = 31225 (HA Service Start Failure)</p>

Step#	Procedure	Description
4. <input type="checkbox"/>	Active SOAM VIP: Export and archive the Diameter configuration data	<ol style="list-style-type: none"> 1. Navigate to Diameter Common > Export. 2. Capture and archive the Diameter data by selecting the ALL option for the Export Application. 3. Verify the requested data is exported by clicking Tasks at the top of the screen. 4. Navigate to Status & Manage > Files and download all the exported files to the client machine, or use the SCP utility to download the files from the active NOAM to the client machine. 5. Navigate to Diameter > Maintenance > Applications. 6. Verify Operational Status is Available for all applications.
5. <input type="checkbox"/>	Active SOAM Server: Check if the setup previously has a customer supplied Apache certificate installed and protected with a passphrase, which was renamed before starting with upgrade.	If the setup had a customer-supplied Apache certificate installed and protected with passphrase before the start of the upgrade (refer to Procedure 3 and rename the certificate back to the original name.
6. <input type="checkbox"/>	Compare data to the Pre-Upgrade health check to verify if the system has degraded after the second maintenance window.	Verify the health check status of the upgraded site as collected from steps 1 through 4 is the same as the pre-upgrade health checks taken in Section 3.4.2. If system operation is degraded, it is recommended to contact My Oracle Support (MOS).

5.7.2.2 Alternate Site Post-Upgrade Health Check

This procedure determines the validity of the upgrade, as well as the health and status of the network and servers. This procedure is an alternative to the normal post upgrade health check in Procedure 30.

Procedure 31. Alternate Site Post-Upgrade Health Check

Step#	Procedure	Description
<p>This procedure verifies post-upgrade site status.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>ACTIVE SOAM CLI: Run/verify SOAM post-upgrade health check status</p>	<p>1. Use an SSH client to connect to the active SOAM:</p> <pre>ssh admusr@<SOAM XMI IP address> password: <enter password></pre> <p>Note: The static XMI IP address for each server should be available in Table 5.</p> <p>2. Enter the command:</p> <pre>\$ upgradeHealthCheck postUpgradeHealthCheckOnSoam</pre> <p>This command creates two files in /var/TKLC/db/filegmt/UpgradeHealthCheck/ with the filename format:</p> <pre><SOserver_name>_ServerStatusReport_<date-time>.xml <SOserver_name>_ComAgentConnStatusReport_<date-time>.xml</pre> <p>If any alarms are present in the system:</p> <pre><SOserver_name>_AlarmStatusReport_<date-time>.xml</pre> <p>If the system is PDRA, one additional file is generated:</p> <pre><SOserver_name>_SBRStatusReport_<date-time>.xml</pre> <p>Note: The FIPS integrity verification test failed message may display when the upgradeHealthCheck command runs. This message can be ignored.</p> <p>3. If the Server <hostname> needs operator attention before upgrade message displays, inspect the Server Status Report to determine the reason for the message. If the Server <hostname> has no alarm with DB State as Normal and Process state as Kill message displays in the Server Status Report, the alert can be ignored.</p> <p>Note: If any server status is not as expected, do not proceed with the upgrade. It is recommended to contact My Oracle Support (MOS) for guidance.</p> <p>4. Keep these reports for future reference. These reports are compared to alarm and status reports after the upgrade is complete.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	ACTIVE SOAM CLI: Capture Diameter maintenance status	<p>Enter the command:</p> <pre>\$ upgradeHealthCheck diameterMaintStatus</pre> <p>This command displays a series of messages providing Diameter Maintenance status. Capture this output and save for later use.</p> <p>Note: The output is also captured in /var/TKLC/db/filemgmt/UpgradeHealthCheck.log.</p> <p>Note: The FIPS integrity verification test failed message may display when the upgradeHealthCheck command runs. This message can be ignored.</p>
3. <input type="checkbox"/>	ACTIVE SOAM CLI: View DA-MP status	<p>1. Enter the command:</p> <pre>\$ upgradeHealthCheck daMpStatus</pre> <p>This command outputs status to the screen for review.</p> <p>Note: The FIPS integrity verification test failed message may display when the upgradeHealthCheck command runs. This message can be ignored.</p> <p>2. Verify all peer MPs are available.</p> <p>3. Note the number of Total Connections Established _____</p>
4. <input type="checkbox"/>	Compare data to the pre-upgrade health check to verify if the system has degraded after the second maintenance window	Verify the health check status of the upgraded site as collected in this procedure is the same as the pre-upgrade health checks taken in section 5.1.2. If system operation is degraded, it is recommended to report it to My Oracle Support (MOS).

5.7.3 Post-Upgrade Procedures

The procedures in this section are executed after the site upgrade is verified to be valid and healthy. These procedures should be executed in the maintenance window.


Procedure 32. Post-Upgrade Procedures

Step#	Procedure	Description
<p>This procedure performs additional actions required after the upgrade is successfully completed. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active SOAM VIP: Enable the signaling firewall for the upgraded site	<p>The firewall enables the DSR to dynamically determine and customize the Linux firewall on each DA-MP server in the DSR signaling node to allow only the essential network traffic pertaining to the active signaling configuration.</p> <ol style="list-style-type: none"> 1. Navigate to Diameter > Maintenance > Signaling Firewall. 2. Select the Signaling Node that was just upgraded. 3. Click Enable. 4. Click OK to confirm the action. 5. Verify the Admin State changes to Enabled. <p>Note: There may be a short delay while the firewall is enabled on the site.</p>

6. Backout Procedure Overview

The procedures provided in this section return the individual servers and the overall DSR system to the source release after an upgrade is aborted. The backout procedures support two options for restoring the source release:

- Emergency backout
- Normal backout

	<h3 style="color: red;">CAUTION</h3>	<p style="color: red;">DSR Backout</p> <p style="color: red;">If the customer deployment has both the FABR and PCA features enabled, then first Backout the SDS nodes before the DSR nodes.</p>
---	--------------------------------------	--

The emergency backout overview is provided in Table 23. These procedures back out the target release software in the fastest possible manner, without regard to traffic impact.

The normal backout overview is provided in Table 24. These procedures back out the target release software in a more controlled manner, sustaining traffic to the extent possible.

All backout procedures are executed inside a maintenance window.

The backout procedure times provided in Table 23 and Table 24 are only estimates as the reason to execute a backout has a direct impact on any additional backout preparation that must be done.

Note: While not specifically covered by this procedure, it may be necessary to re-apply patches to the source release after the backout. If patches are applicable to the source release, verify all patches are on-hand before completing the backout procedures.

Table 23. Emergency Backout Procedure Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 33	0:10-0:30	0:10-0:30	Backout Health Check The reason to execute a backout has a direct impact on any additional backout preparation that must be done. Since all possible reasons cannot be predicted ahead of time, only estimates are given here. Execution time varies.	None
Procedure 34	0:01	0:11-0:31	Disable Global Provisioning	Disables global provisioning
Procedure 35	See Note	See Note	Emergency Site Backout Note: Execution time of downgrading entire network is approximately equivalent to execution time taken during upgrade. 0:05 (5 minutes) can be subtracted from total time because ISO Administration is not executed during Backout procedures.	All impacts as applicable in upgrade apply in this procedure. Also, backout procedures cause traffic loss.
Procedure 40	See Note	See Note	Backout Multiple Servers Note: Execution time of downgrading a single server is approximately equivalent to execution time to upgrade the server.	All impacts as applicable in upgrade apply in this procedure. Also, backout procedures cause traffic loss.
Procedure 36	See Note	See Note	Emergency NOAM Backout Note: Execution time of downgrading a single server is approximately equivalent to execution time to upgrade the server.	All impacts as applicable in upgrade apply in this procedure. Also backout procedures cause traffic loss.
Procedure 41	0:01-0:05	Varies	Post-Backout Health Check	None


Table 24. Normal Backout Procedure Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 33	0:10-0:30	0:10-0:30	Backout Health Check The reason to execute a backout has a direct impact on any additional backout preparation that must be done. Since all possible reasons cannot be predicted ahead of time, only estimates are given here. Execution time varies.	None
Procedure 34	0:01	0:11-0:31	Disable Global Provisioning	Disables global provisioning
Procedure 37	See Note	See Note	Normal Site Backout Note: Execution time of downgrading entire network is approximately equivalent to execution time taken during upgrade. 0:05 (5 minutes) can be subtracted from total time because ISO Administration is not executed during Backout procedures.	All impacts as applicable in upgrade apply in this procedure. Also, backout procedures cause traffic loss.
Procedure 40	See Note	See Note	Backout Multiple Servers Note: Execution time of downgrading a single server is approximately equivalent to execution time to upgrade the server.	All impacts as applicable in upgrade apply in this procedure. Also, backout procedures cause traffic loss.
Procedure 38	See Note	See Note	Normal NOAM Backout Note: Execution time of downgrading a single server is approximately equivalent to execution time to upgrade the server.	All impacts as applicable in upgrade apply in this procedure. Also, backout procedures cause traffic loss.
Procedure 41	0:01-0:05	Varies	Post-Backout Health Check	None

6.1 Recovery Procedures

It is recommended to direct upgrade procedure recovery issues to My Oracle Support (MOS) by referring to Appendix CC of this document. Before executing any of these procedures, it is recommended to contact My Oracle Support (MOS).

Execute this section only if there is a problem and it is desired to revert back to the pre-upgrade version of the software.



!!WARNING!!

Before attempting to perform these backout procedures, it is recommended to contact My Oracle Support (MOS) as described in Appendix CC.

Backout procedures cause traffic loss.

Note: These recovery procedures are provided for the back out of an upgrade ONLY (for example, from a failed 82.y.z release to the previously installed 8.0/8.1.x/8.2.x release). Back out of an initial installation is not supported.

During the backout, the servers may have the following expected alarms until the server is completely backout. The servers may have some or all of the following expected alarms but are not limited to Event IDs:


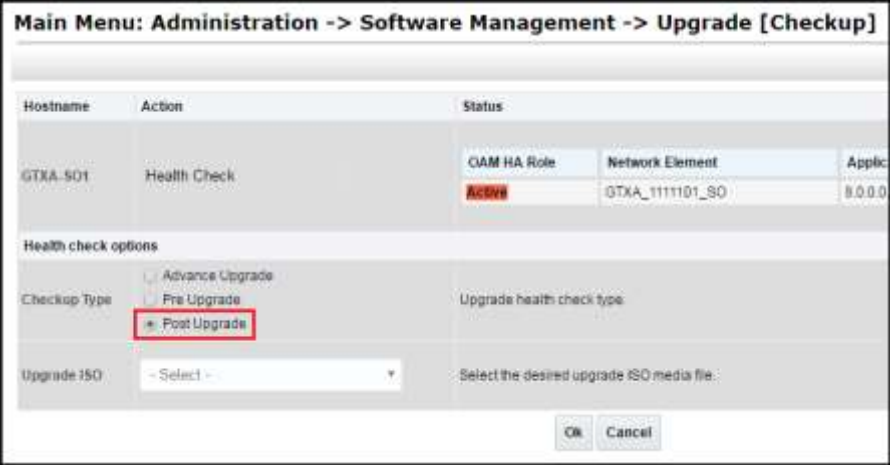

- Alarm ID = 31283 (Highly available server failed to receive mate heartbeats)
- Alarm ID = 31109 (Topology config error)
- Alarm ID = 31114 (DB Replication over SOAP has failed)
- Alarm ID = 31106 (DB Merge To Parent Failure)
- Alarm ID = 31134 (DB replication to slave failure)
- Alarm ID = 31102 (DB replication from master failure)
- Alarm ID = 31282 (HA management fault)

6.2 Backout Health Check

This section provides the procedure to verify the DSR is ready for backout. The site post-upgrade Health Check is used to perform the backout health check.

Procedure 33. Backout Health Check

Step#	Procedure	Description
<p>This procedure performs a health check on the site before backing out the upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1.	<input type="checkbox"/> Active NOAM VIP: Run the automated post-upgrade health checks for backout	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being backed out. 3. Select the SOAM server group link for the site being backed out. 4. Select the active SOAM.

Step#	Procedure	Description
		<p data-bbox="509 247 1393 625">  </p> <ol data-bbox="509 636 1133 758" style="list-style-type: none"> 5. Click Checkup. 6. Under Health check options, click Post Upgrade. 7. Click OK. <p data-bbox="553 772 1008 804">Control returns to the Upgrade screen.</p> <p data-bbox="509 814 1393 1276">  </p>
<p data-bbox="228 1304 256 1335">2.</p> <p data-bbox="228 1346 256 1377">□</p>	<p data-bbox="310 1304 464 1486">Active NOAM VIP: Monitor health check progress for completion</p>	<ol data-bbox="509 1297 1435 1556" style="list-style-type: none"> 1. Click the Tasks option to display the currently executing tasks. The Health Check task name appears as <SO>ServerGroup PostUpgrade Health Check. 2. Monitor the Health Check task until the Task State is completed. The Details column displays a hyperlink to the Health Check report. 3. Click the hyperlink to download the Health Check report. 4. Open the report and review the results. <p data-bbox="509 1570 1393 1875">  </p>

Step#	Procedure	Description
3. <input type="checkbox"/>	Active NOAM VIP: Analyze health check results	<p>Analyze health check report for failures. If the Health Check report status is anything other than Pass, the Health Check logs can be analyzed to determine if the upgrade can proceed.</p> <ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. Select the active SOAM tab. 3. Select the PostUpgrade_HealthCheck<SO server Group>-datetime.txt file and click View. 4. Locate the log entries for the most recent health check. 5. Review the log for failures. Analyze the failures and determine if it is safe to continue the upgrade. If necessary, it is recommended to contact My Oracle Support (MOS) for guidance as described in Appendix CC.
4. <input type="checkbox"/>	Active NOAM VIP: Identify IP addresses of servers to be backed out	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being backed out. 3. Select each server group link, making note of the application version of each server. 4. Based on the Application Version column, identify all the hostnames that need to be backed out. 5. Navigate to Configuration > Servers. 6. Using the data recorded in Table 5, note the XMI/iLO/LOM IP addresses of all the hostnames to be backed out. These are required to access the server when performing the backout. <p>The reason to execute a backout has a direct impact on any additional backout preparation that must be done. The backout procedures cause traffic loss. Since all possible reasons cannot be predicted ahead of time, it is recommended to contact My Oracle Support (MOS) as stated in the Warning box.</p>
5. <input type="checkbox"/>	Active NOAM VIP: Verify backup archive files	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > Files. 2. For each server to be backed out, select the server tab on the Files screen. Verify the two backup archive files, created in section 3.4.4, are present on every server that is to be backed out. These archive files have the format: Backup.<application>.<server>.FullDBParts.<role>.<date_time>.UPG.tar.bz2 Backup.<application>.<server>.FullRunEnv.<role>.<date_time>.UPG.tar.bz2
6. <input type="checkbox"/>	Active NOAM CLI: Verify disk usage	<p>Starting with the active SOAM, log into each server to be backed out to verify the disk usage is within acceptable limits.</p> <ol style="list-style-type: none"> 1. Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active SOAM. ssh admusr@<server IP> password: <enter password> Answer yes if you are asked to confirm the identity of the server. 2. Enter the command:

Step#	Procedure	Description
		<pre data-bbox="505 247 1435 806"> [admusr@EVO-NO-1 ~]\$ df Sample output (abridged): Filesystem 1K-blocks Used Available Use% Mounted on /dev/mapper/vgroot-plat_root 999320 294772 652120 32% / tmpfs 12303460 0 12303460 0% /dev/shm /dev/vda1 245679 41967 190605 19% /boot /dev/mapper/vgroot-plat_tmp 999320 1548 945344 1% /tmp /dev/mapper/vgroot-plat_usr 5029504 2962552 1804824 63% /usr /dev/mapper/vgroot-plat_var 999320 558260 388632 59% /var /dev/mapper/vgroot-plat_var_tklc 3997376 2917284 870380 78% /var/TKLC </pre> <p data-bbox="553 821 1435 877">Observe the line for the /var and /usr partition. If the Use% column for /var is 70% or less and /usr is 75% or less, this procedure is complete.</p> <p data-bbox="553 884 915 909">Continue with the back out per</p> <p data-bbox="553 915 1166 1020">Table 23. Emergency Backout Procedure Overview (Emergency) or Table 24 (Normal).</p> <p data-bbox="553 1035 1435 1150">If the Use% of the /var is at 70% and /usr partition is at 75% or greater, search the partition for files that can be safely deleted. Use extreme caution in selecting files to be deleted. The deletion of critical system files could severely impair the DSR functionality.</p> <p data-bbox="505 1165 1281 1190">3. Repeat sub-steps 1 through 3 for all servers to be backed out.</p>

6.3 Disable Global Provisioning

The following procedure disables provisioning on the NOAM. This step ensures no changes are made to the database while the NOAMs and sites are backed out. Provisioning is re-enabled once the NOAM upgrade is complete.

Procedure 34. Disable Global Provisioning

Step#	Procedure	Description
<p>This procedure disables provisioning for the NOAM servers, before upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Disable global provisioning and configuration updates on the entire network</p>	<ol style="list-style-type: none"> 1. Log into the active NOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Disable Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Enable Provisioning. A yellow information box should also be displayed at the top of the view screen which states: [Warning Code 002] – Global provisioning has been manually disabled. The active NOAM server has the following expected alarm: Alarm ID = 10008 (Provisioning Manually Disabled)

6.4 Perform Emergency Backout


EMERGENCY SITE BACKOUT

Use this section to perform an emergency backout of a DSR upgrade.

The procedures in this section perform a backout of all servers to restore the source release. An emergency backout can only be executed once all necessary corrective setup steps have been taken to prepare for the backout. It is recommended to contact My Oracle Support (MOS), as stated in the warning box in Section 6.1, to verify all corrective setup steps have been taken.




6.4.1 Emergency Site Backout



The procedures in this section back out all servers at a specific site without regard to traffic impact.

	<h2 style="color: red; margin: 0;">!!WARNING!!</h2>	<p style="color: red; margin: 0;">Executing this procedure results in a total loss of all traffic processed by this DSR. Traffic processed by the mate DSR is not affected.</p>
---	---	---

Note: If another site is to be backed out, follow all procedures in another maintenance window.

Procedure 35. Emergency Site Backout

Step#	Procedure	Description			
<p>This procedure backs out the DSR application software from multiple B- and C-level servers for a specific site. Any server requiring backout can be included: SOAMs, DA-MPs, IPFEs, SBRs, and even TVOE hosts.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>					
<p>1.</p> <input type="checkbox"/>	<p>Active NOAM VIP: Identify all servers that require backout (within a site)</p>	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Administration >Software Management >Upgrade. 3. Select the SOAM tab of the site being backed out. 4. Select each server group link, making note of the application version of the servers. 5. Identify the servers in the respective server groups with the target release Application Version value. These servers were previously upgraded but now require backout. 6. Make note of these servers. They have been identified for backout. 7. Before initiating the backout procedure, remove all new blades and/or sites configured after upgrade was started. 			
<p>2.</p> <input type="checkbox"/>	<p>Active SOAM VIP: Disable site provisioning for the site to be backed out</p>	<ol style="list-style-type: none"> 1. Log into the SOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Disable Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Enable Provisioning. A yellow information box displays at the top of the view screen which states: [Warning Code 004] – Site provisioning has been manually disabled. The active SOAM server has the following expected alarm: Alarm ID = 10008 (Provisioning Manually Disabled) 			
<table border="1"> <tr> <td style="text-align: center; vertical-align: middle;">  </td> <td style="text-align: center; vertical-align: middle;"> <h2 style="color: red; margin: 0;">!!WARNING!!</h2> </td> <td style="vertical-align: middle;"> <p style="color: red; margin: 0;">STEP 4 RESULTS IN A TOTAL LOSS OF ALL TRAFFIC BEING PROCESSED BY THIS DSR</p> </td> </tr> </table>				<h2 style="color: red; margin: 0;">!!WARNING!!</h2>	<p style="color: red; margin: 0;">STEP 4 RESULTS IN A TOTAL LOSS OF ALL TRAFFIC BEING PROCESSED BY THIS DSR</p>
	<h2 style="color: red; margin: 0;">!!WARNING!!</h2>	<p style="color: red; margin: 0;">STEP 4 RESULTS IN A TOTAL LOSS OF ALL TRAFFIC BEING PROCESSED BY THIS DSR</p>			

Step#	Procedure	Description
3. <input type="checkbox"/>	Backout all C-level servers, as applicable	For all configurations: Backout all C-level servers (IPFEs, SBRs, SBRs, DA-MPs) identified in step 1: Execute Section 6.7, Backout Multiple Servers.
4. <input type="checkbox"/>	Additional post backout steps (SBR servers) 	If all of the servers in a particular server group are backed out then Backout procedure is not completed yet. Some more steps need to be executed for SBR server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure. Execute Appendix R Additional Post-Backout Steps in such case. Refer to Appendix U to create softlink of Comagent. Note: This procedure is required only for 8.1/8.0 backout.
5. <input type="checkbox"/>	Backout the standby and spare SOAM servers, as applicable	Backout the standby and spare DSR SOAM servers: If standby and spare SOAM servers are present: Execute Section 6.7, Backout Multiple Servers. If only a spare SOAM server is present: Execute Section 6.6. Backout Single Server.
6. <input type="checkbox"/>	Backout the active DSR SOAM server	Execute Section 6.6, Backout Single Server.
7. <input type="checkbox"/>	Additional Post Backout steps (SOAM servers) 	If all of the servers in a particular server group are backed out then Backout procedure is not completed yet. Some more steps need to be executed for SOAM server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure. Execute Appendix R Additional Post-Backout Steps in such case. Note: This procedure is required only for 8.1/8.0 backout.

Step#	Procedure	Description
8. <input type="checkbox"/>	Active NOAM VIP: Prepare for TVOE backout TVOE, if upgraded previously	<p>If the SOAM is a guest under the same host as a NOAM, do not backout the TVOE at this time. Proceed to step 10.</p> <p>Otherwise, if the SOAM is a guest of the TVOE software, determine if TVOE backout is required. Unless a TVOE issue is the cause of the backout, it is an option to leave the TVOE upgrade in place to save time. TVOE is backward compatible with all source releases and may remain upgraded. This is a customer decision.</p> <p>If backout is not required, proceed to step 10.</p> <p>Execute the following steps to backout the SOAM TVOE server upgraded previously.</p> <p>Disable all applications running on the TVOE server.</p> <ol style="list-style-type: none"> 1. Log into the NOAM GUI using VIP. 2. Navigate to Status & Manage > Server. 3. Select all applications running on the current TVOE server. 4. Click Stop. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all selected servers changes to Disabled.
9. <input type="checkbox"/>	TVOE CLI: Back out the TVOE upgrade	<ol style="list-style-type: none"> 1. Log into the TVOE host <pre>ssh admusr@<TVOE IP> password: <enter password></pre> 2. List the guests running on the current TVOE host: <pre>\$ sudo virsh list</pre> <p>Note: The output lists all guests running on the TVOE host.</p> 3. Execute the following command for each guest listed: <pre>\$ sudo virsh shutdown <guestname></pre> <p>Note: Shutting down applications may lead to lost VIP. Wait until all TVOE servers on which SOAM(s) are hosted are successfully backed out.</p> 4. Periodically execute the following command until the command displays no entries. This means that all VMs have been properly shut down: <pre>\$ sudo virsh list</pre> 5. Backout TVOE on the blade according to reference [4].
10. <input type="checkbox"/>	TVOE CLI: Start the TVOE guests	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>ssh admusr@<TVOE IP> password: <enter password></pre> 2. Execute the following command to start the TVOE guest shutdown in step 7 (if not already started). <pre>\$ sudo virsh start <guestname></pre> 3. Periodically execute the following command until the command displays all the VM guests running. <pre>\$ sudo virsh list</pre>


Step#	Procedure	Description
11. <input type="checkbox"/>	Active NOAM VIP: Enable all applications running on the backed out TVOE server	<ol style="list-style-type: none"> 1. Log into the NOAM VIP GUI 2. Navigate to Status & Manage > Server. 3. Select all applications running on the current TVOE server. 4. Click Restart. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all selected servers is changed to Enabled. 7. Repeat steps 6 through 8 for another TVOE server hosting a SOAM (as applicable).
12. <input type="checkbox"/>	Active SOAM VIP: Enable site provisioning	<ol style="list-style-type: none"> 1. Log into the SOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Site Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Disable Site Provisioning.

6.4.2 Emergency NOAM Backout

The procedures in this section backout the NOAM servers.

Procedure 36. Emergency NOAM Backout

Step#	Procedure	Description
<p>This procedure is used to perform an emergency backout of the DSR application software from the NOAM servers. This includes the DSR NOAMs, DR NOAMs, and TVOE hosts. This procedure backs out the application software as quickly as possible, without regard to operational impact.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Back out the standby DR NOAM server (if equipped)	Execute Section 6.6 Backout Single Server.
2. <input type="checkbox"/>	Back out the active DR NOAM server (now the standby) (if equipped)	Execute Section 6.6 Backout Single Server.
3. <input type="checkbox"/>	Back out the standby DSR NOAM server (as applicable)	Execute Section 6.6 Backout Single Server.

Step#	Procedure	Description
4. <input type="checkbox"/>	Back out the active DSR NOAM server (now the standby)	Execute Section 6.6 Backout Single Server.
5. <input type="checkbox"/>	Additional Post Backout steps 	If all of the servers in a particular server group are backed out then Backout procedure is not completed yet. Some more steps need to be executed for NOAM server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure. Execute Appendix R Additional Post-Backout Steps in such case. Note: This procedure is required only for 8.1/8.0 backout.
6. <input type="checkbox"/>	Active NOAM VIP: Disable applications	If the NOAM is a guest of the TVOE software, determine if TVOE backout is required. Unless a TVOE issue is the cause of the backout, it is an option to leave the TVOE upgrade in place to save time. TVOE is backward compatible with all source releases and may remain upgraded. This is a customer decision. If a TVOE backout is not required, proceed to step 9. Execute these steps for each TVOE server upgraded previously. <ol style="list-style-type: none"> 1. Disable all applications running on the TVOE server. 2. Log into the NOAM GUI using the VIP. 3. Navigate to Status & Manage > Server. 4. Select all applications running on the current TVOE server. 5. Click Stop. 6. Confirm the operation by clicking OK on the screen. 7. Verify the Appl State for all selected servers changes to Disabled.
7. <input type="checkbox"/>	TVOE CLI: Back out TVOE, if upgraded previously as part of the DSR upgrade	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>ssh admusr@<TVOE IP> password: <enter password></pre> 2. List the guests running on the current TVOE host: <pre>\$ sudo virsh list</pre> <p>The output of this command lists all guests running on the TVOE host.</p> 3. Execute this command for each guest listed : <pre>\$ sudo virsh shutdown <guestname></pre> <p>Note: Shutting down applications may lead to lost VIP. Wait until all TVOE servers on which NOAM(s) are hosted are successfully backed out.</p> 4. Periodically execute the following command until the command displays no entries. This means that all VMs have been properly shut down: <pre>\$ sudo virsh list</pre> 5. Backout TVOE on the blade according to reference [4].

Step#	Procedure	Description
8. <input type="checkbox"/>	TVOE CLI: Start TVOE guests	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>\$ ssh admusr@<TVOE IP></pre> <pre>password: <enter password></pre> 2. Execute the following command to start the TVOE guests shutdown in step 6 (if not already started). <pre>\$ sudo virsh start <guestname></pre> 3. Periodically execute the following command until the command displays all the VM guests running. <pre>\$ sudo virsh list</pre>
9. <input type="checkbox"/>	Active NOAM VIP: Enable all applications running on the backed out TVOE server	<ol style="list-style-type: none"> 1. Log into the NOAM VIP GUI 2. Navigate to Status & Manage > Server. 3. Select all applications running on the current TVOE server. 4. Click Restart. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all selected servers is changed to Enabled. 7. Repeat steps 5 through 8 for another TVOE server hosting a SOAM (as applicable).
10. <input type="checkbox"/>	Active NOAM VIP: Enable global provisioning and configuration updates on the entire network	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Provisioning. 4. Verify the button text changes to Disable Provisioning.

Step#	Procedure	Description
11. <input type="checkbox"/>	Active NOAM VIP: Remove Ready state for any backed out server	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > Servers. 2. If any backed-out server Application Status is Disabled, then navigate to the server row and click Restart. 3. Navigate to Administration >Software Management >Upgrade. 4. If any backed-out server shows an Upgrade State of Ready or Success, then select that server and click Complete Upgrade. Otherwise, skip this step. 5. Click OK. This removes the Forced Standby designation for the backed-out server. <p>Note: Due to backout being initiated from the command line instead of through the GUI, the following SOAP error may appear in the GUI banner.</p> <pre>SOAP error while clearing upgrade status of hostname=[frame10311b6] ip=[172.16.1.28]</pre> <p>It is safe to ignore this error message.</p> <ol style="list-style-type: none"> 6. Verify the Application Version value for servers has been downgraded to the original release version.

6.5 Perform Normal Backout

NORMAL SITE BACKOUT

Use this section to perform a normal backout of a DSR upgrade


The following procedures to perform a normal backout can only be executed once all necessary corrective setup steps have been taken to prepare for the backout. It is recommended to contact My Oracle Support (MOS), as stated in the Warning box in Section 6.1, to verify all corrective setup steps have been taken.



6.5.1 Normal Site Backout

The procedures in this section backout all servers at a specific site.

Procedure 37. Normal Site Backout

Step#	Procedure	Description
<p>This procedure is used to backout an upgrade of the DSR application software from multiple servers in the network. Any server requiring backout can be included: SOAMs, DA-MPs, IPFEs, SBRs, and even TVOE hosts.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Identify all servers that require backout (within a site)</p>	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Administration >Software Management > Upgrade. 3. Select the SOAM tab of the site being backed out. 4. Select each server group link, making note of the application version of each server. 5. Identify the servers in the respective Server Groups with the target release Application Version value. These servers were previously upgraded but now require Backout. 6. Make note of these servers. They have been identified for backout. 7. Before initiating the backout procedure, remove all new blades and/or sites configured after upgrade was started.
2. <input type="checkbox"/>	<p>Active SOAM VIP: Disable site provisioning for the site to be backed out</p>	<ol style="list-style-type: none"> 1. Log into the SOAM GUI using the VIP. 1. Navigate to Status & Manage > Database. 2. Click Disable Provisioning. 3. Confirm the operation by clicking OK on the screen. 4. Verify the button text changes to Enable Provisioning. A yellow information box displays at the top of the view screen which states: [Warning Code 004] – Site provisioning has been manually disabled. The active SOAM server has the following expected alarm: Alarm ID = 10008 (Provisioning Manually Disabled)
3. <input type="checkbox"/>	<p>Back out the first set of C-level servers, as applicable</p>	<p>Note: In a PCA System, the spare SBR server is located at the mated site of the site being backed out.</p> <p>These servers can be backed out in parallel (as applicable):</p> <ul style="list-style-type: none"> • ½ of all DA-MPs for N+0 (multi-active) configuration • Standby SBR(s) • Spare SBR(s) • ½ of all IPFEs <p>Execute 6.6, Backout Single Server for each standby/spare C-level server identified.</p>

Step#	Procedure	Description																		
 !!WARNING!! Failure to comply with step 5 and step 6 may result in the loss of PCA traffic, resulting in service impact.																				
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify standby SBR server status</p>	<p>If the server being backed out is the standby SBR, execute this step. Otherwise, continue with step 6.</p> <ol style="list-style-type: none"> 1. Navigate to SBR > Maintenance > SBR Status. Open the tab of the server group being upgraded. 2. Do not proceed to step 6 until the Resource HA Role for the standby server has a status of Standby. <div data-bbox="529 611 1416 991" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="margin: 0;"> BINDING SESSION </p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Server Group Name</th> <th style="width: 40%;">Resource Domain Name</th> </tr> </thead> <tbody> <tr> <td> BarrA_BINDING_SG</td> <td>BINDING</td> </tr> <tr> <td> GTXA_SESSION_SG</td> <td>SESSION</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Server Name</th> <th style="width: 30%; border: 2px solid red;">Resource HA Role</th> <th style="width: 30%;">Congestion Level</th> </tr> </thead> <tbody> <tr> <td>BarrA-Session-SP</td> <td>Spare</td> <td>Normal</td> </tr> <tr> <td>GTXA-Session1</td> <td>Active</td> <td>Normal</td> </tr> <tr style="border: 2px solid red;"> <td>GTXA-Session2</td> <td>Standby</td> <td>Normal</td> </tr> </tbody> </table> </div>	Server Group Name	Resource Domain Name	BarrA_BINDING_SG	BINDING	GTXA_SESSION_SG	SESSION	Server Name	Resource HA Role	Congestion Level	BarrA-Session-SP	Spare	Normal	GTXA-Session1	Active	Normal	GTXA-Session2	Standby	Normal
Server Group Name	Resource Domain Name																			
BarrA_BINDING_SG	BINDING																			
GTXA_SESSION_SG	SESSION																			
Server Name	Resource HA Role	Congestion Level																		
BarrA-Session-SP	Spare	Normal																		
GTXA-Session1	Active	Normal																		
GTXA-Session2	Standby	Normal																		
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify bulk download is complete between the active SBR in the server group to the standby and spare SBRs</p>	<ol style="list-style-type: none"> 1. Navigate to Alarm & Event > View History. 2. Export the Event log using the following filter: <ul style="list-style-type: none"> Server Group: Choose the SBR group that is in upgrade Display Filter: Event ID = 31127 – DB Replication Audit Complete Collection Interval: X hours ending in current time, where X is the time from upgrade completion of the standby and spare servers to the current time. 3. Wait for the following instances of Event 31127: <ul style="list-style-type: none"> • 1 for the Standby Binding SBR server • 1 for the Standby Session SBR server • 1 for the Spare Binding SBR server • 1 for the Spare Session SBR server • 1 for the 2nd Spare Binding SBR server, if equipped • 1 for the 2nd Spare Session SBR server, if equipped <p>Note: There is an expected loss of traffic depending on size of the bulk download. This must be noted along with events captured.</p>																		

Step#	Procedure	Description
6. <input type="checkbox"/>	Back out remaining C-level servers, as applicable	<p>These servers can be backed out in parallel (as applicable)</p> <ul style="list-style-type: none"> • ½ of all DA-MPs for N+0 (multi-active) configuration • Active SBR(s) • ½ of all IPFEs <p>Execute 6.6, Backout Single Server for each C-level server identified.</p>
7. <input type="checkbox"/>	Additional Post Backout steps (For SBR Servers) 	<p>If all of the servers in a particular server group are backed out then see below.</p> <p>Backout procedure is not completed yet. Some more steps need to be executed for SBR server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure.</p> <p>Execute Appendix R Additional Post-Backout Steps in such case.</p> <p>Refer to Appendix U to create softlink of Comagent.</p> <p>Note: This procedure is required only for 8.1/8.0 backout.</p>
8. <input type="checkbox"/>	Back out the standby DSR SOAM server	Execute Section 6.6 Backout Single Server.
9. <input type="checkbox"/>	Back out active DSR SOAM server	Execute Section 6.6 Backout Single Server.
10. <input type="checkbox"/>	Back out spare SOAM server (if applicable)	<p>Note: The spare server is located at the mated site of the site being backed out.</p> <p>Execute Section 6.6 Backout Single Server.</p>
11. <input type="checkbox"/>	Additional Post Backout steps (SOAM servers) 	<p>If all of the servers in a particular server group are backed out then see below.</p> <p>Backout procedure is not completed yet. Some more steps need to be executed for SOAM server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure.</p> <p>Execute Appendix R Additional Post-Backout Steps in such case.</p> <p>Note: This procedure is required only for 8.1/8.0 backout.</p>

Step#	Procedure	Description
12. <input type="checkbox"/>	Active NOAM VIP: Disable applications	<p>If the SOAM is a guest under the same host as a NOAM, do not backout the TVOE at this time. Proceed to step 14.</p> <p>Otherwise, if the SOAM is a guest of the TVOE software, determine if TVOE backout is required. Unless a TVOE issue is the cause of the backout, it is an option to leave the TVOE upgrade in place to save time. TVOE is backward compatible with all source releases and may remain upgraded. This is a customer decision.</p> <p>If a TVOE backout is not required, proceed to step 14.</p> <p>Execute these steps for a TVOE server previously upgraded.</p> <ol style="list-style-type: none"> 1. Disable all applications running on the TVOE server. 2. Log into the NOAM GUI using the VIP. 3. Navigate to Status & Manage > Server. 4. Select all applications running on the current TVOE server. 5. Click Stop. 6. Confirm the operation by clicking OK on the screen. 7. Verify the Appl State for all selected servers changes to Disabled.
13. <input type="checkbox"/>	TVOE CLI: Back out TVOE, if upgraded previously as part of the DSR upgrade	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>ssh admusr@<TVOE IP> password: <enter password></pre> 2. List the guests running on the current TVOE host: <pre>\$ sudo virsh list</pre><p>The output of this command lists all guests running on the TVOE host.</p> 3. Execute the following command for each guest listed : <pre>\$ sudo virsh shutdown <guestname></pre> <p>Note: Shutting down applications may lead to lost VIP. Wait until all TVOE servers on which NOAM(s) are hosted are successfully backed out.</p> <ol style="list-style-type: none"> 4. Periodically execute the following command until the command displays no entries. This means that all VMs have been properly shut down : <pre>\$ sudo virsh list</pre> <p>Backout TVOE on the blade according to reference [4].</p>
14. <input type="checkbox"/>	TVOE CLI: Start TVOE guests	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>\$ ssh admusr@<TVOE IP> password: <enter password></pre> 2. Execute the following command to start the TVOE guests shutdown in step 11 (if not already started). <pre>\$ sudo virsh start <guestname></pre> 3. Periodically execute the following command until the command displays all the VM guests running. <pre>\$ sudo virsh list</pre>

Step#	Procedure	Description
15. <input type="checkbox"/>	Active NOAM VIP: Enable all applications running on the backed out TVOE server	<ol style="list-style-type: none"> 1. Log into the NOAM VIP GUI 2. Navigate to Status & Manage > Server. 3. Select all applications running on the current TVOE server. 4. Click Restart. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all selected servers is changed to Enabled. 7. Repeat steps 10 through 12 for another TVOE server hosting a SOAM (as applicable).
16. <input type="checkbox"/>	Active SOAM VIP: Enable site provisioning	<ol style="list-style-type: none"> 1. Log into the SOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Site Provisioning. 4. Confirm the operation by clicking OK on the screen. 5. Verify the button text changes to Disable Site Provisioning.


Note: If another site is to be backed out, follow all procedures in Table 24 in another maintenance window.

6.5.2 Normal NOAM Backout

The procedures in this section backout the NOAM servers.

Procedure 38. Normal NOAM Backout

Step#	Procedure	Description
<p>This procedure is used to perform a normal backout of the DSR application software from the NOAM servers. This includes the DSR NOAMs, DR NOAMs, and TVOE hosts.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Back out the standby DR NOAM server (if equipped)	Execute Section 6.6 Backout Single Server.
2. <input type="checkbox"/>	Back out the active DR NOAM server (now the standby) (if equipped)	Execute Section 6.6 Backout Single Server.
3. <input type="checkbox"/>	Back out the standby DSR NOAM server (as applicable)	Execute Section 6.6 Backout Single Server.

Step#	Procedure	Description
4. <input type="checkbox"/>	Back out the active DSR NOAM server (now the standby)	Execute Section 6.6 Backout Single Server.
5. <input type="checkbox"/>	Additional post backout steps 	<p>If all of the servers in a particular server group are backed out then see below.</p> <p>Backout procedure is not completed yet. Some more steps need to be executed for NOAM server(s) to revert back the changes done in Appendix Q (Additional Backout Steps) during Backout Single Server procedure.</p> <p>Execute Appendix R Additional Post-Backout Steps in such case.</p> <p>Note: This procedure is required only for 8.1/8.0 backout.</p>
6. <input type="checkbox"/>	Active NOAM VIP: Disable applications	<p>If the NOAM is a guest of the TVOE software, determine if TVOE backout is required. Unless a TVOE issue is the cause of the backout, it is an option to leave the TVOE upgrade in place to save time. TVOE is backward compatible with all source releases and may remain upgraded. This is a customer decision.</p> <p>If a TVOE backout is not required, proceed to step 9.</p> <p>Execute the following steps for a TVOE server upgraded previously.</p> <ol style="list-style-type: none"> 1. Disable all applications running on the TVOE server. 2. Log into the NOAM GUI using the VIP. 3. Navigate to Status & Manage > Server. 4. Select all applications running on the current TVOE server. 5. Click Stop. 6. Confirm the operation by clicking OK on the screen. 7. Verify the Appl State for all selected servers changes to Disabled.
7. <input type="checkbox"/>	TVOE CLI: Back out TVOE, if upgraded previously as part of the DSR upgrade	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>ssh admusr@<TVOE IP> password: <enter password></pre> 2. List the guests running on the current TVOE host: <pre>\$ sudo virsh list</pre> <p>The output of this command lists all guests running on the TVOE host.</p> 3. Execute this command for each guest listed : <pre>\$ sudo virsh shutdown <guestname></pre> <p>Note: Shutting down applications may lead to lost VIP. Wait until all TVOE servers on which NOAM(s) are hosted are successfully backed out.</p> 4. Periodically execute the following command until the command displays no entries. This means that all VMs have been properly shut down : <pre>\$ sudo virsh list</pre> 5. Backout TVOE on the blade according to reference [4].

Step#	Procedure	Description
8. <input type="checkbox"/>	TVOE CLI: Start TVOE guests	<ol style="list-style-type: none"> 1. Log into the TVOE host: <pre>\$ ssh admusr@<TVOE IP></pre> <pre>password: <enter password></pre> 2. Execute the following command to start the TVOE guests shutdown in step 6 (if not already started). <pre>\$ sudo virsh start <guestname></pre> 3. Periodically execute the following command until the command displays all the VM guests running. <pre>\$ sudo virsh list</pre>
9. <input type="checkbox"/>	Active NOAM VIP: Enable all applications running on the backed out TVOE server	<ol style="list-style-type: none"> 1. Log into the NOAM VIP GUI 2. Navigate to Status & Manage > Server. 3. Select all applications running on the current TVOE server. 4. Click Restart. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all selected servers is changed to Enabled. 7. Repeat steps 5 through 8 for another TVOE server hosting a SOAM (as applicable).
10. <input type="checkbox"/>	Active NOAM VIP: Enable global provisioning and configuration updates on the entire network	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Status & Manage > Database. 3. Click Enable Provisioning. 4. Verify the button text changes to Disable Provisioning.

6.6 Backout Single Server

This section provides the procedures to backout the application software on a single server.



CAUTION

This procedure is executed as a component of the Emergency Backout Procedure (Section 6.4) or the Normal Backout Procedure (Section 6.5). This procedure should never be executed as a standalone procedure.

Procedure 39. Backout Single Server

Step#	Procedure	Description
<p>This procedure backs out the upgrade of DSR 8.6.0.0.0 application software. Any server requiring back out can be included: NOAMs, SOAMs, DA-MPs, IPFEs, SBRs, and even TVOE hosts.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Prepare the server for backout.</p>	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being backed out. 3. Select the server group link containing the server to be backed out. 4. Verify the Upgrade State is Accept or Reject. <p>Make the server Backout Ready as follows:</p> <ol style="list-style-type: none"> 5. Navigate to Status & Manage > HA. 6. Click Edit. 7. Select the server to be backed out and choose a Max Allowed HA Role value of Standby (unless it is a Query server, in which case the value should remain set to Observer). <p>Note: When the active NOAM is the server being backed out, click OK to initiate an HA switchover and cause the GUI session to log out.</p> <ol style="list-style-type: none"> 8. Click OK. <p>Note: If the server being backed out is active NOAM and HA switchover doesn't happen after above step and OAM HA Role of the NOAMP server to be backed out on the HA status screen is still Active. It means you have hit a known issue. Please apply workaround using BB.2 to have the NOAMP HA switchover.*** Critical *** Do NOT omit this step</p> <ol style="list-style-type: none"> 9. If the server being backed out is active NOAM then log out of the GUI, clear the browser cache, and log back into the active NOAM using the VIP before continuing. Some GUI forms may exhibit incorrect behaviors if the browser cache is not cleared. 10. Verify the Max Allowed HA Role is set to the desired value for the server on the HA Status screen. 11. Navigate to Status & Manage > Server. 12. Select the server to back out and click Stop.


Step#	Procedure	Description
		<p>13. Click OK to confirm the operation and verify the Appl State changes to Disabled.</p> <p>14. Navigate to Administration > Software Management > Upgrade.</p> <p>15. Select the SOAM tab of the site being backed out.</p> <p>16. Select the link of the server group containing the server to be backed out. Verify the Upgrade State is now Backout Ready.</p> <p>Note: It may take a couple of minutes for the status to update.</p>
2. <input type="checkbox"/>	Server CLI: SSH to server	<p>Use an SSH client to connect to the server (for example, ssh, putty):</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Note: If direct access to the IMI is not available, or if TVOE is installed on a blade, then access the target server using a connection through the active NOAM. SSH to the active NOAM XMI first. From there, SSH to the target server's IMI address.</p>
3. <input type="checkbox"/>	Server CLI: Execute the backout	<p>Execute this command to find the state of the server to be backed out:</p> <pre>\$ ha.mystate</pre> <p>In this example output, the HA state is Standby.</p> <pre>[admusr@E1B581DAMP1 ~]\$ ha.mystate ----- resourceId role node DC subResources lastUpdate ----- DbReplication Stb/Stb C2016.086 * 0 170915:023010.572 VIP Stb/Stb C2016.086 * 0 170915:023010.530 CaacdProcessRes Stb/OOS C2016.086 * 0 170915:023010.530 DA_MP_Leader Act/OOS C2016.086 * 0 170915:023010.932 DSR_SLDB OOS/OOS C2016.086 * 1-63 170913:121610.839 DSR_SLDB Act/OOS C2016.086 * 0 170915:023010.934 VIP_DA_MP OOS/OOS C2016.086 * 1-63 170913:121610.840 VIP_DA_MP Act/OOS C2016.086 * 0 170915:023010.933 EXGSTACK_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 EXGSTACK_Process Act/OOS C2016.086 * 0 170915:023010.933 DSR_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 DSR_Process Act/OOS C2016.086 * 0 170915:023010.932 CAPM_HELP_Proc Stb/OOS C2016.086 * 0 170915:023010.530 DSROAM_Proc Stb/OOS C2016.086 * 0 170915:023010.530 CAPM_PSFS_Proc Stb/Stb C2016.086 * 0 170915:023010.530 -----</pre> <p>If the state of the server is Act, then return to step 1.</p> <p>Execute the reject command to initiate the backout:</p> <pre>\$ sudo /var/TKLC/backout/reject</pre> <p>Note: If back out asks to continue, answer y.</p> <p>The reject command creates a no-hang-up shell session, so the command continues to execute if the user session is lost.</p> <p>Sample output of the reject script:</p>

Step#	Procedure	Description
		<pre> Applications Enabled. Running /usr/TKLC/plat/bin/service_conf reconfig Remove isometadata (appRev) file from upgrade Reverting platform revision file RCS_VERSION=1.4 Creating boot script: /etc/rc3.d/S89backout Rebuilding RPM database. This may take a moment... rpmdb_load: /var/lib/rpm/Packages: unexpected file type or format Cleaning up chroot environment... A reboot of the server is required. The server will be rebooted in 10 seconds </pre>
4. <input type="checkbox"/>	Backout proceeds	<p>Many informational messages display to the terminal screen as the backout proceeds.</p> <p>After backout is complete, the server automatically reboots.</p>
5. <input type="checkbox"/>	Server CLI: SSH to server	<p>Use an SSH client to connect to the server (for example, ssh, putty):</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Refer to Appendix U to create softlink of Comagent.</p>
6. <input type="checkbox"/>	Server CLI: Restore the full DB run environment	<p>Execute the backout_restore utility to restore the full database run environment:</p> <pre>\$ sudo /var/tmp/backout_restore</pre> <p>If asked to proceed, answer y.</p> <p>Note: In some incremental upgrade scenarios, the backout_restore file is not found in the /var/tmp directory, resulting in the following error message:</p> <pre>/var/tmp/backout_restore: No such file or directory</pre> <p>If this message occurs, copy the file from /usr/TKLC/appworks/sbin to /var/tmp and repeat sub-step 1.</p> <p>The backout_restore command creates a no-hang-up shell session, so the command continues to execute if the user session is lost.</p> <p>If the restore was successful, the following displays:</p> <pre>Success: Full restore of COMCOL run env has completed. Return to the backout procedure document for further instruction.</pre> <p>If an error is encountered and reported by the utility, it is recommended to consult with My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
7. <input type="checkbox"/>	Server CLI: Verify the backout	<p>1. Examine the output of the following commands to determine if any errors were reported:</p> <pre>\$ sudo verifyUpgrade</pre> <p>Note: The verifyUpgrade command detected errors that occurred in the initial upgrade and during the backout. Disregard the initial upgrade errors.</p> <p>Note: Disregard the TKLCplat.sh error:</p> <pre>[root@NO1 ~]# verifyUpgrade</pre>

Step#	Procedure	Description
		<pre> ERROR: TKLCplat.sh is required by upgrade.sh! ERROR: Could not load shell library! ERROR: LIB: /var/TKLC/log/upgrade/verifyUpgrade/upgrade.sh ERROR: RC: 1 Also, Disregard following error and the missing file error ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors! ERROR: 1513202476::zip error: Nothing to do! (/usr/share/tomcat6/webapps/ohw.war) ERROR: Missing files found during the RPM verification! ERROR: Missing Files: 0:TKLCCapm-plugin-perlscript-8.x.x- 8.x.x.x.x_88.x.x: /usr/TKLC/capm/prod/plugins/lib/perl/UserDefined This command displays the current sw rev on the server: \$ appRev Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.7.1.0.0_88.75.0- OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10 2. Enter this command \$ sudo verifyBackout The verifyBackout command searches the upgrade log and report all errors found. 3. If the backout was successful (no errors or failures reported), then proceed to step 8. 4. If the backout failed with the following error, this error can be ignored and the backout may continue. ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors! ERROR: 1485165801::ERROR: <rpm name>-7.2.14- 7.2.0.0.0_72.23.0: Failure running command '/usr/TKLC/appworks/bin/eclipseHelp reconfig' Also, Disregard following error and the missing file error ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors! ERROR: 1513202476::zip error: Nothing to do! (/usr/share/tomcat6/webapps/ohw.war) ERROR: Missing files found during the RPM verification! </pre>

Step#	Procedure	Description
		<pre> ERROR: Missing Files: 0:TKLCCapm-plugin-perlscript-8.x.x- 8.x.x.x.x_88.x.x: /usr/TKLC/capm/prod/plugins/lib/perl/UserDefined 5. If the backout failed with the following error, refer to BB.7 for the workaround: Running /usr/TKLC/plat/bin/service_conf reconfig ERROR: Partially installed package was found: ERROR: TKLcdsr.x86_64 ERROR: Partial packages exist! ERROR: Partial packages must be fixed before re-trying an upgrade! Remove isometadata (appRev) file from upgrade Restore original initrd images Reverting platform revision file RCS_VERSION=1.12 ERROR: Backing out changes from BACKOUT_SERVER on backwards... ERROR: Backout was unsuccessful!!! ERROR: Trouble when running backout command! ERROR: CMD: /var/TKLC/backout/ugwrap --backout ERROR: Failed to reject upgrade. Rebuilding RPM database. This may take a moment... rpmdb_load: /var/lib/rpm/Packages: unexpected file type or format Cleaning up chroot environment... Stopping remoteExec background process Shutting down /var/TKLC/backout/remoteExec... /usr/TKLC/plat/sbin/savelogs_plat logs: 1530516317::ERROR: TKLcdpi-8.0.33-8.0.1.0.0_80.28.0: Adding the DSR helpset failed! 1530516320::error: %post(TKLcdpi-0:8.0.33- 8.0.1.0.0_80.28.0.x86_64) scriptlet failed, exit status 1 6. If the backout failed with the following error: </pre>

Step#	Procedure	Description
		<p>ERROR: The upgrade log does not exist!</p> <p>Examine the upgrade log at <code>/var/TKLC/log/upgrade/upgrade.log</code> for errors that occurred during the backout.</p> <p>7. If the backout failed due to errors found in the upgrade log, it is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
8. <input type="checkbox"/>	Server CLI: Reboot the server	<p>Enter this command to reboot the server:</p> <pre>\$ sudo init 6</pre> <p>This step can take several minutes.</p>
9. <input type="checkbox"/>	Server CLI: Verify OAM services restart (NOAM/SOAM only)	<p>If the server being backed out is a NOAM or SOAM, perform this step; otherwise proceed to step 10.</p> <ol style="list-style-type: none"> Wait several (approximately 6 minutes) minutes for a reboot to complete before attempting to log back into the server. SSH to the server and log in. <pre>login as: admusr password: <enter password></pre> Execute the following command to verify the httpd service is running. <pre>\$ sudo service httpd status</pre> <p>The expected output displays httpd is running (the process IDs are variable so the list of numbers can be ignored):</p> <pre>httpd <process IDs will be listed here> is running...</pre> <p>If httpd is not running, repeat sub-steps 3 for a few minutes. If httpd is still not running after 3 minutes, then services have failed to restart. It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
10. <input type="checkbox"/>	Server CLI: Change the ownership of the <code>id_dsa</code> file	<p>Verify if the <code>id_dsa</code> file has the required ownership:</p> <ol style="list-style-type: none"> Check the ownership of the file: <pre>ls -ltr /home/awadmin/.ssh/</pre> <p>The file permission should be defined as below:</p> <pre>[admusr@HPC-NO1 ~]\$ sudo ls -ltr /home/awadmin/.ssh/ total 20 -rw----- 1 awadmin awadm 1281 Sep 27 16:19 config -rw-r----- 1 awadmin awadm 605 Nov 18 13:20 id_dsa.pub -rw----- 1 awadmin awadm 668 Nov 18 13:20 id_dsa -rw----- 1 awadmin awadm 7275 Nov 18 18:09 authorized_keys</pre> <p>If the file ownership is set as <code>awadmin awadm</code>, skip step 2 and 3.</p> If the file ownership is not set as awadmin awadm, then change the permission: <pre>sudo chown awadmin:awadm /home/awadmin/.ssh/id_dsa</pre> Repeat step 1 to verify.

Step#	Procedure	Description
11. <input type="checkbox"/>	Active NOAM VIP: Verify server state is correct after back out	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade to observe the server status. 2. Select the SOAM Server Group tab of the site being backed out. 3. Select the link of the server group containing the server being backed out. <p>If the server status is Not Ready, proceed to step 12. ; otherwise, proceed to step 13.</p>
12. <input type="checkbox"/>	Active NOAM VIP: Change/Correct the Upgrade State on backed out server to Ready	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > HA. 2. Click Edit. 3. Select the backed out server and choose a Max Allowed HA Role value of Active (unless it is a Query server, in which case the value should remain set to Observer). 4. Click OK. 5. Verify the Max Allowed HA Role is set to the desired value for the server on the HA Status screen. 6. Navigate to Status & Manage > Server. 7. Select the server being backed out and click Restart. 8. Click OK to confirm the operation. 9. Verify the Appl State updates to Enabled. 10. Navigate to Administration > Software Management > Upgrade. 11. Select the tab of the server group containing the server to be backed out. 12. Verify the Upgrade State is now Ready. <p>It may take a couple minutes for the grid to update.</p>
13. <input type="checkbox"/>	Active NOAM VIP: Verify application version is correct for the backed out server	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM tab of the site being backed out. 3. Select the link of the server group containing the server that was backed out. 4. Verify the Application Version value for this server has been downgraded to the original release version.
14. <input type="checkbox"/>	Additional Backout steps 	<p>Backout procedure is not completed yet. Some more steps need to be executed for NOAM, SOAM and SBR server(s) to support backout for major upgrade paths. Following are the details of additional procedures:</p> <ul style="list-style-type: none"> • Execute Appendix Q Additional Backout Steps for OAM servers only when the target backout release is 8.1 or lower. • Execute Appendix S for SBR servers only when the target backout release is 8.1 or lower. • Refer to Appendix U to create Comagent link. <p>The single server backout is now complete. Return to the overall DSR backout procedure step that directed the execution of this procedure.</p>

6.7 Backout Multiple Servers

This section provides the procedures to backout the application software on multiple servers.



CAUTION

This procedure is executed as a component of the Emergency Backout Procedure (Section 6.4) or the Normal Backout Procedure (Section 6.5). This procedure should never be executed as a standalone procedure.

Procedure 40. Backout Multiple Servers


Step#	Procedure	Description
<p>This procedure backs out the upgrade of DSR 8.6.0.0.0 application software for multiple servers. Any server requiring backout can be included: DA-MPs, IPFEs, and SBRs.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Prepare the server for backout	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM Server group tab of the site being backed out. 3. Select the server group link containing the server to be backed out. 4. Verify the Upgrade State is Accept or Reject. <p>Make the server Backout Ready as follows:</p> <ol style="list-style-type: none"> 5. Navigate to Status & Manage > HA. 6. Click Edit. 7. Select the server to be backed out and choose a Max Allowed HA Role value as Standby (unless it is a Query server, in which case the value should remain set to Observer). <p>Note: When the active NOAM is the server being backed out, click OK to initiate an HA switchover and cause the GUI session to log out.</p> <ol style="list-style-type: none"> 8. Click OK. 9. Verify the Max Allowed HA Role is set to the desired value for the server on the HA Status screen. 10. Navigate to Status & Manage > Server. 11. Select the server to back out and click Stop. 12. Click OK to confirm the operation and verify the Appl State changes to Disabled. 13. Navigate to Administration > Software Management > Upgrade. 14. Select the SOAM Server Group tab of the site being backed out. 15. Select the link of the server group containing the server to be backed out. Verify the Upgrade State is now Backout Ready. <p>Note: It may take a couple of minutes for the status to update.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	Server CLI: Log into the server(s)	<p>Use an SSH client to connect to the server under backout (for example, ssh, putty):</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Note: If direct access to the IMI is not available, then access the target server using a connection through the active NOAM. SSH to the active NOAM XMI first. From there, SSH to the target server's IMI address.</p>
3. <input type="checkbox"/>	Server CLI: Execute the backout	<p>Determine the state of the server to be backed out. The server role must be either Standby or Spare.</p> <p>Execute following command to find the server role :</p> <pre>\$ ha.mystate</pre> <p>In this example output, the HA state is Standby.</p> <pre>[admusr@E1B581DAMP1 ~]\$ ha.mystate ----- resourceId role node DC subResources lastUpdate ----- DbReplication Stb/Stb C2016.086 * 0 170915:023010.572 VIP Stb/Stb C2016.086 * 0 170915:023010.530 CacdProcessRes Stb/OOS C2016.086 * 0 170915:023010.530 DA_MP_Leader Act/OOS C2016.086 * 0 170915:023010.932 DSR_SLDB OOS/OOS C2016.086 * 1-63 170913:121610.839 DSR_SLDB Act/OOS C2016.086 * 0 170915:023010.934 VIP_DA_MP OOS/OOS C2016.086 * 1-63 170913:121610.840 VIP_DA_MP Act/OOS C2016.086 * 0 170915:023010.933 EXGSTACK_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 EXGSTACK_Process Act/OOS C2016.086 * 0 170915:023010.933 DSR_Process OOS/OOS C2016.086 * 1-63 170913:121610.841 DSR_Process Act/OOS C2016.086 * 0 170915:023010.932 CAPM_HELP_Proc Stb/OOS C2016.086 * 0 170915:023010.530 DSROAM_Proc Stb/OOS C2016.086 * 0 170915:023010.530 CAPM_PSFS_Proc Stb/Stb C2016.086 * 0 170915:023010.530</pre> <p>If the state of the server is Act, then return to step 1.</p> <p>Execute the reject command to initiate the backout:</p> <pre>\$ sudo /var/TKLC/backout/reject</pre> <p>Note: If back out asks to continue, answer y.</p> <p>The reject command creates a no-hang-up shell session, so the command continues to execute if the user session is lost.</p> <p>Sample output of the reject script:</p> <pre>Applications Enabled. Running /usr/TKLC/plat/bin/service_conf reconfig Remove isometadata (appRev) file from upgrade Reverting platform revision file RCS_VERSION=1.4 Creating boot script: /etc/rc3.d/S89backout Rebuilding RPM database. This may take a moment... rpmdb_load: /var/lib/rpm/Packages: unexpected file type or format Cleaning up chroot environment... A reboot of the server is required. The server will be rebooted in 10 seconds</pre>
4. <input type="checkbox"/>	Server CLI: Backout proceeds	<p>Many informational messages display to the terminal screen as the backout proceeds.</p> <p>After backout is complete, the server automatically reboots.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	Repeat for each server to be backed out	Repeat steps 1 through 4 for each server to be backed out.
6. <input type="checkbox"/>	Server CLI: Log into the server	Use an SSH client to connect to the server under backout (for example, ssh, putty): <pre>ssh admusr@<server address> password: <enter password></pre>
7. <input type="checkbox"/>	Server CLI: Restore the full DB run environment	Execute the backout_restore utility to restore the full database run environment: <pre>\$ sudo /var/tmp/backout_restore</pre> <p>If asked to proceed, answer y.</p> <p>Note: In some incremental upgrade scenarios, the backout_restore file is not found in the /var/tmp directory, resulting in the following error message:</p> <pre>/var/tmp/backout_restore: No such file or directory</pre> <p>If this message occurs, copy the file from /usr/TKLC/appworks/sbin to /var/tmp and repeat sub-step backout_restore again.</p> <p>The backout_restore command creates a no-hang-up shell session, so the command continues to execute if the user session is lost.</p> <p>If the restore was successful, the following displays:</p> <pre>Success: Full restore of COMCOL run env has completed. Return to the backout procedure document for further instruction.</pre> <p>If an error is encountered and reported by the utility, it is recommended to consult with My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
8. <input type="checkbox"/>	Server CLI: Verify the backout	1. Examine the output of the following commands to determine if any errors were reported: <pre>\$ sudo verifyUpgrade</pre> <p>Note: The verifyUpgrade command detected errors that occurred in the initial upgrade and during the backout. Disregard the initial upgrade errors.</p> <p>Note: Disregard the TKLCplat.sh error:</p> <pre>[root@NO1 ~]# verifyUpgrade ERROR: TKLCplat.sh is required by upgrade.sh! ERROR: Could not load shell library! ERROR: LIB: /var/TKLC/log/upgrade/verifyUpgrade/upgrade.sh ERROR: RC: 1</pre> <p>Also, Disregard following error and the missing file error</p> <pre>ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors!</pre>

Step#	Procedure	Description
		<pre> ERROR: 1513202476::zip error: Nothing to do! (/usr/share/tomcat6/webapps/ohw.war) ERROR: Missing files found during the RPM verification! ERROR: Missing Files: 0:TKLCCcapm-plugin-perlscript-8.x.x- 8.x.x.x.x_88.x.x: /usr/TKLC/capm/prod/plugins/lib/perl/UserDefined This command displays the current sw rev on the server: \$ appRev [admusr@E1B581DAMP1 ~]\$ appRev Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.7.1.0.0_88.75.0- OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10 2. Enter this command: \$ sudo verifyBackout The verifyBackout command searches the upgrade log and reports all errors found. 3. If the backout was successful (no errors or failures reported), then proceed to step 9. 4. If the backout failed with the following error, this error can be ignored and the backout may continue. ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors! ERROR: 1485165801::ERROR: <rpm name>-7.2.14- 7.2.0.0.0_72.23.0: Failure running command '/usr/TKLC/appworks/bin/eclipseHelp reconfig' Also, Disregard following error and the missing file error ERROR: Upgrade log (/var/TKLC/log/upgrade/upgrade.log) reports errors! ERROR: 1513202476::zip error: Nothing to do! ERROR: Missing files found during the RPM verification! ERROR: Missing Files: 0:TKLCCcapm-plugin-perlscript-8.x.x- 8.x.x.x.x_88.x.x: /usr/TKLC/capm/prod/plugins/lib/perl/UserDefined </pre>

Step#	Procedure	Description
		<p>5. (/usr/share/tomcat6/webapps/ohw.war) If the backout failed with the following error:</p> <pre>ERROR: The upgrade log does not exist!</pre> <p>Examine the upgrade log at /var/TKLC/log/upgrade/upgrade.log for errors that occurred during the backout.</p> <p>6. If the backout failed due to errors found in the upgrade log, it is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
9. <input type="checkbox"/>	Server CLI: Reboot the server	<p>Enter the following command to reboot the server:</p> <pre>\$ sudo init 6</pre> <p>This step can take several minutes.</p>
10. <input type="checkbox"/>	Server CLI: Verify OAM services restart (NOAM/SOAM only)	<p>If the server being backed out is a NOAM or SOAM, perform this step; otherwise proceed to step 11.</p> <p>Refer to Appendix U to create softlink of Comagent.</p> <ol style="list-style-type: none"> 1. Wait several (approximately 6 minutes) minutes for a reboot to complete before attempting to log back into the server. 2. SSH to the server and log in. <pre>login as: admusr password: <enter password></pre> 3. Execute the following command to verify the httpd service is running. <pre>\$ sudo service httpd status</pre> <p>The expected output displays httpd is running (the process IDs are variable so the list of numbers can be ignored):</p> <pre>httpd <process IDs will be listed here> is running...</pre> <p>If httpd is not running, repeat sub-steps 3 and 4 for a few minutes. If httpd is still not running after 3 minutes, then services have failed to restart. It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document for further instructions.</p>
11. <input type="checkbox"/>	Server CLI: Change the ownership of the id_dsa file	<p>Verify if the id_dsa file has the required ownership:</p> <ol style="list-style-type: none"> 1. Check the ownership of the file: <pre>ls -ltr /home/awadmin/.ssh/</pre> <p>The file permission should be defined as below:</p> <pre>[admusr@HPC-NO1 ~]\$ sudo ls -ltr /home/awadmin/.ssh/ total 20 -rw----- 1 awadmin awadm 1281 Sep 27 16:19 config -rw-r----- 1 awadmin awadm 605 Nov 18 13:20 id_dsa.pub -rw----- 1 awadmin awadm 668 Nov 18 13:20 id_dsa -rw----- 1 awadmin awadm 7275 Nov 18 18:09 authorized_keys</pre> <p>If the file ownership is set as awadmin awadm, skip step 2 and 3.</p> 2. If the file ownership is not set as awadmin awadm, then change the permission: <pre>sudo chown awadmin:awadm /home/awadmin/.ssh/id_dsa</pre> 3. Repeat step 1 to verify.

Step#	Procedure	Description
12. <input type="checkbox"/>	Additional backout steps 	Backout procedure is not completed yet. Execute Appendix Q Additional Backout Steps to back out major upgrade paths. Note: This procedure is required only for 8.1/8.0 backout.
13. <input type="checkbox"/>	Repeat for each server backed out	Repeat steps 6. through 12. for each server to be backed out.
14. <input type="checkbox"/>	Active NOAM VIP: Verify server state is correct after back out	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade to observe the server upgrade status. 2. If the server status is Not Ready, continue to step 15. ; otherwise, proceed to step 16.
15. <input type="checkbox"/>	Active NOAM VIP: Change/Correct the Upgrade State on backed out server to Ready	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > HA. 2. Click Edit. 3. Select the backed out server and choose a Max Allowed HA Role value of Active (unless it is a Query server, in which case the value should remain set to Observer). 4. Click OK. 5. Verify the Max Allowed HA Role is set to the desired value for the server on the HA Status screen. 6. Navigate to Status & Manage > Server. 7. Select the server being backed out and click Restart. 8. Click OK to confirm the operation. 9. Verify the Appl State updates to Enabled. 10. Navigate to Administration > Software Management > Upgrade. 11. Select the tab of the server group containing the server to be backed out. 12. Verify the Upgrade State is now Ready. It may take a couple minutes for the grid to update.
16. <input type="checkbox"/>	Active NOAM VIP: Verify application version is correct for the backed out server	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Select the SOAM server group tab of the site being backed out. 3. Select the link of the server group containing the server that was backed out. 4. Verify the Application Version value for this server has been downgraded to the original release version. <p>The multiple server backout is now complete.</p>

6.8 Post-Backout Health Check

This procedure is used to determine the health and status of the DSR network and servers following the backout of the entire system.

Procedure 41. Post-Backout Health Check

Step#	Procedure	Description
<p>This procedure performs a basic Health Check of the DSR to verify the health of the system following a backout.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM VIP: Verify server status is normal</p>	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Status & Manage > Server. 3. Verify Server Status is Normal (Norm) for Alarm (Alm), Database (DB) and Processes (Proc). 4. Do not proceed with the upgrade if any server status is not Norm. 5. Do not proceed with the upgrade if there are any Major or Critical alarms. Refer to Appendix P for details. <p>Note: It is recommended to troubleshoot if any server status is not Norm. A backout should return the servers to their pre-upgrade status.</p>
2. <input type="checkbox"/>	<p>Active NOAM VIP: Log all current alarms in the system</p>	<ol style="list-style-type: none"> 1. Navigate to Alarms & Events > View Active. 2. Click Report to generate an Alarms report. 3. Save the report and print the report. Keep these copies for future reference.

6.9 IDIH Backout

The procedures in this section back out the Oracle, Application, and Mediation servers to the previous release.

6.9.1 Oracle Server Backout

Backout of Oracle Server is not supported after release 7.1.

The Oracle server is backed out using the disaster recovery procedure documented in [10].

6.9.2 Mediation and Application Server Backout

The Mediation and Application servers are backed out using the disaster recovery procedure documented in [10].

Appendix A. Post Upgrade Procedures

Execute the procedures in this section only **AFTER** the upgrade of **ALL** servers in the topology is completed.

A.1. Accept the Upgrade

Detailed steps for accepting the upgrade are provided in the procedure. TPD requires that upgrades be accepted or rejected before any subsequent upgrades may be performed. **Alarm 32532 Server Upgrade Pending Accept/Reject** displays for each server until one of these two actions is performed.

An upgrade should be accepted only after it is determined to be successful as the Accept is final. This frees up file storage but prevents a backout from the previous upgrade.

Note: Once the upgrade is accepted for a server, that server is not allowed to backout to a previous release.

Note: This procedure must be performed in a Maintenance Window.




!!WARNING!!

Upgrade acceptance may only be executed with authorization from the customer.

Be advised that once an upgrade has been accepted, it is not possible to back out to the previous release.

Procedure 42. Accept the Upgrade

Step#	Procedure	Description
<p>This procedure accepts a successful upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>It is recommended that this procedure be performed two weeks after the upgrade</p>	<p>Verify the upgraded system has been stable for two weeks or more.</p> <p>Note: It is not possible to back out after this procedure is executed.</p>
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Execute this step if accepting a NOAM server. Log all current alarms present at the NOAM.</p>	<p>Log all alarms before accepting the NOAM upgrade.</p> <ol style="list-style-type: none"> 1. Log into the NOAM GUI. 2. Navigate to Alarms & Events > View Active. 3. Click Report to generate an Alarms report. 4. Save the report and/or print the report. Keep these copies for future reference. <p>All other upgraded servers have the following expected alarm: Alarm ID = 32532 (Server Upgrade Pending Accept/Reject)</p>
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active SOAM VIP: Execute this step if accepting a SOAM server. Log all current alarms present at the SOAM.</p>	<p>Log all alarms before accepting the SOAM upgrade.</p> <ol style="list-style-type: none"> 1. Log into the SOAM GUI. 2. Navigate to Alarms & Events > View Active. 3. Click Report to generate an Alarms report. 4. Save the report and/or print the report. Keep these copies for future reference. <p>All other upgraded servers have the following expected alarm: Alarm ID = 32532 (Server Upgrade Pending Accept/Reject)</p>

Step#	Procedure	Description
4. <input type="checkbox"/>	Active NOAM VIP: Accept upgrade on NOAM servers	<ol style="list-style-type: none"> Log into the NOAM GUI using the VIP. Navigate to Administration > Software Management > Upgrade. Select the NOAM server group tab. Select the NOAM server and click Accept.  <p>WARNING: Accepting the upgrade may take several minutes depending on the servers in the network. Be patient and DO NOT TRY to accept the site again since this results in different accept states on the Server Upgrade States column on the Upgrade Administration screen.</p> <p>Repeat this step on all NOAM servers one by one.</p>

Step#	Procedure	Description
<p>5. <input type="checkbox"/></p>	<p>Active NOAM VIP: Accept upgrade for multiple servers</p>	<ol style="list-style-type: none"> Log into the NOAM GUI using the VIP. Navigate to Administration > Software Management > Upgrade. Select the SOAM tab of the site being upgraded. <p>Note: The Site Accept button accepts the upgrade for every upgraded server at the selected site. This is the most efficient way to accept an upgrade. A manual alternative to this is to select the link of each server group in the site and use the Accept button to accept the upgrade of only the servers in the selected server group.</p> <ol style="list-style-type: none"> Click Site Accept. <div data-bbox="548 583 1414 972" data-label="Image"> </div> <p>A confirmation screen warns that once the server is accepted it is not able to revert back to the previous image state.</p> <ol style="list-style-type: none"> Click OK. <p>WARNING: Accepting the upgrade may take several minutes depending on the servers in the network. Be patient and DO NOT TRY to accept the site again since this results in different accept states on the Server Upgrade States column on the Upgrade Administration screen.</p> <ol style="list-style-type: none"> Navigate to Alarms & Events > View Active. <p>As upgrade is accepted on each server, the corresponding Alarm ID – 32532 (Server Upgrade Pending Accept/Reject) should automatically clear and server status transitions to Backup Needed.</p>

A.2. Undeploy ISO

This procedure is run after the upgrade has been accepted to undeploy all deployed ISOs. When an ISO is undeployed, the ISO is deleted from all servers in the topology except for the active NOAM. On the active NOAM, the ISO remains in the File Management Area.

This procedure can be run at any time after the upgrade has been accepted.

Procedure 43. Undeploy ISO

Step#	Procedure	Description
<p>This procedure undeploy an ISO from the DSR servers.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <input type="checkbox"/>	<p>Active NOAM VIP: View the files in the file management area</p>	<ol style="list-style-type: none"> 1. Log into the NOAM GUI using the VIP. 2. Navigate to Status & Manage > Files.
<p>2.</p> <input type="checkbox"/>	<p>Active NOAM VIP: Start ISO undeploy sequence</p>	<ol style="list-style-type: none"> 1. Select an ISO stored in the isos directory of the File Management Area. The ISO filename has the format: <code>isos/ DSR-8.6.0.0.0_95.14.0-x86_64.iso</code> 2. Click Undeploy ISO. 3. Click OK on the confirmation screen to start the undeploy sequence.
<p>3.</p> <input type="checkbox"/>	<p>Active NOAM VIP: Monitor the ISO undeploy progress</p>	<ol style="list-style-type: none"> 1. Select the ISO being undeployed in step 2. 2. Click View ISO Deployment Report. 3. If some servers show the ISO as Deployed, click Back on the Files View screen. 4. Periodically repeat sub-steps 1 through 3 until all servers indicate Not Deployed. <div data-bbox="553 1310 1305 1791" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Status & Manage -> Files [View]</p> <hr/> <p style="text-align: center;">Main Menu: Status & Manage -> Files [View] Fri Oct 14 13:52:44 2016 EDT</p> <p>Deployment report for DSR-8.0.0.0.0_80.13.0-x86_64.iso:</p> <p>Deployed on 16/16 servers.</p> <pre> GTXA-NO1: Deployed GTXA-NO2: Deployed GTXA-SO1: Deployed GTXA-SO-SF: Deployed GTXA-MP1: Deployed GTXA-MP2: Deployed GTXA-Session1: Deployed GTXA-Session2: Deployed GTXA-Binding-SF: Deployed </pre> <p style="text-align: center;"> <input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Back"/> </p> </div>

Step#	Procedure	Description
4. <input type="checkbox"/>	Active NOAM VIP: Repeat as necessary	If there are additional ISOs in the File Management Area that need to be undeployed, repeat steps 2 and 3 as necessary.

A.3. Post Upgrade Procedures

The procedures in this section are executed after the upgrade has been accepted.

Procedure 44. PCA Post Upgrade Procedure

Step#	Procedure	Description
<p>This procedure performs miscellaneous actions that are required to be executed after the upgrade is accepted.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM CLI: Reset COMCOL compatibility flag	<p>This step is required only if the source release is pre-8.0.</p> <ol style="list-style-type: none"> Use an SSH client to connect to the active NOAM: <pre>ssh <NOAM XMI IP address> login as: admusr password: <enter password></pre> <p>Note: The static XMI IP address for each server should be available in Table 5.</p> Enter this command to reset the COMCOL backward compatibility flag. Backward compatibility is no longer required when all of the servers in the topology have been upgraded to release 8.0 or later. <pre>\$ iset -fvalue=0 LongParam where "name='cm.cm6compat'"</pre> <p>Sample output:</p> <pre>=== changed 1 records ===</pre> Verify the changed value: <pre>\$ iqt -zp -fvalue LongParam where "name='cm.cm6compat'" value 0</pre>



Appendix B. Increase Maximum Number of Open Files

This procedure increases the maximum number of files that can be opened for reading and writing. As the number of servers in the topology grows, so does the need for additional files to handle merging data to the NOAM. This procedure checks the number of files currently in use, and, if necessary, increases the maximum number of open files.

Note: This procedure is for one NOAM server. Repeat this procedure for other NOAM servers.

Procedure 45. Increase Maximum Number of Open Files

Step#	Procedure	Description
<p>This procedure checks the number of files currently in use, and, if necessary, increases the maximum number of open files.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM CLI: Determine the number of files currently open</p>	<ol style="list-style-type: none"> Use an SSH client to connect to the active NOAM. <pre>ssh <NOAM XMI IP address> login as: admusr password: <enter password></pre> <p>Note: The static XMI IP address for each server should be available in Table 5.</p> Enter the following command to retrieve the pid of idbsvc. The pid is highlighted in this sample output: <pre>\$ ps -ef grep -i idbsvc root 4369 idbsvc Up 03/01 13:03:28 1 idbsvc -M10 -ME204 -D40 -DE820 -W1 -S2</pre> The number of open files is output with the 'lsof' command. Use the highlighted value from sub-step 2 in place of XXXX in the lsof command. <pre>\$ sudo lsof -p XXXXX wc -l 1278</pre> Record the number of files currently open (the output of sub-step 3): <pre>_____</pre> Enter the following command to retrieve the pid of tpdProvd. The pid is highlighted in this sample output: <pre>\$ ps -ef grep -i tpdProvd tpdProvd 347635 1 0 06:09 ? 00:00:11 /usr/TKLC/plat/bin/tpdProvd</pre> The number of open files is output with the 'lsof' command. Use the highlighted value from sub-step 4 in place of XXXX in the lsof command. <pre>\$ sudo lsof -p XXXXX wc -l 1280</pre> Record the number of files currently open (the output of sub-step 5): <pre>_____</pre>

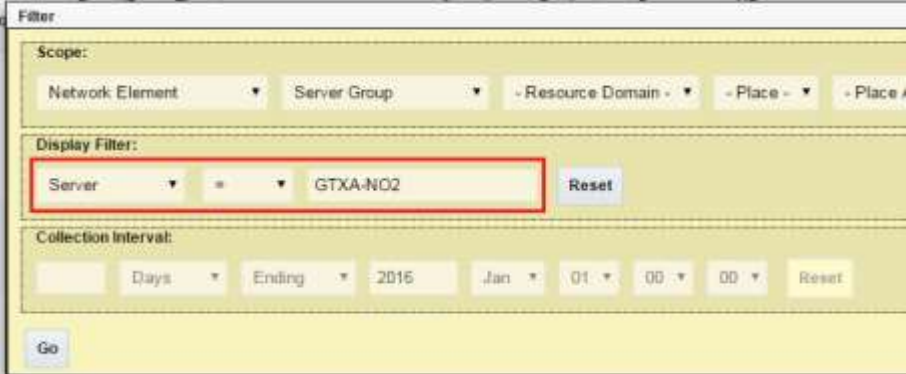
Step#	Procedure	Description
<p>2.</p> <input type="checkbox"/>	<p>Active NOAM CLI: Maximum number of open files</p>	<p>Display the maximum number of open files for idbsvc.</p> <p>1. Use the highlighted value from step 1, sub-step 2 in place of XXXX in the cat command.</p> <pre>\$ sudo cat /proc/XXXX/limits grep -i open Max open files 32768 32768 files</pre> <p>The output of the cat command displays the maximum number of files that can be open by the idbsvc process. Record both values here: Soft Limit (1st value): _____ Hard Limit (2nd value): _____</p> <p>Display the maximum number of open files for tpdProvd.</p> <p>2. Use the highlighted value from step 1, sub-step 4 for tpdProvd in place of XXXX in the cat command.</p> <pre>\$ sudo cat /proc/XXXX/limits grep -i open Max open files 1024 4096 files</pre> <p>The output of the cat command displays the maximum number of files that can be open by the tpdProvd process. Record both values here: Soft Limit (1st value): _____ Hard Limit (2nd value): _____</p>
<p>3.</p> <input type="checkbox"/>	<p>Make sure the current number of open files used by idbsvc in in the safe limit</p> 	<p>If the number of currently open files (step 1, sub-step 3) of idbsvc is less than the maximum allowed (step 2, sub-step 2 Soft Limit for tpdProvd), this procedure is complete, for example, number of currently open files (used by idbsvc) is less than 1024.</p> <p>Further steps are not required to be executed on this NOAM server.</p> <p>If the number of currently open files is more than the maximum allowed (step 2, sub-step 2 Soft Limit for tpdProvd), for example, 1024, go to step 5.</p> <p>Repeat this procedure (if required) for other NOAM server.</p>
<p>4.</p> <input type="checkbox"/>	<p>Make sure the current number of open files used by tpdProvd in in the safe limit</p> 	<p>If the maximum number of open files value (step 2, sub-step 2 - Soft Limit) for tpdProvd is already set to 32768, this procedure is complete.</p> <p>Further steps are not required to be executed on this NOAM server.</p> <p>If maximum value is not already set, then go to step 5.</p> <p>Repeat this procedure (if required) for other NOAM server.</p>

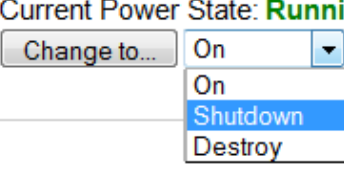
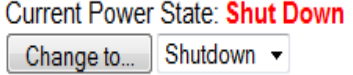
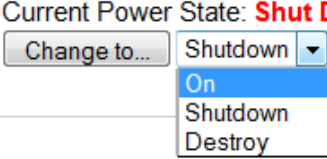
Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM CLI: Increase max number of open files	<p>1. Using a text editor with sudo, edit the file <code>/etc/init/tpdProvd.conf</code> to add these two lines just before the comment line in the file <code>/etc/init/tpdProvd.conf</code> that reads Start the daemon:</p> <pre># increase open file limit limit nofile 32768 32768</pre> <p>Insight of file as example:</p> <pre># # restart tpdProvd up to 10 times within a 100 second period. # If tpdProvd fails to start 10 times within a 100 second period then # it most likely has a deeper problem that restarting will not overcome. respawn limit 10 100 # increase open file limit limit nofile 32768 32768 # # Start the daemon script</pre> <p>2. Save the file and close the editor.</p> <p>Caution: Do not edit any other line in this file. You can back up the file, if required.</p>
6. <input type="checkbox"/>	Active NOAM CLI: Restart tpdProvd service	<p>1. Enter this command to stop tpdProvd:</p> <pre>\$ sudo initctl stop tpdProvd</pre> <p>2. Enter this command to restart tpdProvd:</p> <pre>\$ sudo initctl start tpdProvd</pre> <p>Sample output:</p> <pre>tpdProvd start/running, procd 186743</pre>
7. <input type="checkbox"/>	Active NOAM CLI: Recheck open file maximum limit	<p>1. Enter the following command to retrieve the pid of idbsvc. The pid is highlighted in this sample output:</p> <pre>\$ ps -ef grep -i idbsvc root 8670 idbsvc Up 03/01 13:03:28 1 idbsvc -M10 -ME204 -D40 -DE820 -W1 -S2</pre> <p>2. Use the highlighted value from sub-step 1 in place of XXXX in the cat command.</p> <pre>\$ sudo cat /proc/XXXX/limits grep -i open Max open files 32768 32768 files</pre> <p>3. Verify the output of sub-step 2 indicates that the max number of open files is 32768. If the value is NOT 32768, it is recommended to contact My Oracle Support (MOS) per Appendix CC.</p>

Appendix C. Update NOAM Guest VM Configuration

This procedure updates the VM configuration for NOAM guests hosted on an RMS. The new configuration increases the number of virtual CPUs and RAM available to the NOAMs to improve performance in high load conditions. This procedure should be executed only when the NOAM is virtualized on an RMS with no B-level or C-level servers.

Procedure 46. Update NOAM Guest VM Configuration

Step#	Procedure	Description
<p>This procedure modifies the VM configuration for the NOAM guest. This procedure applies only to NOAMs hosted on an RMS.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Verify the VM configuration</p>	<ol style="list-style-type: none"> 1. Log into the PMAC GUI by navigating to <code>http://<pmac_management_ip></code> 2. Navigate to Main Menu > VM Management. 3. Select the TVOE host that is hosting the NOAM VM to be upgraded. 4. Select the NOAM VM, which needs to be verified. 5. Make sure NOAM VM already has these values: Num vCPUs: 12 Memory (MBs): 24,576 If the values are correct, then this procedure is complete. 6. If the values are not correct, then proceed to the next step.
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Log all current alarms for the standby NOAM</p>	<p>When the NOAM guest VM is shut down before updating the configuration, a number of alarms are generated by the event. Thus it is necessary to note any existing alarms for the server before the shutdown.</p> <ol style="list-style-type: none"> 1. Navigate to Alarms & Events > View Active. 2. Select the Filter option. Select Server = <StbyNOAM> for the Display Filter, where <StbyNOAM> is the hostname of the standby NOAM. 3. Click Go to filter the alarms on the specified criteria. 4. Make note of all alarms that are displayed as a result of the applied filter. These should be the only alarms displayed once the VM is restarted. 

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Edit the NOAM guest VM configuration</p>	<ol style="list-style-type: none"> Log into the PMAC GUI by navigating to <code>http://<pmac_management_ip></code>. Navigate to Main Menu > VM Management. Select the TVOE host that is hosting the NOAM VM to be upgraded. Select the NOAM VM to edit. Change the power state of the guest VM from Running to Shutdown and click Change to. Confirm the pop-up and wait for the power state to change to Shutdown. This may take a few moments as this executes a graceful shutdown of the NOAM guest. <div style="text-align: center;"> <p>Current Power State: Running</p>  <p>Current Power State: Shut Down</p>  </div> <ol style="list-style-type: none"> Click Edit near the bottom of the window. Change the following guest configuration values from the current value to the values presented in bold: <p>Num vCPUs: 12 Memory (MBs): 24,576</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>VM Info Software Network Media</p> <p>Num vCPUs: 12 VM UUID: fd940944-5948-efb-3e4f-99440cf6a7c Memory (MBs): 24,576 Enable Virtual Watchdog: <input checked="" type="checkbox"/></p> <p><small>* Do not oversubscribe the TVOE host's memory.</small></p> <p>Virtual Disks Add Delete</p> </div> <p>No other configuration values should be changed.</p> <ol style="list-style-type: none"> Click Save. <p>The GUI may gray out for a moment while the changes are committed.</p>
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Change/Modify the guest power state</p>	<p>Change the guest VM power state from Shutdown to On and click Change to. This restarts the VM.</p> <div style="text-align: center;"> <p>Current Power State: Shut Down</p>  </div>

Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM VIP: Monitor current alarms for the standby NOAM	<p>Monitor the alarms for the standby NOAM until the alarm count is down to those that existed before the VM shutdown, as recorded in step 1.</p> <ol style="list-style-type: none"> 1. Navigate to Alarms & Events > View Active. 2. From the Filter option, select Server = <StbyNOAM> for the Display Filter, where <StbyNOAM> is the hostname of the standby NOAM. 3. Click Go to filter the alarms on the specified criteria. 4. Monitor standby NOAM alarms.

Appendix D. Determine if TVOE Upgrade is Required

When upgrading a server that exists as a virtual guest on a TVOE host, it is first necessary to determine whether the TVOE host (that is, the bare-metal) server must be upgraded to a newer release of TVOE.

NOAM and SOAM servers are often implemented as TVOE guests in C-class deployments, so the TVOE upgrade check is necessary. DA-MPs are not implemented as TVOE guests in C-class deployments, so the TVOE upgrade check is not necessary when upgrading C-class DA-MPs.

When DSR is deployed in the VEDSR configuration, or on Rack Mounted Servers (RMSs), all servers are virtual guests, and the TVOE upgrade check is always required. However, DA-MPs are often deployed as guests on the same TVOE host as the OAM server(s), and so by the time the DA-MP servers are being upgraded, TVOE has already been upgraded and there is no need to do so again.

Procedure 47. Determine if TVOE Upgrade is Required

Step#	Procedure	Description
<p>This procedure checks if TVOE upgrade is required.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	TVOE CLI: Determine the version of TVOE already running on the bare-metal server that hosts the virtual guest currently being upgraded	<p>Log into the host server on which TVOE is installed.</p> <p>Execute the following command to get the current TVOE installed version :</p> <pre># appRev Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.7.1.0.0_88.75.0-OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10</pre>
2. <input type="checkbox"/>	Check the TVOE release version required for target DSR release	It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document to determine the appropriate release version.

Step#	Procedure	Description
3. <input type="checkbox"/>	If the release in step 1 is less than what is required in step 2 then upgrade of TVOE is required	The procedure to upgrade TVOE on the host server is in Appendix J.

Appendix E. Add ISO Images to PMAC Image Repository

If the ISO image is delivered on optical media, or USB device, continue with step 1 of this Appendix; otherwise, if the ISO image was delivered to the PMAC using sftp, continue with step 5.

1. In the PMAC GUI, navigate to **Main Menu > VM Management**. In the VM Entities list, select the **PMAC Guest**. On the resulting View VM Guest page, select the Media tab.
2. Under the Media tab, find the ISO image in the Available Media list, and click **Attach**.

After a pause, the image displays in the Attached Media list.

The screenshot shows the 'View VM Guest' interface for a VM named 'vm-pmacdev6'. The current power state is 'Running'. The 'Media' tab is selected, showing two sections: 'Attached Media' and 'Available Media'.

Attached Media:

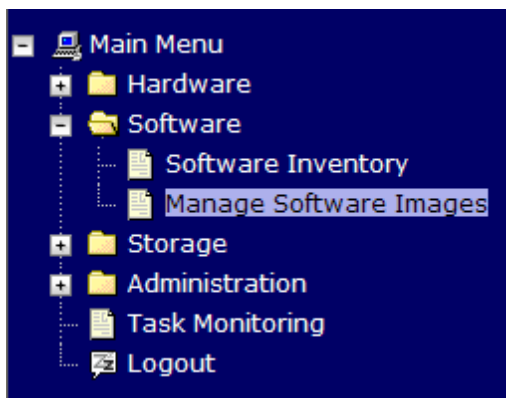
Attached	Image Path
<input type="button" value="Detach"/>	/var/TKLC/tvoe/mapping-isos/vm-pmacdev6.iso
<input type="button" value="Detach"/>	/media/sdb1/000-0000-000-6.0.0_80.16.0-CentOS-6.2-x86_64.iso

Available Media:

Attach	Label	Image Path
<input type="button" value="Attach"/>	tklc_000-0000-000_Rev_A_80.16	/media/sdb1/000-0000-000-6.0.0_80.16.0-CentOS-6.2-x86_64.iso
<input type="button" value="Attach"/>	tklc_000-0000-000_Rev_A_80.17	/var/TKLC/upgrade/TPD.install-6.0.0_80.17.0-CentOS6.2-x86_64.iso

At the bottom of the interface, there are several action buttons: Edit, Delete, Install OS, Clone Guest, Upgrade, Accept Upgrade, and Reject Upgrade.

3. Navigate to **Software -> Manage Software Images**.



4. Click **Add Image**.

Manage Software Images



Thu Nov 17 18:26:24 2011 UTC

Tasks ▾

Image Name	Type	Architecture	Description
PMAC--4.0.0_40.11.0--872-2291-101--i386	Upgrade	i386	
PMAC--4.0.0_40.15.0--872-2291-101--i386	Upgrade	i386	
TPD--5.0.0_72.28.0--x86_64	Bootable	x86_64	
TPD--5.0.0_72.24.0--i386	Bootable	i386	
PMAC--4.0.0_40.14.1--872-2291-101--i386	Upgrade	i386	

5. Select an image to add.

- If the image was transferred to PMAC using sftp, it displays in the list as a local file **/var/TKLC/....**
- If the image was supplied on a CD or a USB drive, it displays as a virtual device (**device://...**). These devices are assigned in numerical order as CD and USB images become available on the Management Server. The first virtual device is reserved for internal use by TVOE and PMAC; therefore, the ISO image of interest is normally present on the second device, **device://dev/sr1**. If one or more CD or USB-based images were already present on the Management Server before this procedure was started, choose a correspondingly higher device number. Enter an appropriate image description and click **Add New Image**.

Add Software Image

_Help
Wed Aug 08 13:51:34 2012 UTC

Images may be added from any of these sources:

- Tekelec-provided media in the PM&C host's CD/DVD drive (See Note)
- USB media attached to the PM&C's host (See Note)
- External mounts. Prefix the directory with "extfile://".
- These local search paths:
 - `/var/TKLC/upgrade/* .iso`
 - `/var/TKLC/smac/image/isoimages/home/smactpusr/* .iso`

Note: CD and USB images mounted on PM&C's VM host must first be made accessible to the PM&C VM guest. To do this, go to the Media tab of the PM&C guest's View VM Guest page.

Path:

Description:

The Manage Software Images page is then redisplayed with a new background task entry in the table at the bottom of the page:

Manage Software Images

_Help
Thu Nov 17 18:28:11 2011 UTC

Info Tasks

Info

- Software image `/var/TKLC/upgrade/872-2290-101-1.0.0_72.24.0-TVOE-x86_64.iso` will be added in the background.
- The ID number for this task is: 5.

ID	Task	Target	Status	Start Time	Progress
TPD-5.0.0_72.24.0-x86_64		Bootable	x86_64		
TPD-5.0.0_72.24.0-i386		Bootable	i386		
PMAC-4.0.0_40.14.1-872-2291-101-i386	Upgrade		i386		

- Wait until the Add Image task finishes. When the task is complete, its text changes color and its Progress column indicates **100%**. Make sure the correct image name appears in the Status column:

Manage Software Images

_Help
Thu Nov 17 18:31:19 2011 UTC

Info Tasks

ID	Task	Target	Status	Start Time	Progress
5	Add Image		Done: 872-2290-101-1.0.0_72.24.0-TVOE-x86_64	2011-11-17 13:31:19	100%

- Detach the image from the PMAC guest.

If the image was supplied on CD or USB, return to the PMAC Guest's Media tab used in step 2, locate the image in the Attached Media list, and click **Detach**. After a pause, the image removes from the Attached Media list. This releases the virtual device for future use.
- Remove the CD or USB device from the Management Server.


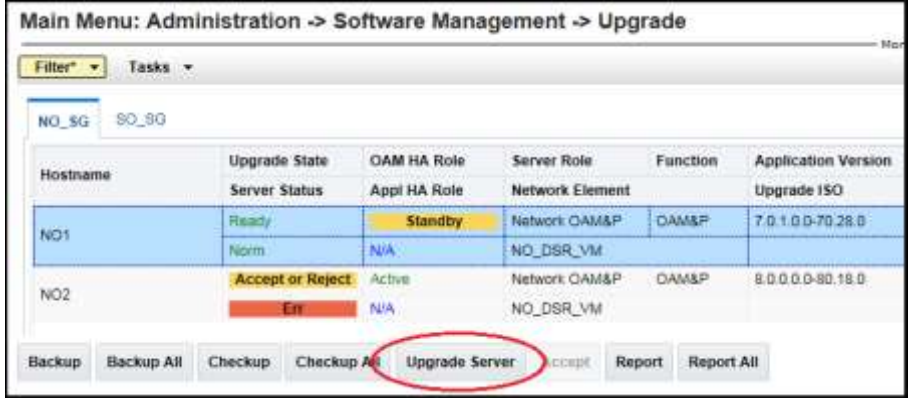
Appendix F. Upgrade Single Server – DSR 8.x



This appendix upgrades a single DSR server of any type (NOAM, SOAM, MP, etc.) when the active NOAM is on DSR 8.x.

Note: This procedure may be executed multiple times during the overall upgrade, depending on the number of servers in the DSR and the chosen upgrade methodology. Make multiple copies of Appendix F to mark up, or keep another form of written record of the steps performed.

Procedure 48. Upgrade Single Server – Upgrade Administration – DSR 8.x


Step#	Procedure	Description																		
<p>This procedure executes the Upgrade Single Server – Upgrade Administration steps for an active NOAM on release 8.0/8.1.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																				
<p>1.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View the pre-upgrade status of servers</p>	<p>1. Log into the NOAM GUI using the VIP.</p> <p>2. Navigate to Administration > Software Management > Upgrade</p> <p>3. Select the Network Element of the server to be upgraded (NOAM or site).</p> <div data-bbox="527 903 1429 1249" data-label="Image"> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>NO1</td> <td>Ready</td> <td>Standby</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>7.0.1.0.0-70.28.0</td> </tr> <tr> <td>NO2</td> <td>Accept or Reject</td> <td>Active</td> <td>Network OAM&P</td> <td>OAM&P</td> <td>8.0.0.0.0-80.18.0</td> </tr> </tbody> </table> <p>The active NOAM server may have some or all of these expected alarms: Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31149 (DB Late Write Nonactive)</p> </div>	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version	NO1	Ready	Standby	Network OAM&P	OAM&P	7.0.1.0.0-70.28.0	NO2	Accept or Reject	Active	Network OAM&P	OAM&P	8.0.0.0.0-80.18.0
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version															
NO1	Ready	Standby	Network OAM&P	OAM&P	7.0.1.0.0-70.28.0															
NO2	Accept or Reject	Active	Network OAM&P	OAM&P	8.0.0.0.0-80.18.0															

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify status of server to be upgraded</p>	<ol style="list-style-type: none"> Identify the server to be upgraded (NOAM, SOAM, MP, etc.) _____(record hostname) Verify the Application Version value is the expected source software release version. If the server is in the Backup Needed state, select the server and click Backup. On the Upgrade Backup screen, click OK. The Upgrade State changes to Backup in Progress. Verify the OAM Max HA Role is the expected condition (either standby or active). This depends on the server being upgraded.  <ol style="list-style-type: none"> When the backup is complete, verify the server state changes to Ready.
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate the server upgrade</p>	<ol style="list-style-type: none"> From the Upgrade Administration screen, select the server to be upgraded. Click Upgrade Server. The Initiate Upgrade form displays. 

Step#	Procedure	Description
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Select upgrade ISO</p>	<p>Initiate the server upgrade.</p> <ol style="list-style-type: none"> From the Upgrade Settings – Upgrade ISO options, select the ISO to use in the server upgrade. <p>Note: When the active NOAM is the server being upgraded, click OK to initiate an HA switchover and cause the GUI session to log out.</p> <p>Note: If the selected server is the active server in an active/standby pair, the OAM Max HA Role column displays Active with a red background. This is NOT an alarm condition. This indicator is to make the user aware the Make Ready action causes an HA switchover.</p> <ol style="list-style-type: none"> Click OK.  <p>The upgrade begins and control returns to the Upgrade Administration screen.</p>  <p>*** Critical *** Do NOT omit this step</p> <ol style="list-style-type: none"> Log out of the GUI, clear the browser cache, and log back into the active NOAM using the VIP before continuing. Some GUI forms may exhibit incorrect behaviors if the browser cache is not cleared.
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View the upgrade administration form to monitor upgrade progress</p>	<p>See step 6 for an optional method of monitoring upgrade progress.</p> <p>See step 7 for instructions if the upgrade fails.</p> <p>Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p> <ol style="list-style-type: none"> Observe the upgrade status of the site on the Upgrade Administration screen by selecting the Entire Site link. An upgrade status summary of each server group in the site displays in the Server Upgrade States column.

Step#	Procedure	Description																									
		<div data-bbox="527 247 1429 625" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter: Tasks</p> <p>NO_SG SO_East SO_North SO_West</p> <p>Entire Site SO_East IPFE1_SG IPFE2_SG IPFE3_SG IPFE4_SG MP_SG</p> <table border="1"> <thead> <tr> <th>Server Group</th> <th>Function</th> <th>Upgrade Method</th> <th>Server Upgrade States</th> <th>Server Application Ver</th> </tr> </thead> <tbody> <tr> <td>SO_East</td> <td>DSR (active/standby pair)</td> <td>OAM (Bulk)</td> <td>Pending (1/2) Upgrading (1/2)</td> <td>7.2.0.0-72.25.0 (2/2)</td> </tr> <tr> <td>IPFE2_SG</td> <td>IP Front End</td> <td>Serial</td> <td>Pending (1/1)</td> <td>7.2.0.0-72.25.0 (1/1)</td> </tr> <tr> <td>MP_SG</td> <td>DSR (multi-active cluster)</td> <td>Bulk (50% availability)</td> <td>Pending (2/4)</td> <td>7.2.0.0-72.25.0 (4/4)</td> </tr> <tr> <td>IPFE3_SG</td> <td>IP Front End</td> <td>Serial</td> <td>Pending (1/1)</td> <td>7.2.0.0-72.25.0 (1/1)</td> </tr> </tbody> </table> </div> <p>Servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31114 (DB Replication over SOAP has failed) Alarm ID = 31282 (The HA manager (cmha) is impaired by a s/w fault) Alarm ID = 31225 (HA Service Start Failure) Alarm ID = 31149 (DB Late Write Nonactive) <p>2. Wait for the upgrade to complete. The Status Message column displays Success. This step takes approximately 20 to 50 minutes.</p> <p>In the unlikely event that after the upgrade, the Upgrade State of server will be 'Backout Ready' or 'Failed', and the Status Message will display: "Server could not restart the application to complete the upgrade."</p> <p>Perform Appendix U to create a link of Comagent.</p> <p>Appendix V to restore the server to full operational status, then return to this step to continue the upgrade.</p> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>	Server Group	Function	Upgrade Method	Server Upgrade States	Server Application Ver	SO_East	DSR (active/standby pair)	OAM (Bulk)	Pending (1/2) Upgrading (1/2)	7.2.0.0-72.25.0 (2/2)	IPFE2_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0-72.25.0 (1/1)	MP_SG	DSR (multi-active cluster)	Bulk (50% availability)	Pending (2/4)	7.2.0.0-72.25.0 (4/4)	IPFE3_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0-72.25.0 (1/1)
Server Group	Function	Upgrade Method	Server Upgrade States	Server Application Ver																							
SO_East	DSR (active/standby pair)	OAM (Bulk)	Pending (1/2) Upgrading (1/2)	7.2.0.0-72.25.0 (2/2)																							
IPFE2_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0-72.25.0 (1/1)																							
MP_SG	DSR (multi-active cluster)	Bulk (50% availability)	Pending (2/4)	7.2.0.0-72.25.0 (4/4)																							
IPFE3_SG	IP Front End	Serial	Pending (1/1)	7.2.0.0-72.25.0 (1/1)																							


Step#	Procedure	Description
6. <input type="checkbox"/>	Server CLI: (Optional) View in-progress status from command line of server	<p>An optional method to view Upgrade progress from the command line:</p> <p>To view the detailed progress of the upgrade , access the server command line (using SSH or Console), and enter:</p> <pre>\$ tail -f /var/TKLC/log/upgrade/upgrade.log</pre> <p>This command displays the upgrade log entries as the events occur. Once the upgrade is complete, the server reboots. It takes a couple of minutes for the DSR application processes to start up.</p> <p>For example, this command displays the current rev on the server:</p> <pre>[admusr@NO2 ~]\$ appRev</pre> <pre>Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.8.2.0.0_89.18.0- OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10</pre> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>
7. <input type="checkbox"/>	Server CLI: If the upgrade fails	<p>If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files:</p> <pre>/var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log</pre> <p>It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files. Refer to Appendix O for failed server recovery procedures.</p>


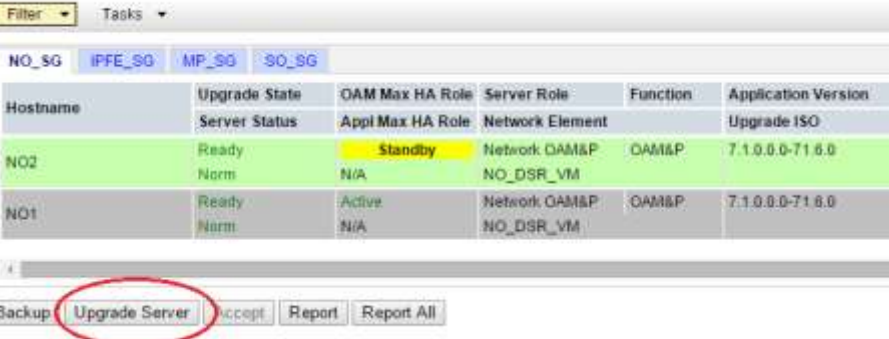
Step#	Procedure	Description																		
<p>8.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify post upgrade status</p>	<ol style="list-style-type: none"> Navigate to Administration > Software Management > Upgrade. Select the tab of the NOAM or site being upgraded. Verify the Application Version value for this server has been updated to the target software release version. Verify the Upgrade State of the upgraded server is Accept or Reject.  <p>The screenshot shows a web interface titled "Main Menu: Administration -> Software Management -> Upgrade". It features a navigation menu with "Filter*", "Status", and "Tasks*" dropdowns. Below the menu, there are tabs for "NO_BO", "SO_East", "SO_North", and "SO_West". Under "SO_East", there are sub-tabs for "Entire Site", "SO_East", "IPFE_SO", "MP_SO", and "SS7MP_BO1". The main content is a table with the following columns: Hostname, Upgrade State, DAM HA Role, Server Role, Function, and Application Version. The table lists two servers, SO1 and SO2, with their respective upgrade states and roles.</p> <table border="1" data-bbox="529 625 1430 804"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>DAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>SO1</td> <td>Accept or Reject</td> <td>Active</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0-80.17.0</td> </tr> <tr> <td>SO2</td> <td>Accept or Reject</td> <td>Standby</td> <td>System OAM</td> <td>OAM</td> <td>8.0.0.0-80.17.0</td> </tr> </tbody> </table>	Hostname	Upgrade State	DAM HA Role	Server Role	Function	Application Version	SO1	Accept or Reject	Active	System OAM	OAM	8.0.0.0-80.17.0	SO2	Accept or Reject	Standby	System OAM	OAM	8.0.0.0-80.17.0
Hostname	Upgrade State	DAM HA Role	Server Role	Function	Application Version															
SO1	Accept or Reject	Active	System OAM	OAM	8.0.0.0-80.17.0															
SO2	Accept or Reject	Standby	System OAM	OAM	8.0.0.0-80.17.0															
<p>9.</p> <p><input type="checkbox"/></p>	<p>Active NOAM/SOAM VIP: Verify the server was successfully upgraded</p>	<p>View the post-upgrade status of the server:</p> <ol style="list-style-type: none"> Navigate to Alarm & Events > View Active. <p>The active NOAM or SOAM server may have some or all the following expected alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10010 (Stateful database not yet synchronized with mate database) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31000 (Program impaired by S/W Fault) Alarm ID = 31201 (Process Not Running) for eclipseHelp process Alarm ID = 31282 (The HA manager (cmha) is impaired by a s/w fault) Alarm ID = 31114 (DB Replication over SOAP has failed) <p>The active NOAM or SOAM has these expected alarms until both NOAMs/SOAMs are upgraded:</p> <ul style="list-style-type: none"> Alarm ID = 31233 – HA Secondary Path Down Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31149 (DB Late Write Nonactive) <p>Note: Do not accept upgrade at this time. This alarm is OK.</p>																		


Appendix G. Upgrade Single Server – Pre-DSR 8.x


This appendix provides the procedure for upgrading a single DSR server when the active NOAM is on DSR 8.x.y. This procedure is used to upgrade the standby NOAM only. The remaining servers are upgraded using Procedure 48.

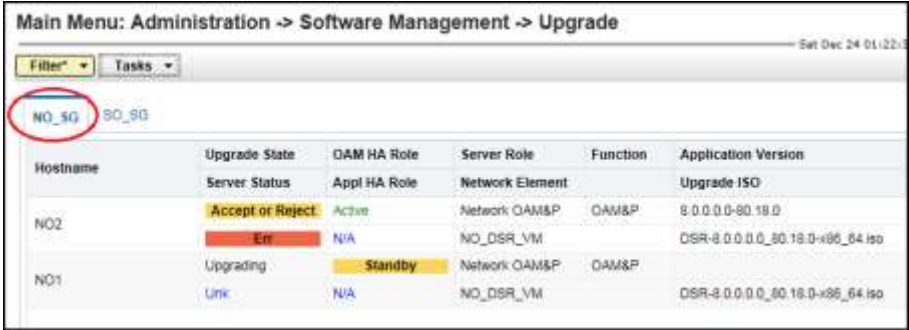
Procedure 49. Upgrade Single Server – Upgrade Administration – pre DSR 8.x

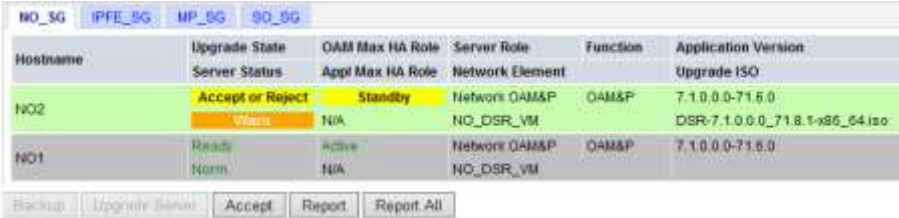
Step#	Procedure	Description																														
<p>This procedure executes the Upgrade Single Server – Upgrade Administration steps.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																
<p>1.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View the pre-upgrade status of servers</p>	<p>1. Log into the NOAM GUI using the VIP.</p> <p>2. Navigate to Administration > Software Management > Upgrade.</p> <p>The active NOAM server may have some or all of the following expected alarms:</p> <p>Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31149 (DB Late Write Nonactive)</p> <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <table border="1" data-bbox="537 936 1425 1423"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM Max HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>GTR-MP-01</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-02</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-03</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-04</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> </tbody> </table>	Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version	GTR-MP-01	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-02	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-03	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-04	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0
Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version																											
GTR-MP-01	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-02	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-03	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-04	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify status of server to be upgraded</p>	<ol style="list-style-type: none"> Identify the server (NOAM, SOAM, MP, etc.) _____ (record name) Verify the Application Version value is the expected source software release version. Navigate to Administration > Software Management > Upgrade and select the Server Group of the server to upgrade. <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <ol style="list-style-type: none"> If the server is in the Backup Needed state, select the server and click Backup. On the Upgrade Backup screen, click OK. The Upgrade State changes to Backup in Progress. Verify the OAM Max HA Role is the expected condition (either standby or active). This depends on the server being upgraded. When the backup is complete, verify the server state changes to Ready.
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate the server upgrade (part 1)</p>	<ol style="list-style-type: none"> From the Upgrade Administration screen, select the server to upgrade. Click Upgrade Server. <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <p>The Initiate Upgrade form displays on the Administration > Software Management > Upgrade Initiate screen.</p>

Step#	Procedure	Description
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate the server upgrade (part 2) – Select ISO form</p>	<p>1. From the Upgrade Settings – Upgrade ISO options, select the ISO to use in the server upgrade,</p> <p>Note: When the active NOAM is the server being upgraded, click OK to initiate an HA switchover and cause the GUI session to log out.</p> <p>Note: If the selected server is the active server in an active/standby pair, the OAM Max HA Role column displays Active with a red background. This is NOT an alarm condition. This indicator is to make the user aware that the action causes an HA switchover.</p> <p>2. Click OK.</p> <p>The upgrade begins and control returns to the Upgrade Administration screen.</p>  <p>*** Critical *** Do NOT omit this step</p> <p>3. If the server being upgraded is the active NOAM and clicking OK initiated a role change, log out of the GUI, clear the browser cache, and log back into the active NOAM using the VIP before continuing. Some GUI forms may exhibit incorrect behaviors if the browser cache is not cleared.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	Active NOAM VIP: View the upgrade administration form to monitor upgrade progress	<p>If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p> <ol style="list-style-type: none"> Observe the upgrade state of the server of interest. Upgrade status displays under the Status Message column.  <p>Servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31283 (Highly available server failed to receive mate heartbeats) Alarm ID = 31106 (DB Merge To Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31233 (HA Secondary Path Down) Alarm ID = 31101 (DB Replication To Slave Failure) Alarm ID = 31104 (DB Replication over SOAP has failed) Alarm ID = 31225 (HA Service Start Failure) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) <ol style="list-style-type: none"> Wait for the upgrade to complete. The Status Message column displays Success. This step takes approximately 20 to 50 minutes. <p>In the unlikely event that after the upgrade, if the Upgrade State of server is Backout Ready and the Status Message displays Server could not restart the application to complete the upgrade, then perform Appendix U to create a link of Comagent.</p> <p>Appendix V to restore the server to full operational status and then return to this step to continue the upgrade.</p> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>

Step#	Procedure	Description
<p>6.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: View the upgrade administration form to monitor upgrade progress</p> <p>For active NOAM on DSR 8.2 only</p>	<p>This step is for monitoring upgrade status of the formerly active NOAM after a role change. The NOAM that was active when the upgrade was initiated is now the standby NOAM. Monitoring from this point on is from the new active NOAM on DSR 8.6.0.0.0.</p> <p>See step 7. for an optional method of monitoring upgrade progress.</p> <p>See step 8. for instructions if the upgrade fails.</p> <p>Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as FAILED.</p> <p>The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.</p> <ol style="list-style-type: none"> Observe the upgrade status of the standby NOAM on the Upgrade Administration screen by selecting the NOAM server group tab.  <ol style="list-style-type: none"> Wait for the upgrade to complete. The Status Message column displays Success. This step takes approximately 20 to 50 minutes. <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>

Step#	Procedure	Description																																		
<p>7.</p> <p><input type="checkbox"/></p>	<p>Server CLI: (Optional) View in-progress status from command line of server</p>	<p>An optional method to view Upgrade progress from the command line: To view the detailed progress of the upgrade , access the server command line (using SSH or Console), and enter:</p> <pre>\$ tail -f /var/TKLC/log/upgrade/upgrade.log</pre> <p>Once the server has upgraded, it reboots, and it takes a couple of minutes for the DSR application processes to start up. This command displays the current rev on the server:</p> <pre>\$ appRev Install Time: Tue Jun 17 08:20:57 2014 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.8.2.0.0_89.18.0-OracleLinux6.10-x86_64.iso OS: OracleLinux 6.10</pre> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>																																		
<p>8.</p> <p><input type="checkbox"/></p>	<p>Server CLI: If the upgrade fails</p>	<p>If the upgrade of a server fails, access the server command line (using ssh or a console), and collect the following files:</p> <pre>/var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log</pre> <p>It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files. Refer to Appendix O for failed server recovery procedures.</p>																																		
<p>9.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify post upgrade status</p>	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Verify the Application Version value for this server has been updated to the target software release version. 3. Verify the Upgrade State of the upgraded server is Accept or Reject.  <table border="1"> <thead> <tr> <th>NO_SG</th> <th>IPFE_SG</th> <th>MP_SG</th> <th>SO_SG</th> </tr> </thead> <tbody> <tr> <td>Hostname</td> <td>Upgrade State</td> <td>OAM Max HA Role</td> <td>Server Role</td> <td>Function</td> <td>Application Version</td> </tr> <tr> <td></td> <td>Server Status</td> <td>Appl Max HA Role</td> <td>Network Element</td> <td></td> <td>Upgrade ISO</td> </tr> <tr> <td>NO2</td> <td>Accept or Reject</td> <td>Standby</td> <td>NO_DSR_VM</td> <td>OAM&P</td> <td>7.1.0.0-71.5.0</td> </tr> <tr> <td></td> <td>Ready Norm</td> <td>N/A</td> <td>NO_DSR_VM</td> <td>OAM&P</td> <td>DSR-7.1.0.0.0_71.8.1-x86_64.iso</td> </tr> <tr> <td>NO1</td> <td>Ready Norm</td> <td>Active</td> <td>NO_DSR_VM</td> <td>OAM&P</td> <td>7.1.0.0-71.5.0</td> </tr> </tbody> </table> <p>Buttons: Backup, Upgrade Server, Accept, Report, Report All</p>	NO_SG	IPFE_SG	MP_SG	SO_SG	Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version		Server Status	Appl Max HA Role	Network Element		Upgrade ISO	NO2	Accept or Reject	Standby	NO_DSR_VM	OAM&P	7.1.0.0-71.5.0		Ready Norm	N/A	NO_DSR_VM	OAM&P	DSR-7.1.0.0.0_71.8.1-x86_64.iso	NO1	Ready Norm	Active	NO_DSR_VM	OAM&P	7.1.0.0-71.5.0
NO_SG	IPFE_SG	MP_SG	SO_SG																																	
Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version																															
	Server Status	Appl Max HA Role	Network Element		Upgrade ISO																															
NO2	Accept or Reject	Standby	NO_DSR_VM	OAM&P	7.1.0.0-71.5.0																															
	Ready Norm	N/A	NO_DSR_VM	OAM&P	DSR-7.1.0.0.0_71.8.1-x86_64.iso																															
NO1	Ready Norm	Active	NO_DSR_VM	OAM&P	7.1.0.0-71.5.0																															


Step#	Procedure	Description
10. <input type="checkbox"/>	Active NOAM/SOAM VIP: Verify the server was successfully upgraded	<p>View the Post-Upgrade Status of the server: Navigate to Alarm & Events > View Active.</p> <p>The active NOAM or SOAM server may have some or all the following expected alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10010 (Stateful database not yet synchronized with mate database) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31000 (Program impaired by S/W Fault) Alarm ID = 31201 (Process Not Running) for eclipseHelp process Alarm ID = 31282 (The HA manager (cmha) is impaired by a s/w fault) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed) <p>Note: Do not accept upgrade at this time. This alarm is OK.</p> <p>The active NOAM or SOAM has the following expected alarm until both NOAMs/SOAMs are upgraded:</p> <ul style="list-style-type: none"> Alarm ID = 31233 – HA Secondary Path Down <p>The single server upgrade is now complete. Return to the DSR upgrade procedure step that directed the execution of appendix.</p>

Appendix H. Upgrade Multiple Servers – Upgrade Administration

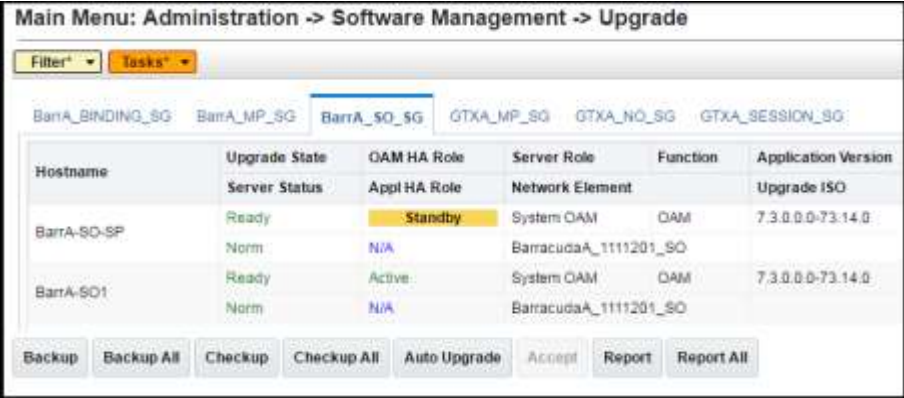
This Appendix provides the procedure for upgrading multiple servers in parallel.

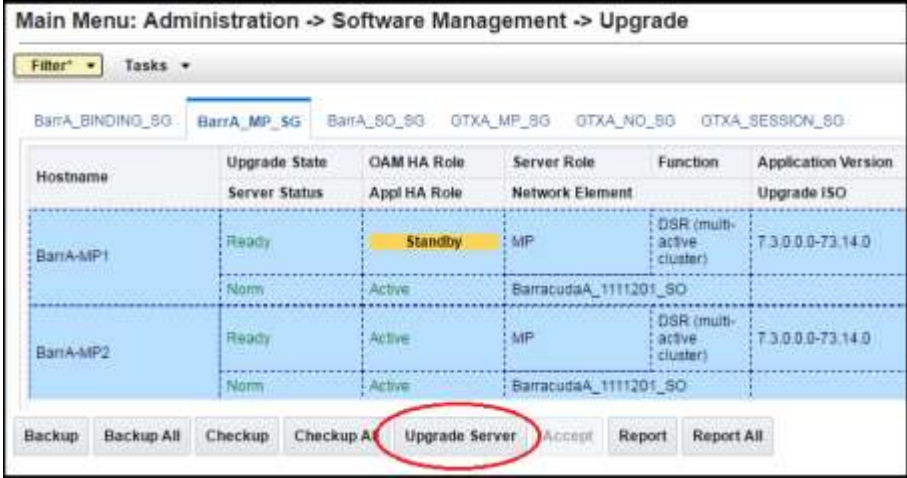

Note: This procedure is executed multiple times during the overall upgrade depending on the number of servers in the DSR. Make multiple copies of Appendix H to mark up or keep another form of written record of the steps performed.

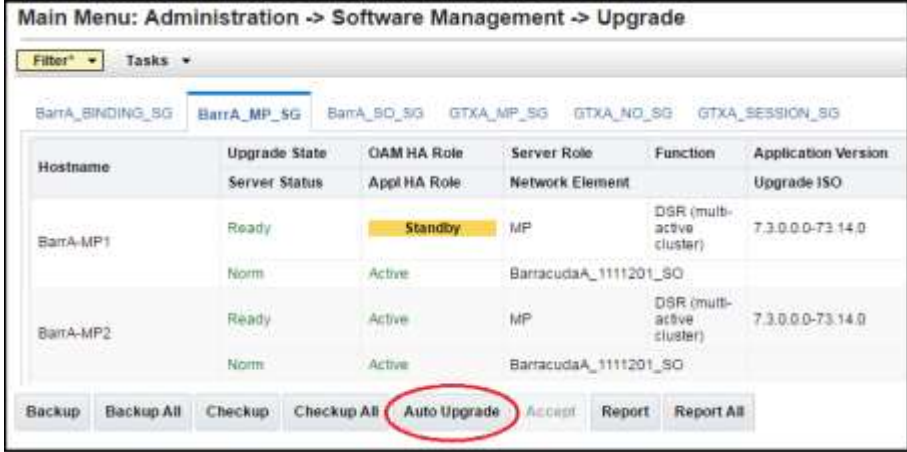
Procedure 50. Upgrade Multiple Servers – Upgrade Administration

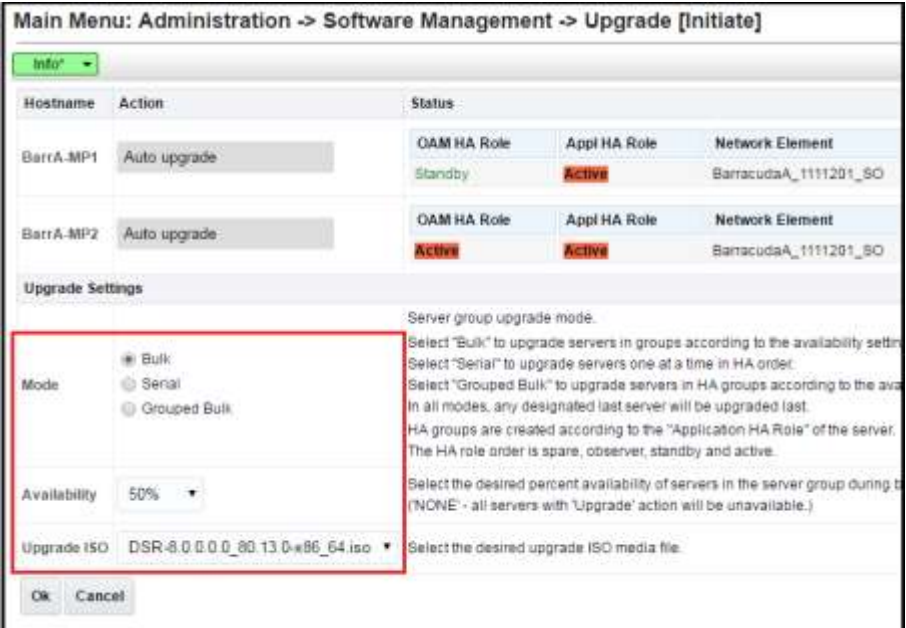
Step#	Procedure	Description																														
<p>This procedure executes the Upgrade Multiple Servers – Upgrade Administration steps. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>																																
1. <input type="checkbox"/>	<p>Active NOAM VIP: View pre-upgrade status of the servers</p>	<p>1. Log into the NOAM GUI using the VIP.</p> <p>2. Navigate to Administration > Software Management > Upgrade.</p> <p>The active NOAM server may have some or all of the following expected alarms:</p> <p>Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Alarm ID = 31149 (DB Late Write Nonactive)</p> <p>Main Menu: Administration -> Software Management -> Upgrade</p>  <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM Max HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td>GTR-MP-01</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-02</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-03</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> <tr> <td>GTR-MP-04</td> <td>Backup Needed</td> <td>Spare</td> <td>MP</td> <td>DSR (multi-active cluster)</td> <td>7.0.0.0-70.7.0</td> </tr> </tbody> </table>	Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version	GTR-MP-01	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-02	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-03	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0	GTR-MP-04	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0
Hostname	Upgrade State	OAM Max HA Role	Server Role	Function	Application Version																											
GTR-MP-01	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-02	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-03	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											
GTR-MP-04	Backup Needed	Spare	MP	DSR (multi-active cluster)	7.0.0.0-70.7.0																											

Step#	Procedure	Description																																				
2. <input type="checkbox"/>	Active NOAM VIP: Verify status of servers to be upgraded	<ol style="list-style-type: none"> Identify the MP servers to be upgraded in parallel _____ (record names) Verify the Application Version value is the expected source software release version for each MP server to be upgraded. Navigate to Administration > Software Management > Upgrade and select the Server Group of the server to upgrade. <div data-bbox="529 474 1430 869" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Main Menu: Administration -> Software Management -> Upgrade</p> <p>Filter* Tasks</p> <p>BarrA_BINDING_SG BarrA_MP_SG BarrA_SO_SG GTXA_MP_SG GTXA_NO_SG GTXA_SESSION_SG</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>OAM HA Role</th> <th>Server Role</th> <th>Function</th> <th>Application Version</th> </tr> <tr> <th></th> <th>Server Status</th> <th>Appl HA Role</th> <th>Network Element</th> <th></th> <th>Upgrade ISO</th> </tr> </thead> <tbody> <tr> <td>BarrA-SO-SP</td> <td>Backup Needed</td> <td>Standby</td> <td>System OAM</td> <td>OAM</td> <td>7.3.0.0-73.14.0</td> </tr> <tr> <td>BarrA-SO1</td> <td>Backup Needed</td> <td>Active</td> <td>System OAM</td> <td>OAM</td> <td>7.3.0.0-73.14.0</td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>BarracudaA_1111201_SO</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Norm</td> <td>N/A</td> <td>BarracudaA_1111201_SO</td> <td></td> <td></td> </tr> </tbody> </table> <p>Backup Backup All Checkup Checkup All Auto Upgrade Accept Report Report All</p> </div> <ol style="list-style-type: none"> If the server is in Backup Needed state, select the servers and click Backup. The Upgrade State changes to Backup in Progress. When the backup is complete, the Upgrade State changes to Ready. Verify the OAM Max HA Role is in the expected condition (either standby or active). This depends on the server being upgraded. 	Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version		Server Status	Appl HA Role	Network Element		Upgrade ISO	BarrA-SO-SP	Backup Needed	Standby	System OAM	OAM	7.3.0.0-73.14.0	BarrA-SO1	Backup Needed	Active	System OAM	OAM	7.3.0.0-73.14.0		Norm	N/A	BarracudaA_1111201_SO				Norm	N/A	BarracudaA_1111201_SO		
Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version																																	
	Server Status	Appl HA Role	Network Element		Upgrade ISO																																	
BarrA-SO-SP	Backup Needed	Standby	System OAM	OAM	7.3.0.0-73.14.0																																	
BarrA-SO1	Backup Needed	Active	System OAM	OAM	7.3.0.0-73.14.0																																	
	Norm	N/A	BarracudaA_1111201_SO																																			
	Norm	N/A	BarracudaA_1111201_SO																																			

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify upgrade status is Ready</p>	<p>The Upgrade Administration form refreshes and the server to upgrade displays Upgrade Status = Ready. This may take a minute.</p>  <p>The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade' page. It features a table with columns: Hostname, Upgrade State, OAM HA Role, Server Role, Function, and Application Version. The 'BarrA_SO_SG' group is selected. The table lists two servers: BarrA-SO-SP and BarrA-SO1. BarrA-SO-SP has an Upgrade State of 'Ready', OAM HA Role of 'Standby', and Application Version of '7.3.0.0-73.14.0'. BarrA-SO1 has an Upgrade State of 'Ready', OAM HA Role of 'Active', and Application Version of '7.3.0.0-73.14.0'. Below the table are buttons for Backup, Backup All, Checkup, Checkup All, Auto Upgrade, Accept, Report, and Report All.</p> <p>Depending on the server being upgraded, new alarms may occur. Servers may have a combination of the following expected alarms.</p> <p>Note: Not all servers have all alarms:</p> <ul style="list-style-type: none"> Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10073 (Server Group Max Allowed HA Role Warning) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 32515 (Server HA Failover Inhibited) Alarm ID = 31101 (DB Replication to slave DB has failed) Alarm ID = 31106 (DB Merge to Parent Failure) Alarm ID = 31107 (DB Merge From Child Failure) Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server) Alarm ID = 31149 (DB Late Write Nonactive) Alarm ID = 31114 (DB Replication over SOAP has failed)
<p>4.</p> <p><input type="checkbox"/></p>	<p>Determine upgrade method – manual or automatic</p>	<p>To upgrade multiple servers in parallel using the manual option, execute steps 5. and 6.</p> <p>To upgrade a server group using the Automated Server Group Upgrade option, proceed to step 7.</p>

Step#	Procedure	Description
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate upgrade (part 1)</p>	<ol style="list-style-type: none"> From the Upgrade Administration screen, select the servers to upgrade. Click Upgrade Server.  <p>The Initiate Upgrade form displays on the Administration > Software Management > Upgrade Initiate screen.</p>
<p>6.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate upgrade (part 2) – Select ISO form</p>	<ol style="list-style-type: none"> From the Upgrade Settings – Upgrade ISO options, select the ISO to use in the server upgrade. Click OK. <p>The upgrade begins and control returns to the Upgrade Administration screen.</p>  <ol style="list-style-type: none"> Proceed to step 8. to complete this procedure.

Step#	Procedure	Description																																											
<p>7.</p> <p>□</p>	<p>Active NOAM VIP: Initiate (part 1) – Automated Server Group Upgrade option</p>	<p>1. To utilize the Automated Server Group upgrade option, verify no servers in the server group are selected.</p>  <p>The screenshot shows the 'Main Menu: Administration -> Software Management -> Upgrade' interface. It features a table with columns for Hostname, Upgrade State, Server Status, OAM HA Role, Appl HA Role, Server Role, Network Element, Function, and Application Version. The 'Auto Upgrade' button at the bottom is highlighted with a red circle.</p> <table border="1" data-bbox="548 464 1414 699"> <thead> <tr> <th>Hostname</th> <th>Upgrade State</th> <th>Server Status</th> <th>OAM HA Role</th> <th>Appl HA Role</th> <th>Server Role</th> <th>Network Element</th> <th>Function</th> <th>Application Version</th> </tr> </thead> <tbody> <tr> <td rowspan="2">BarrA-MP1</td> <td>Ready</td> <td>Standby</td> <td>MP</td> <td></td> <td></td> <td></td> <td>DSR (multi-active cluster)</td> <td>7.3.0.0.0-73.14.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>BarracudaA_1111201_SO</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td rowspan="2">BarrA-MP2</td> <td>Ready</td> <td>Active</td> <td>MP</td> <td></td> <td></td> <td></td> <td>DSR (multi-active cluster)</td> <td>7.3.0.0.0-73.14.0</td> </tr> <tr> <td>Norm</td> <td>Active</td> <td>BarracudaA_1111201_SO</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>2. Click Auto Upgrade.</p>	Hostname	Upgrade State	Server Status	OAM HA Role	Appl HA Role	Server Role	Network Element	Function	Application Version	BarrA-MP1	Ready	Standby	MP				DSR (multi-active cluster)	7.3.0.0.0-73.14.0	Norm	Active	BarracudaA_1111201_SO						BarrA-MP2	Ready	Active	MP				DSR (multi-active cluster)	7.3.0.0.0-73.14.0	Norm	Active	BarracudaA_1111201_SO					
Hostname	Upgrade State	Server Status	OAM HA Role	Appl HA Role	Server Role	Network Element	Function	Application Version																																					
BarrA-MP1	Ready	Standby	MP				DSR (multi-active cluster)	7.3.0.0.0-73.14.0																																					
	Norm	Active	BarracudaA_1111201_SO																																										
BarrA-MP2	Ready	Active	MP				DSR (multi-active cluster)	7.3.0.0.0-73.14.0																																					
	Norm	Active	BarracudaA_1111201_SO																																										

Step#	Procedure	Description
<p>8.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Initiate (part 2) – Automated Server Group Upgrade</p>	<p>Note: The settings to be used in this step are specified in the calling procedure.</p> <ol style="list-style-type: none"> The Upgrade Settings section of the Initiate screen controls the behavior of the automated upgrade. Select the settings that apply to the server type being upgraded. <p>Bulk: Select this option for active/standby and multi-active server groups. For servers in an active/standby configuration, the standby server is upgraded first, followed by the active. Servers in a multi-active configuration are upgraded in parallel to the extent allowed by the Availability setting.</p> <p>Serial: Select this option to upgrade multiple servers one at a time.</p> <p>Grouped Bulk: Select this option for SBR server groups. Grouped bulk always upgrades the spare(s), followed by the standby, followed by the active.</p> <p>Availability: This setting determines how many servers remain in service while servers in the server group are upgraded. For example, a setting of 50% ensures at least half of the servers in the server group remain in service.</p> <p>Note: The Serial upgrade mode is available as an alternative to Bulk and Grouped Bulk for a more conservative upgrade scenario. Serial mode upgrades each server in the server group one at a time, and can be used on any server group type.</p> Select the appropriate ISO from the Upgrade ISO options. Click OK to start the upgrade. 

9.



Active NOAM VIP: View the upgrade administration form to monitor upgrade progress

See step 10. for an optional method of monitoring upgrade progress.
See step 11. for instructions if the Upgrade fails, or if execution time exceeds 60 minutes.

Note: If the upgrade processing encounters a problem, it may attempt to ROLL BACK to the original software release. In this case, the Upgrade displays as **FAILED**.

The execution time may be shorter or longer, depending on the point in the upgrade where there was a problem.

1. Observe the upgrade status of the servers of interest. Upgrade status displays under the Status Message column.

The screenshot shows a web interface titled "Main Menu: Administration -> Software Management -> Upgrade". It features a navigation bar with "Filter*", "Status", and "Tasks*" dropdowns. Below the navigation bar, there are tabs for different server groups: "BarrA_BNDNG_SO", "BarrA_MP_SO", "BarrA_BO_SO", "OTXA_MP_SO", "OTXA_NO_SO", "OTXA_SESSION_SO", and "OTXA_SO_SO". The main content is a table with columns: "Hostname", "Upgrade State", "OAM HA Role", "Server Role", "Function", and "Application Version". The table lists two servers: BarrA-MP1 and BarrA-MP2. BarrA-MP1 has a "Pending" upgrade state and is associated with "BarracudaA_1111201_SO". BarrA-MP2 has an "Upgrading" state and is also associated with "BarracudaA_1111201_SO".

Hostname	Upgrade State	OAM HA Role	Server Role	Function	Application Version
BarrA-MP1	Pending	Active	MP	DSR (multi-active cluster)	7.3.0.0.0-73.14.0
BarrA-MP2	Upgrading	Active	MP	DSR (multi-active cluster)	DSR-8.0.0.0.0_80.13.0-86_54.iso

During the upgrade, the servers may have a combination of the following expected alarms.

Note: Not all servers have all alarms:

Alarm ID = 10008 (Provisioning Manually Disabled)

Alarm ID = 10073 (Server Group Max Allowed HA Role Warning)

Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped)

Alarm ID = 31101 (DB Replication To Slave Failure)

Alarm ID = 31106 (DB Merge To Parent Failure)

Alarm ID = 31107 (DB Merge From Child Failure)

Alarm ID = 31228 (HA Highly available server failed to receive mate heartbeats) or (Lost Communication with Mate Server)

Alarm ID = 31233 (HA Secondary Path Down)

Alarm ID = 31283 (Highly available server failed to receive mate heartbeats)

Alarm ID = 32515 (Server HA Failover Inhibited)

Alarm ID = 31149 (DB Late Write Nonactive)

Alarm ID = 31114 (DB Replication over SOAP has failed)

2. Wait for the upgrade to complete. The Status Message column displays **Success**. This step takes approximately 20 to 50 minutes.

When an upgraded SOAM becomes active on release 8.x, **Alarm 25607** displays to alert the operator to enable the new Signaling Firewall feature. This alarm is active until the firewall is enabled in Procedure 29.

Alarm ID = 25607 (DSR Signaling Firewall is administratively Disabled)

Step#	Procedure	Description
		<p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p>
<p>10. <input type="checkbox"/></p>	<p>Server CLI: (Optional) View in-progress status from command line</p>	<p>Optional method to view upgrade progress from a command line: To view the detailed progress of the upgrade – Access the server command line (using ssh or Console), and: <pre>\$ tail -f /var/TKLC/log/upgrade/upgrade.log</pre> <p>Once a server is upgraded, it reboots, and it takes a couple of minutes for the DSR application processes to start up. This command displays the current rev on the upgraded servers: <pre>[admusr@NO1 ~]\$ appRev Install Time: Wed Apr 4 05:03:13 2018 Product Name: DSR Product Release: 8.6.0.0.0_95.14.0 Base Distro Product: TPD Base Distro Release: 7.8.2.0.0-89.18.0 Base Distro ISO: TPD.install-7.8.2.0.0_89.18.0- OracleLinux6.10-x86_64.iso ISO name: DSR-8.6.0.0.0_95.14.0-x86_64.iso OS: OracleLinux 6.10</pre> <p>If the upgrade fails – do not proceed. It is recommended to consult with My Oracle Support (MOS) on the best course of action. Refer to Appendix O for failed server recovery procedures.</p> </p></p>
<p>11. <input type="checkbox"/></p>	<p>Server CLI: If upgrade fails</p>	<p>If a server upgrade fails, access the server command line (using ssh or Console), and collect the following files: <pre>/var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log</pre> <p>It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files. Refer to Appendix O for failed server recovery procedures.</p> </p>
<p>12. <input type="checkbox"/></p>	<p>Active NOAM VIP: Verify post upgrade status</p>	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Verify the Application Version value for the servers has been updated to the target software release version. 3. Verify the Status Message indicates success. 4. Verify the Upgrade State of the upgraded servers is Accept or Reject.

Step#	Procedure	Description
13. <input type="checkbox"/>	Verify the servers were successfully upgraded	View Post-Upgrade Status of the server: The active SOAM server may have some or all the following expected alarm(s): Alarm ID = 10008 (Provisioning Manually Disabled) Alarm ID = 10010 (Stateful database not yet synchronized with mate database) Alarm ID = 10075 (The server is no longer providing services because application processes have been manually stopped) Alarm ID = 31000 (Program impaired by S/W Fault) Alarm ID = 32532 (Server Upgrade Pending Accept/Reject) Note: Do Not Accept upgrade at this time. This alarm is OK. The multiple servers upgrade is now complete.

Appendix I. Upgrade Firmware

This section is not applicable to Software Centric installations/upgrades.

Firmware upgrade procedures are not included in this document. It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document for the latest information on firmware upgrades.

Appendix J. TVOE Platform


This Appendix provides procedures for gracefully shutting down TVOE guests and for upgrading TVOE on a host server that supports one or more DSR virtual guests.

If upgrading a DSR server that is deployed as a virtual guest of the TVOE host software, then TVOE itself may have to be upgraded first. Refer to Appendix D to determine if a TVOE upgrade is required.

If the server being upgraded is not virtualized, then this Appendix does not apply.

J.1. TVOE Upgrade

This procedure is used to upgrade the TVOE host of DSR VM guests. The guests of the host must be shutdown before executing this procedure.

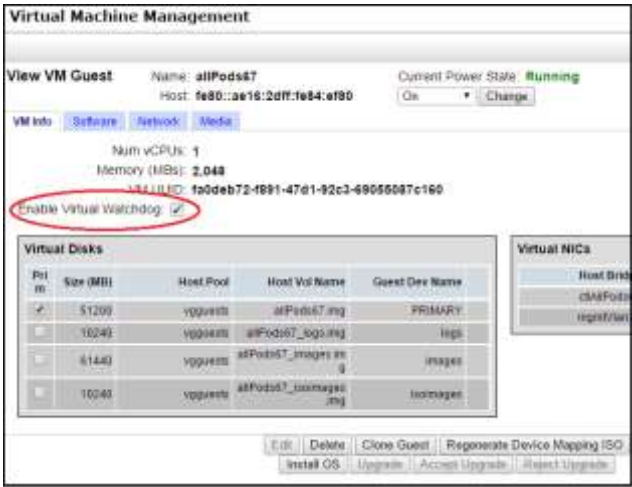
	CAUTION	<p>Upgrading the TVOE host creates a snapshot of the Logical Volumes (LV) present on the disk. This snapshot is required in case of backout to the previous release.</p> <p>Upgrading the TVOE shuts down all guests operating in the TVOE environment. Advance planning is required to ensure traffic processing is not adversely affected.</p>
---	---------	---

Be aware that snapshot corruption can occur if large-scale changes (such as the deletion or addition of an ISO image) are made on the TVOE host before the Upgrade Accept.

Procedure 51. Upgrade TVOE Platform

Step#	Procedure	Description
<p>This procedure upgrades TVOE.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Upgrade TVOE	<p>Upgrade TVOE using the PMAC Aided TVOE Upgrade Procedure from Reference [4].</p> <p>If the PMAC Aided TVOE Upgrade Procedure is not possible, it is also possible to upgrade TVOE using the alternate procedure provided in Reference [4].</p> <p>Note: When Reference [4] directs the shut down of the guest VMs, return to this document, execute Appendix J.2, and return to Reference [4].</p> <p>Note: If the active NOAM is hosted on the TVOE server which is being upgraded, VIP may be lost until TVOE is successfully upgraded.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	TVOE Host CLI: Set the tuned profile For VEDSR only	<p>This step is applicable to the VEDSR configuration only. For all other configurations, continue to step 3.</p> <p>If the TVOE being upgraded hosts a VEDSR component, set the tuned profile on the upgraded TVOE host.</p> <ol style="list-style-type: none"> Use the SSH command (on UNIX systems – or putty if running on windows) to log into the TVOE host <pre>ssh admusr@<TVOE host> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> Check the currently active tuned profile with the <code>tuned-adm</code> command. If the active profile is tvoe_profile, proceed to the next step. Otherwise, continue with this step to set the tuned profile. <pre>\$ sudo tuned-adm active Current active profile: tvoe_profile Service tuned: enabled, running Service ktune: enabled, running</pre> Enter this command to set the tuned profile: <pre>\$ sudo tuned-adm profile tvoe_profile</pre> <p>Sample output:</p> <pre>Calling '/etc/ktune.d/tunedadm.sh stop': [OK] Reverting to cfq elevator: dm-0 dm-1 dm-10 dm-11 dm-12 dm-1[OK]dm-15 dm-16 dm-17 dm-18 dm-19 dm-2 dm-20 dm- 21 dm-22 dm-23 dm-24 dm-25 dm-26 dm-27 dm-28 dm-29 dm-3 dm-30 dm-4 dm-5 dm-6 dm-7 dm-8 dm-9 sda sdb Stopping tuned: [OK] Switching to profile 'tvoe_profile' Applying deadline elevator: dm-0 dm-1 dm-10 dm-11 dm-12 dm-[OK] dm-15 dm-16 dm-17 dm-18 dm-19 dm-2 dm-20 dm- 21 dm-22 dm-23 dm-24 dm-25 dm-26 dm-27 dm-28 dm-29 dm-3 dm-30 dm-4 dm-5 dm-6 dm-7 dm-8 dm-9 sda sdb Applying ktune sysctl settings: /etc/ktune.d/tunedadm.conf: [OK] Calling '/etc/ktune.d/tunedadm.sh start': [OK] Applying sysctl settings from /etc/sysctl.conf Starting tuned: [OK]</pre> Verify the tvoe_profile is active. <pre>\$ sudo tuned-adm active Current active profile: tvoe_profile Service tuned: enabled, running Service ktune: enabled, running</pre>
3. <input type="checkbox"/>	After completed	<p>After the TVOE upgrade is completed on the host server, the application(s) may not start automatically.</p> <p>Proceed with the next step to restore service.</p>

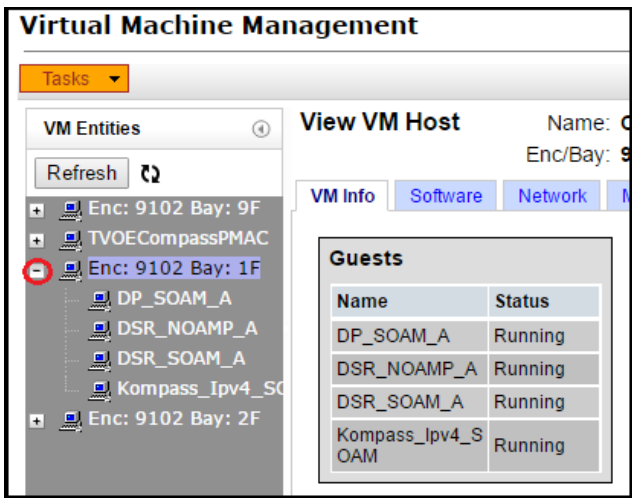
Step#	Procedure	Description
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Restart guest VMs following the TVOE upgrade</p>	<ol style="list-style-type: none"> 1. Log into the PMAC GUI by navigating to <code>http ://<pmac_management_ip></code>. 2. Navigate to Main Menu > VM Management. 3. Display the TVOE guest VMs by expanding the TVOE host that is to be upgraded. 4. Select a guest VM of the TVOE to be upgraded. 5. If the Enable Virtual Watchdog checkbox is not marked: <ol style="list-style-type: none"> 1. Click Edit. 2. Mark the Enable Virtual Watchdog checkbox. 3. Click Save.  <p>The screenshot shows the 'Virtual Machine Management' interface. At the top, it displays 'View VM Guest' for a VM named 'allPods67' with a 'Current Power State' of 'Running'. Below this, there are tabs for 'VM Info', 'Software', 'Network', and 'Media'. The 'VM Info' tab is active, showing details like 'Num vCPUs: 1' and 'Memory (MBs): 2,048'. A red circle highlights the 'Enable Virtual Watchdog' checkbox, which is checked. Below the VM info is a 'Virtual Disks' table with columns for Priority, Size (MB), Host Pool, Host Vol Name, and Guest Dev Name. At the bottom of the interface, there are buttons for 'Edit', 'Delete', 'Clone Guest', 'Regenerate Device Mapping ISO', 'Install OS', 'Upgrade', 'Accept Upgrade', and 'Reject Upgrade'.</p> <ol style="list-style-type: none"> 6. Change the power state of the guest VM from Shutdown to On and click Change. <p>Confirm the pop-up and wait for the power state to change to Running. This may take a few moments as guest VM reboots.</p>
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active DSR NOAM VIP: Enable DSR applications running on upgraded TVOE</p>	<ol style="list-style-type: none"> 1. Log into the DSR NOAM GUI using the VIP. 2. Navigate to Status & Manage > Server. 3. Select all the applications running on upgraded TVOE, excluding the server which is in upgrade Ready state. Verify the Upgrade State from the Administration > Upgrade screen. 4. Click Restart. 5. Confirm the operation by clicking OK. 6. Verify the Appl State for all the selected servers is changed to Enabled.

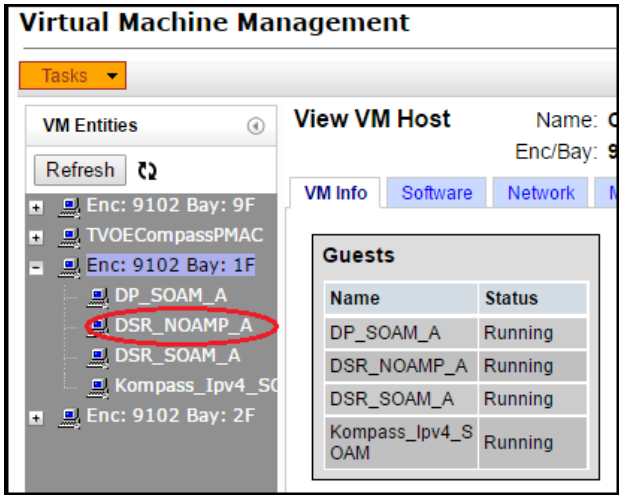
Step#	Procedure	Description
6. <input type="checkbox"/>	Active SDS NOAM VIP: Enable SDS applications running on upgraded TVOE	<ol style="list-style-type: none"> 1. Log into the SDS NOAM GUI using the VIP 2. Navigate to Status & Manage > Server. 3. Select all the applications running on upgraded TVOE, excluding the server which is in upgrade Ready state. Verify the Upgrade State from the Administration > Upgrade screen. 4. Click Restart. 5. Confirm the operation by clicking OK. <p>Verify the Appl State for all the selected servers is changed to Enabled.</p>


J.2. TVOE Guest Shutdown

This procedure gracefully shuts down the guest VMs of a TVOE host. This procedure is required to be performed before upgrading the host TVOE.

Procedure 52. Shutdown TVOE Guests

Step#	Procedure	Description										
<p>This procedure upgrades TVOE.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>												
1. <input type="checkbox"/>	PMAC GUI: Display TVOE guest VMs of the TVOE to upgrade	<ol style="list-style-type: none"> 1. Log into the PMAC GUI by navigating to <a href="http://<pmac_management_ip>">http://<pmac_management_ip>. 2. Navigate to Main Menu > VM Management. 3. Display the TVOE guest VMs by expanding the TVOE host to be upgraded.  <p>The screenshot shows the 'Virtual Machine Management' interface. On the left, there is a 'VM Entities' tree view with a 'Refresh' button. The tree shows a hierarchy: Enc: 9102 Bay: 9F, TVOECompassPMAC, Enc: 9102 Bay: 1F (highlighted with a red circle), and its sub-entities: DP_SOAM_A, DSR_NOAMP_A, DSR_SOAM_A, and Kompass_Ipv4_SOAM. On the right, the 'View VM Host' panel is active, showing 'VM Info' tabs for Software, Network, and Storage. Below this is a 'Guests' table:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>DP_SOAM_A</td> <td>Running</td> </tr> <tr> <td>DSR_NOAMP_A</td> <td>Running</td> </tr> <tr> <td>DSR_SOAM_A</td> <td>Running</td> </tr> <tr> <td>Kompass_Ipv4_SOAM</td> <td>Running</td> </tr> </tbody> </table>	Name	Status	DP_SOAM_A	Running	DSR_NOAMP_A	Running	DSR_SOAM_A	Running	Kompass_Ipv4_SOAM	Running
Name	Status											
DP_SOAM_A	Running											
DSR_NOAMP_A	Running											
DSR_SOAM_A	Running											
Kompass_Ipv4_SOAM	Running											


Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active DSR NOAM VIP: Disable DSR applications</p>	<p>If any DSR applications are guest VMs of the TVOE to be upgraded (as shown in step 1), disable all applications running on the current TVOE.</p> <ol style="list-style-type: none"> 1. Log into the DSR NOAM GUI using the VIP. 2. Navigate to Status & Manage > Server. 3. Select the virtual servers that are running on the TVOE environment to be upgraded, as identified in step 1. 4. Click Stop. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all the selected servers is changed to Disabled.
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active SDS NOAM VIP: Disable SDS applications For VEDSR only</p>	<p>This step is applicable to the VEDSR configuration only.</p> <p>If any SDS applications are guest VMs of the TVOE to be upgraded (as shown in step 1, coordinate with the SDS team to shut down the SDS applications.</p> <ol style="list-style-type: none"> 1. Log into the SDS NOAM GUI using the VIP. 2. Navigate to Status & Manage > Server. 3. Select the virtual servers that are running on the TVOE environment to be upgraded, as identified in step 1. 4. Click Stop. 5. Confirm the operation by clicking OK on the screen. 6. Verify the Appl State for all the selected servers is changed to Disabled.
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Shut down TVOE guest VMs</p>	<ol style="list-style-type: none"> 1. On the PMAC Virtual Machine Management screen, select a guest VM of the TVOE to be upgraded.  <ol style="list-style-type: none"> 2. Change the power state of the guest VM from Running to Shutdown and click Change. Confirm the pop-up and wait for the power state to change to Shutdown. This may take a few moments as this executes a graceful shutdown of the guest VM.

Step#	Procedure	Description
		 <p>3. Verify the Current Power State changes to Shut Down.</p> <p>4. Repeat sub-steps 1 thru 3 for each guest VM shown in step 1.</p>

Appendix K. IDIH Upgrade at a Site

In IDIH release 7.1 and later, the mediation and application instance data is stored in the Oracle Database. This allows the Application and Mediation servers to be upgraded by performing a fresh installation. Upon completion of the upgrade, the mediation and application guests automatically restore the configuration data from the Oracle database.

Note: Verify the TVOE and PMAC version to make sure the TVOE/PMAC are upgraded before upgrading IDIH guests.



CAUTION If PMAC is version 6.5.x or higher, then TVOE must be upgraded to 3.6.2.0.0-88.58.0 or later; otherwise, IDIH guest creation fails.

Table 25 shows the elapsed time estimates for IDIH upgrade.

Table 25. IDIH Upgrade Execution Overview

Procedure	Elapsed Time (hr:min)		Procedure Title	Impact
	This Step	Cum		
Procedure 53	1:15-1:45	1:15-1:45	Upgrade Oracle Guest	None
Procedure 54	0:30-0:45	1:45-2:30	Non-VEDSR Mediation and Application Guest	None
Procedure 55	0:30-0:45	1:45-2:30	VEDSR Mediation and Application Guest Upgrade	None

K.1. Upgrade Oracle Guest

The Oracle Guest is upgraded first.

Note: When attempting to repeat an upgrade following a back out, it is not necessary to upgrade the Oracle Guest if the source release is 7.1 or later.

Procedure 53. Upgrade Oracle Guest

Step#	Procedure	Description
<p>This procedure performs the IDIH Oracle Guest upgrade.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>IDIH CLI: Perform a system health check on the Oracle guest</p>	<p>1. Log into the Oracle guest as the admusr user.</p> <pre>ssh <IDIH IP address> login as: admusr password: <enter password></pre> <p>2. Execute the analyze_server.sh script.</p> <pre>\$ sudo /usr/TKLC/xIH/plat/bin/analyze_server.sh -i</pre> <p>Sample output:</p> <pre>[admusr@cat-ora ~]\$ /usr/TKLC/xIH/plat/bin/analyze_server.sh -i 13:24:52: STARTING HEALTHCHECK PROCEDURE 13:24:52: date: 03-17-15, hostname: cat-ora 13:24:52: TPD VERSION: 7.7.0.0.0-88.68.0 13:24:52: ----- 13:24:52: Checking disk free space 13:24:52: No disk space issues found : 13:25:02: All tests passed! 13:25:02: ENDING HEALTHCHECK PROCEDURE WITH CODE 0</pre> <p>If the output indicates the following error, ignore the error and continue the upgrade. This error indicates the target release and the running release are the same.</p> <pre>00:47:29: Checking runlevel 00:47:29: >>> Error: Runlevel value "3 4" is different from "N 4"</pre> <p>If the output indicates any other failure, do not proceed with the upgrade. It is recommended to contact My Oracle Support (MOS) for guidance.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	IDIH CLI: Shut down Mediation and Application guests	<ol style="list-style-type: none"> Shut down the Mediation guest by logging in as admusr and running. \$ sudo init 0 Shut down the Application guest by logging in as admusr and running. \$ sudo init 0 <p>The active SOAM server may have some or all of the following expected alarms:</p> <p>Alarm ID = 19800 Communication Agent Connection Down Alarm ID = 11511 Unable to connect using Comagent to remote DIH server with hostname Alarm ID = 31149 (DB Late Write Nonactive)</p> <p>The active NOAM server may have some or all of the following expected alarms:</p> <p>Alarm ID = 19800 Communication Agent Connection Down Alarm ID = 31149 (DB Late Write Nonactive)</p>
3. <input type="checkbox"/>	PMAC GUI: Start the upgrade of the Oracle guest using the PMAC GUI	<ol style="list-style-type: none"> Navigate to the PMAC VM Management menu. Select the Oracle guest and click Upgrade. On the Select Image screen, select the target image from the list of available images. The Oracle iso for a fresh installation and upgrade is different. When installing IDIH, use the following: <ul style="list-style-type: none"> apps iso mediation iso oracleGuest iso When upgrading IDIH, use the following: <ul style="list-style-type: none"> apps iso mediation iso oracle iso Click Start Software Upgrade to initiate the upgrade.
4. <input type="checkbox"/>	PMAC GUI: Using the PMAC GUI, monitor the upgrade until it finishes	<p>Navigate to the Task Monitoring menu and wait until the upgrade task finishes. When it finishes, the status is either Success or Failed.</p> <p>If the upgrade fails, do not proceed with the upgrade. It is recommended to contact My Oracle Support (MOS) for guidance.</p>
5. <input type="checkbox"/>	IDIH CLI: Perform a system health check on the Oracle guest	<p>Wait a few minute to allow the Oracle guest to stabilize after the reboot, and repeat step 1 to perform the post-upgrade system health check.</p> <p>Note: The following warnings are expected due to the mediation and app servers being shut down.</p> <p>Warning: mediation server is not reachable (or ping response exceeds 3 seconds)</p> <p>Warning: app server is not reachable (or ping response exceeds 3 seconds)</p>

K.2. Upgrade the Mediation and Application Guests

The Mediation and Application Guest upgrade is similar to the installation procedure. The procedure varies slightly for VEDSR systems so a separate procedure is provided for that configuration.

For non-VEDSR systems, execute Procedure 54 to upgrade the Mediation and Application guests.


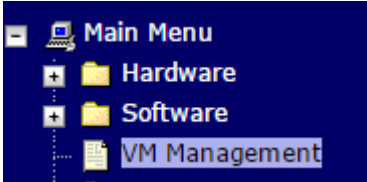
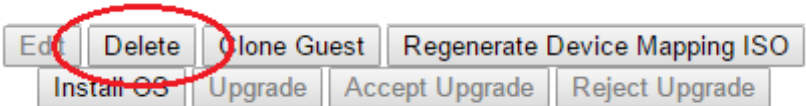
Procedure 55 is used to upgrade the Mediation and Application guests for VEDSR systems.

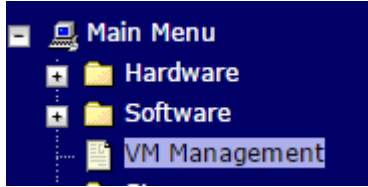
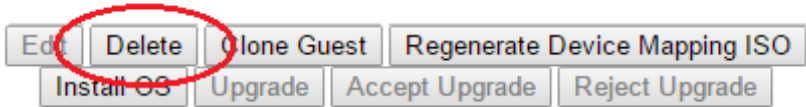

K.2.1. Non-VEDSR Mediation and Application Guest Upgrade

This procedure updates the Mediation and Application guests in a non-VEDSR system.

Procedure 54. Non-VEDSR Mediation and Application Guest Upgrade

Step#	Procedure	Description
<p>This procedure performs the IDIH Mediation and Application server upgrade for a non-VEDSR system. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	PMAC CLI: Log into the PMAC server	Log into the PMAC server as the admusr user. <pre>ssh <PMAC IP address> login as: admusr password: <enter password></pre>
2. <input type="checkbox"/>	PMAC CLI: Save existing fdc.cfg file	If an fdc.cfg file exists in /var/TKLC/smac/guest-dropin , rename the file to fdc.cfg-old . The contents of the file are referenced in step 4.
3. <input type="checkbox"/>	PMAC CLI: Copy the fdc.cfg file to the guest	Copy the fdc.cfg file to the pmac guest-dropin directory using the command: <pre>sudo cp /usr/TKLC/smac/html/TPD/mediation-*/fdc.cfg /var/TKLC/smac/guest-dropin</pre>
4. <input type="checkbox"/>	PMAC CLI: Configure the fdc.cfg file	Edit the fdc.cfg file for the Mediation and Application guest installation. See Appendix Y for a breakdown of the fdc.cfg file parameters. Update the software versions, hostnames, bond interfaces, network addresses, and network vlan information for the Mediation and Application guests being installed. The old fdc.cfg file saved in step 2 can be used as a reference for obtaining the hostnames, bond interfaces, network addresses, and network vlan information. Do not copy the software versions from the old fdc.cfg file.
5. <input type="checkbox"/>	PMAC CLI: Run the FDC creation script	Run the FDC creation script using the config file created in step 4. <pre>\$ cd /var/TKLC/smac/guest-dropin \$ /usr/TKLC/smac/html/TPD/mediation- x.x.x.x.x_x.x.x - x86_64/fdc.sh fdc.cfg</pre> Note: Rename the fdc.cfg file as desired. Also, note that two files are generated by the fdc shell script. One is for the installation procedure and the other file is used for the upgrade procedure. The upgrade FDC is named upgrade.

Step#	Procedure	Description
<p>6.</p> <p><input type="checkbox"/></p>	<p>PMAC CLI: Reset the guest creation timeout</p>	<p>1. Enter the following command to reset the guest creation timeout value.</p> <pre>\$ sudo sqlite3 /usr/TKLC/plat/etc/TKLCfd-config/db/fdcRepo.fdcdb 'update params set value=3000 where name="DEFAULT_CREATE_GUEST_TIMEOUT"';</pre> <p>2. Increase timeout values (workaround to be applied in PMAC before starting the installation):</p> <pre>sudo pmacadm setParam -- paramName=defaultTpdProvdTimeout --paramValue=120 sudo pmacadm setParam -- paramName=guestDiskDeployTimeout --paramValue=50</pre>
<p>7.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Log into PMAC</p>	<p>1. Using a web browser, navigate to: <pmac ip address></p> <p>2. Login as guiadmin user.</p> 
<p>8.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Remove existing Application Server</p>	<p>1. Navigate to Main Menu > VM Management.</p>  <p>2. Select the Application guest.</p> <p>3. Click Delete.</p> 


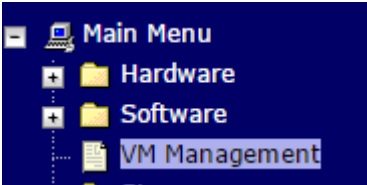
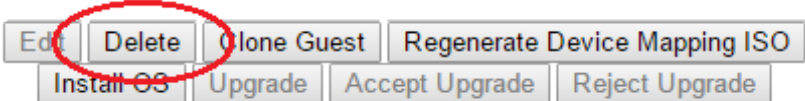
Step#	Procedure	Description
9. <input type="checkbox"/>	PMAC GUI: Remove existing Mediation Server	<p>1. Navigate to Main Menu > VM Management.</p>  <p>2. Select the Mediation guest.</p> <p>3. Click Delete.</p> 
10. <input type="checkbox"/>	PMAC CLI: Establish SSH session and login	<p>Use an SSH client to connect to the PMAC:</p> <pre>ssh <PMAC IP address> login as: admusr password: <enter password></pre>
11. <input type="checkbox"/>	PMAC CLI: Reinstall the Mediation and Application servers 	<p>The upgrade config file must be used in the following command, or the database is destroyed and all database data is lost.</p> <p>Execute the following command, using the upgrade file:</p> <pre>sudo fdconfig config --file=hostname-upgrade_xx-xx-xx.xml</pre> <p>Starting with release 8.0, the installation is archive-based installation. The basic installation procedure is the same. All the changes happened to the fdc xml script file, so make sure you generate the fdc xml script file using the fdc.sh and fdc.cfg. See step 5.</p>
12. <input type="checkbox"/>	PMAC GUI: Monitor installation	From the PMAC GUI, monitor the IDIH installation on the Task Monitoring page until the installation is complete.
13. <input type="checkbox"/>	Reconfiguration	<p>Reconfigure the system</p> <p>Note: If upgrading from 8.0 and later, all application server and mediation server configuration is lost. Follow the customer specific site configuration steps to re-configure the system.</p>
14. <input type="checkbox"/>	NOAM CLI: Reset SOAP password	In case upgrading to release IDIH 8.2.1, reset the SOAP password to allow self-authentication of DSR with IDIH to send traces. Refer BB.8.

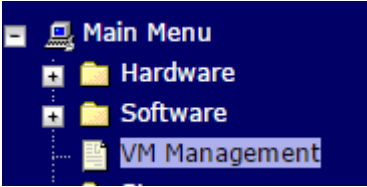
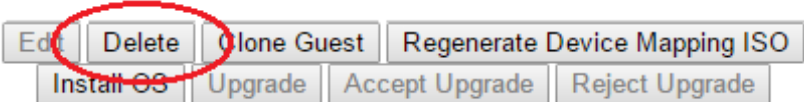
K.2.2. VEDSR Mediation and Application Guest Upgrade



This procedure updates the Mediation and Application guests in a VEDSR system. In order to upgrade the guests, the installation fdconfig file is copied and modified before the fdconfig utility is run to recreate the guests.

Procedure 55. VEDSR Mediation and Application Guest Upgrade

Step#	Procedure	Description
<p>This procedure performs the IDIH Mediation and Application server upgrade for a VEDSR system. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	TVOE Host CLI: Establish SSH session and login	<p>Use an SSH client to connect to the TVOE host:</p> <pre>ssh <TVOE host IP address> login as: admusr password: <enter password></pre>
2. <input type="checkbox"/>	TVOE Host: Note the CPU Pinning allocations	<p>Execute the following commands to allocate CPU sets for EACH (including the PMAC(s)) VM configured:</p> <pre>\$ cd /var/TKLC/upgrade</pre> <p>Print the current CPU pinning allocations:</p> <pre>\$ sudo ./cpuset.py -show</pre> <p>Note the mapping of cpuset values to Mediation and Application VMs. For example:</p> <pre>[admusr@CRV-TVOE-6 upgrade]\$ sudo ./cpuset.py --show VM Domain Name vcpus cpuset numa state ----- CRV_EX_Ipfe_B_2 4 30-31,66-67 1 running CRV_EX_Sbr_S_3 14 8-14,44-50 0 running CRV_EX_Soam_2 4 18-19,54-55 1 running CRV_EX_Damp_5 12 24-29,60-65 1 running CRV_EX_Ipfe_A_2 4 32-33,68-69 1 running CRV_EX_Dp_1 6 15-17,51-53 0 running CRV_EX_Sbr_B_3 12 2-7,38-43 0 running APP 4 20-21,56-57 1 running NUMA node 0 Free CPUs: count = 0 [] NUMA node 1 Free CPUs: count = 8 [22, 23, 34, 35, 58, 59, 70, 71]</pre>

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Log into PMAC</p>	<p>1. Using a web browser, navigate to: <pmac ip address></p> <p>2. Login as guiadmin user.</p> <div style="text-align: center;">  </div>
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Remove existing Application Server</p>	<p>1. Navigate to Main Menu > VM Management.</p> <div style="text-align: center;">  </div> <p>2. Select the Application guest.</p> <p>3. Click Delete.</p> <div style="text-align: center;">  </div>

Step#	Procedure	Description
5. <input type="checkbox"/>	PMAC GUI: Remove existing Mediation Server	<p>1. Navigate to Main Menu > VM Management</p>  <p>2. Select the Mediation guest.</p> <p>3. Click Delete.</p> 
6. <input type="checkbox"/>	PMAC CLI: Establish SSH session and login	<p>Use an SSH client to connect to the PMAC:</p> <pre>ssh <PMAC IP address> login as: admusr password: <enter password></pre>
7. <input type="checkbox"/>	PMAC CLI: Create upgrade fdconfig file from a template	<p>An upgrade configuration file is created by copying the installation config file, and modifying the copy to support upgrade.</p> <ol style="list-style-type: none"> Navigate to /var/TKLC/smac/guest-dropin. <pre>\$ cd /var/TKLC/smac/guest-dropin</pre> Copy the vedsr upgrade template from the mediation directory using the below command: <pre>sudo cp /usr/TKLC/smac/html/TPD/mediation-x.x.x.0.0_x.x.x-x86_64/vedsr_idih_upgrade.xml.template</pre> Remove the <code>.template</code> extension and update the software versions, hostnames, bond interfaces, network addresses, and network VLAN information for the TVOE host and IDIH guests to be upgraded. Refer to Appendix P for a breakdown of the config file.
8. <input type="checkbox"/>	PMAC CLI: Reset the guest creation timeout	<p>Enter the following command to reset the guest creation timeout value.</p> <pre>\$ sudo sqlite3 /usr/TKLC/plat/etc/TKLCfd-config/db/fdcRepo.fdcdb 'update params set value=3000 where name="DEFAULT_CREATE_GUEST_TIMEOUT";'</pre>

Step#	Procedure	Description
9. <input type="checkbox"/>	PMAC CLI: Modify the upgrade config file 	<p>The Oracle guest stanza must be removed from the newly created upgrade config file. Failure to do so causes the Oracle guest server to be re-installed.</p> <ol style="list-style-type: none"> 1. Edit the upgrade config file and locate the Oracle guest stanza. The sections to be removed are highlighted in the config file excerpt shown: <pre> <!--REMOVE_FOR_DR_START (DO NOT remove this line!)--> <!--Oracle Guest Configuration--> <tvoeguest id="ORA"> <infrastructure>PMAC</infrastructure> <tvoehost>mgmtsrvrtvoe</tvoehost> <!--Oracle Guest Profile: Update if hardware is Gen6 default is Gen8--> <!--profile>ORA_GEN6</profile--> <profile>ORA_GEN8</profile> <postdeploy> <scriptfile id="oraHealthcheck"> <filename>/usr/bin/sudo</filename> <arguments>/usr/TKLC/xIH/plat/bin/ana... </scriptfile> </postdeploy> </scripts> </tvoeguest> <!--REMOVE_FOR_DR_END (DO NOT remove this line!)--> </pre> <ol style="list-style-type: none"> 2. In the <infrastructures> section of the upgrade config file, update the tpd, ora, med, and app release numbers to reflect the target release. <p>Config file excerpt. Update the highlighted values.</p> <pre> <image id="tvoe"> <name>TVOE-3.6.2.0.0_88.58.0-x86_64.iso</name> </image> </pre>
10. <input type="checkbox"/>	PMAC CLI: Reinstall the Mediation and Application servers 	<p>The upgrade config file must be used in the following command, or the database is destroyed, and all database data is lost.</p> <p>Execute the following command, using the upgrade file:</p> <pre> sudo fdconfig config --file=hostname-upgrade_xx-xx-xx.xml </pre>
11. <input type="checkbox"/>	PMAC GUI: Monitor installation	<p>From the PMAC GUI, monitor the IDIH installation on the Task Monitoring page until the installation is complete.</p>

Step#	Procedure	Description
12. <input type="checkbox"/>	TVOE Host: Execute the CPU Pinning script	<p>Establish an SSH session to the TVOE Host, login as admusr. Print the current CPU pinning allocations:</p> <pre>\$ cd /var/TKLC/upgrade \$ sudo ./cpuset.py --show</pre> <p>For Example:-</p> <pre>[admusr@CRV-TVOE-6 upgrade]\$ sudo ./cpuset.py --show VM Domain Name vcpus cpuset numa state ----- CRV_EX_Ipfe_B_2 4 30-31,66-67 1 running CRV_EX_Sbr_S_3 14 8-14,44-50 0 running CRV_EX_Soam_2 4 18-19,54-55 1 running CRV_EX_Damp_5 12 24-29,60-65 1 running CRV_EX_Ipfe_A_2 4 32-33,68-69 1 running CRV_EX_Dp_1 6 15-17,51-53 0 running CRV_EX_Sbr_B_3 12 2-7,38-43 0 running APP 4 20-21,56-57 1 running NUMA node 0 Free CPUs: count = 0 [] NUMA node 1 Free CPUs: count = 8 [22, 23, 34, 35, 58, 59, 70, 71]</pre> <p>If we DO NOT see None for either cpuset or numa (or both), we first clear the pinning for those VMs using following command:</p> <pre>[admusr@CRV-TVOE-6 upgrade ~]\$ sudo ./cpuset.py --clear=APP</pre> <p>Successful. Domain APP must be restarted for changes to take affect</p> <p>Have the mapping of the VMs to cpuset ready which was determined from step 2.</p> <p>Execute the following to allocate CPU pinning on EACH VM according to the mapping:</p> <pre>\$ sudo ./cpuset.py --set=<VM Name> --cpuset=<cpuset></pre> <p>Example:</p> <pre>[admusr@CRV-TVOE-6 upgrade ~]\$ sudo ./cpuset.py --set=APP -cpuset=20-21,56-57</pre> <p>Successful. Domain APP must be restarted for changes to take affect</p> <p>Note: Execute the CPU pinning script for both the application and mediation server VMs.</p>
13. <input type="checkbox"/>	TVOE Host: Restart the VMs or TVOE host	<p>Restart the VMs for which the pinning has been assigned or modified using below command:</p> <pre>[admusr@CRV-TVOE-6 ~]\$ sudo virsh shutdown <VM Name> [admusr@CRV-TVOE-6 ~]\$ sudo virsh start <VM Name></pre> <p>Alternately, we can restart the entire TVOE sever using below command:</p> <pre>\$ sudo init 6</pre>

Step#	Procedure	Description
14. <input type="checkbox"/>	TVOE Host: Verify CPU pinning	<p>Once the TVOE host is restarted, establish an SSH session to the TVOE Host, login as admusr.</p> <p>Verify the CPU pinning is allocated as set in step 12. by executing the following commands:</p> <pre>\$ cd /var/TKLC/upgrade</pre> <p>Print the newly allocated CPU pinning allocations and cross check with the mapping:</p> <p>For example:</p> <pre>[admusr@CRV-TVOE-6 upgrade]\$ sudo ./cpuset.py --show VM Domain Name vcpus cpuset numa state ----- CRV_EX_Ipfe_B_2 4 30-31,66-67 1 running CRV_EX_Sbr_S_3 14 8-14,44-50 0 running CRV_EX_Soam_2 4 18-19,54-55 1 running CRV_EX_Damp_5 12 24-29,60-65 1 running CRV_EX_Ipfe_A_2 4 32-33,68-69 1 running CRV_EX_Dp_1 6 15-17,51-53 0 running CRV_EX_Sbr_B_3 12 2-7,38-43 0 running APP 4 20-21,56-57 1 running NUMA node 0 Free CPUs: count = 0 [] NUMA node 1 Free CPUs: count = 8 [22, 23, 34, 35, 58, 59, 70, 71]</pre>
15. <input type="checkbox"/>	Repeat for each TVOE host	Repeat this procedure for each TVOE host.
16. <input type="checkbox"/>	NOAM CLI: Reset SOAP password	In case upgrading to release IDIH 8.2.x, reset the SOAP password to allow self-authentication of DSR with IDIH to send traces. Refer BB.8.

Appendix L. Alternate Server Upgrade Procedures

The procedures in this section provide alternative ways of upgrading various server types, using an array of differing methods. All of the procedures in this section are secondary to the upgrade methods provided in Section 3.6 and Section 4.6. These procedures should be used only when directed by My Oracle Support (MOS) or by other procedures within this document.

L.1. Alternate Pre-Upgrade Backup

This procedure is an alternative to the normal pre-upgrade backup provided in Procedure 16. It is recommended that this procedure be executed only under the direction of My Oracle Support (MOS).

Procedure 56. Alternate Pre-Upgrade Backup

Step#	Procedure	Description
		<p>This procedure is a manual alternative backup. The procedure conducts a full backup of the Configuration database and run environment on site being upgraded, so that each server has the latest data to perform a backout, if necessary.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>

Step#	Procedure	Description
1. <input type="checkbox"/>	Active SOAM CLI: Log into the active SOAM	Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the active SOAM: <pre>ssh admusr@<SOAM_VIP></pre>
2. <input type="checkbox"/>	Active SOAM CLI: Start a screen session	Enter the command: <pre>\$ screen</pre> The screen tool creates a no-hang-up shell session, so the command continues to execute if the user session is lost.
3. <input type="checkbox"/>	Active SOAM CLI: Execute a backup of all servers managed from the SOAM to be upgraded	Execute the backupAllHosts utility on the active SOAM. This utility remotely accesses each specified server, and runs the backup command for that server. The --site parameter allows the user to backup all servers associated with a given SOAM site to be upgraded. WARNING: Failure to include the --site parameter with the backupAllHosts command results in overwriting the NOAM backup file created in Section 3.4.4. Backing out to the previous release is not possible if the file is overwritten. <pre>\$ /usr/TKLC/dpi/bin/backupAllHosts --site=<NENName></pre> where <NENName> is the Network Element Name (NENName) as seen using the following command: <pre>\$ iqt NetworkElement</pre> This output displays when executing either of the options: <pre>Do you want to remove the old backup files (if exists) from all the servers (y/[n])?y</pre> It may take from 10 to 30 minutes for this command to complete, depending upon the number of servers and the data in the database. Do not proceed until the backup on each server is completed. Output similar to the following indicates successful completion: Script Completed. Status: HOSTNAME STATUS ----- HPC3blade02 PASS HPC3blade01 PASS HPC3blade03 PASS HPC3blade04 PASS Errors also report to the command line. Note: There is no progress indication for this command; only the final report when it completes.
4. <input type="checkbox"/>	Active SOAM CLI: Exit the screen session	<pre># exit</pre> <pre>[screen is terminating]</pre> Note: screen -ls is used to show active screen sessions on a server, and screen -dr is used to re-enter a disconnected screen session.

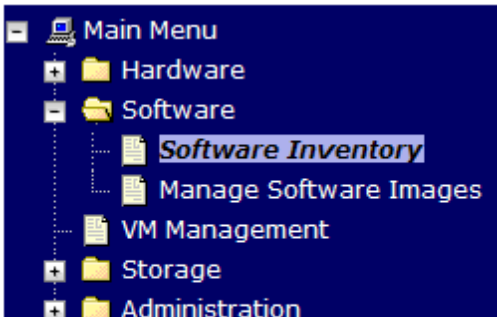
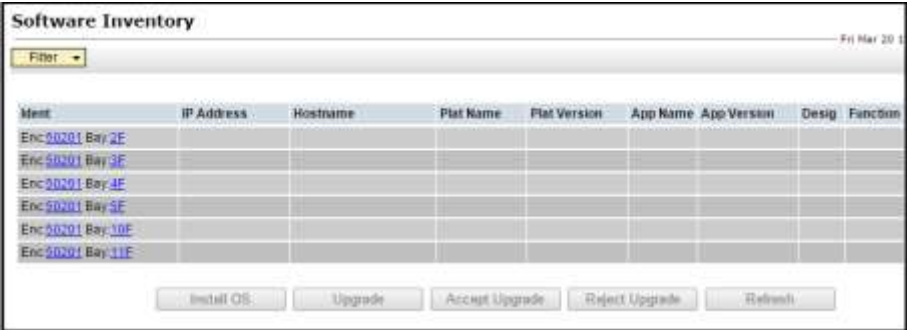
Step#	Procedure	Description
5. <input type="checkbox"/>	<p>ALTERNATIVE METHOD (Optional)</p> <p>Server CLI: If needed, the Alternative backup method can be executed on each individual server instead of using the backupAllHosts script</p>	<p>Alternative: A manual back up can be executed on each server individually, rather than using the script. To do this, log into each server in the site individually, and execute the following command to manually generate a full backup on that server:</p> <pre>\$ sudo /usr/TKLC/appworks/sbin/full_backup</pre> <p>Output similar to the following indicates successful completion:</p> <pre>Success: Full backup of COMCOL run env has completed. Archive file /var/TKLC/db/filemgmt/Backup.dsr.blade01.FullDBParts. SYSTEM_OAM.20140617_021502.UPG.tar.bz2 written in /var/TKLC/db/filemgmt. Archive file /var/TKLC/db/filemgmt/Backup.dsr.blade01.FullRunEnv. SYSTEM_OAM.20140617_021502.UPG.tar.bz2 written in /var/TKLC/db/filemgmt.</pre>
6. <input type="checkbox"/>	<p>Active NOAM VIP: Verify backup files are present on each server.</p>	<ol style="list-style-type: none"> Log into the active NOAM GUI using the VIP. Navigate to Status & Manage > Files Click on each server tab, in turn For each server, verify the following (2) files have been created: <pre>Backup.DSR.<server_name>.FullDBParts.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2 Backup.DSR.<server_name>.FullRunEnv.NETWORK_OAMP.<time_stamp>.UPG.tar.bz2</pre> Repeat sub-steps 1 through 4 for each site.

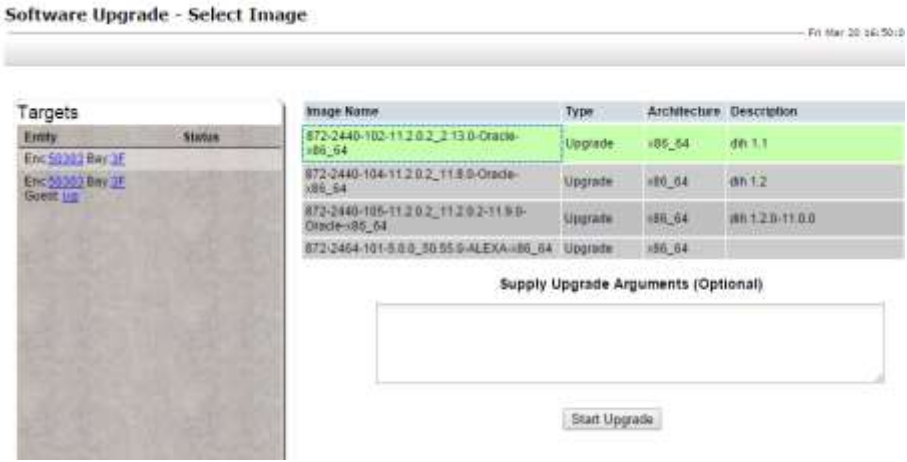
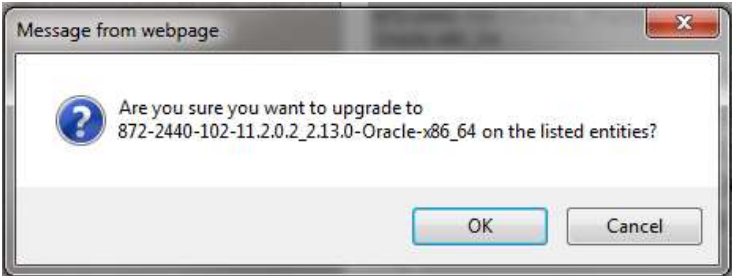

L.2. Server Upgrade Using PMAC

This appendix provides the procedure for upgrading the standby NOAM and DR-NOAM using the PMAC interface. This upgrade method is an alternative to using the NOAM Upgrade GUI, and is used only when the NOAM Upgrade GUI refresh is sluggish due to the large number of C-level servers.

Note: Before executing this procedure, download the target release ISO to the PMAC image repository in accordance with Appendix E.

Procedure 57. Alternate Server Upgrade using PMAC


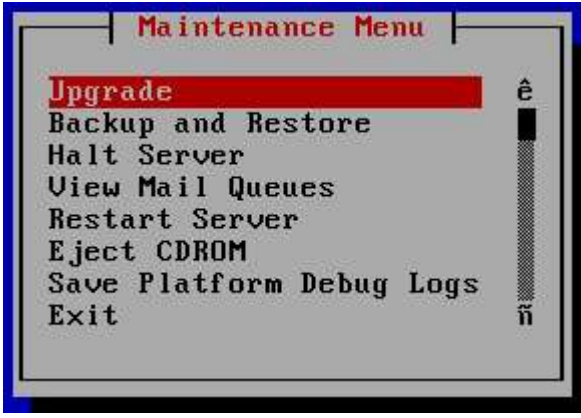
Step#	Procedure	Description
<p>This procedure performs an upgrade of one or more servers using the PMAC interface instead of the more typical NOAM Upgrade GUI.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Login</p>	<p>1. If needed, open a web browser and enter: <code>http://<pmac_management_ip></code></p> <p>2. Login as the guiadmin user.</p>
<p>2.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Navigate to Software Inventory</p>	<p>Navigate to Software > Software Inventory.</p> 
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Select server to be upgraded</p>	<p>1. Select the server(s) to upgrade. If upgrading more than one server at a time, select multiple servers by individually clicking multiple rows. Selected rows are highlighted.</p>  <p>2. Click Upgrade.</p> <p>Note: Until the target servers are fully discovered by PMAC, the user is unable to start an upgrade on the servers. A server that has not yet been discovered is represented by an empty row on the Software Inventory page (no IP address, hostname, plat name, plat version, etc., displays).</p>




Step#	Procedure	Description
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Select the target release ISO</p>	<p>1. The left side of the screen displays the servers to upgrade. From the list of upgrade images on the right side of the screen, select the image to install on the selected servers.</p>  <p>2. Click Start Upgrade.</p>
<p>5.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Start the upgrade</p>	<p>Click OK to proceed with the upgrade.</p> 
<p>6.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Monitor the upgrade</p>	<p>Navigate to Main Menu > Task Monitoring to monitor the progress of the Upgrade background task. A separate task displays for each server being upgraded.</p>  <p>When the task is complete and successful, the text changes color and the Progress column indicates 100%.</p> <p>The alternate server upgrade procedure is now complete.</p> <p>Return to the overall DSR upgrade procedure step that directed the execution of Appendix J.2</p>


L.3. Server Upgrade Using platcfg

The procedure provided in this appendix enables a server to be upgraded using the Platform Configuration (platcfg) utility. This procedure should be used only under the guidance and direction of My Oracle Support (MOS).

Procedure 58. Server Upgrade Using platcfg

Step#	Procedure	Description
<p>This procedure upgrades a server using the platcfg utility.</p> <p>Note: All UI displays are sample representations of upgrade screens. The actual display may vary slightly for those shown.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Server CLI: Log into the server console to be upgraded	<p>Use the SSH command (on UNIX systems – or putty if running on windows) to log into the server to be upgraded:</p> <pre>ssh admusr@<server IP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>
2. <input type="checkbox"/>	Server CLI: Enter the platcfg menu	<p>Switch to the platcfg user to start the configuration menu.</p> <pre>\$ sudo su - platcfg</pre> <p>From the Main Menu, select Maintenance</p>  <p>The screenshot shows a terminal window titled "Main Menu". The menu items are: Maintenance (highlighted with a red bar), Diagnostics, Server Configuration, Network Configuration, Remote Consoles, Security, NetBackup Configuration, and Exit. Navigation arrows are visible on the right side of the menu.</p>
3. <input type="checkbox"/>	Server CLI: Select upgrade	<p>From the Maintenance Menu, select Upgrade.</p>  <p>The screenshot shows a terminal window titled "Maintenance Menu". The menu items are: Upgrade (highlighted with a red bar), Backup and Restore, Halt Server, View Mail Queues, Restart Server, Eject CDROM, Save Platform Debug Logs, and Exit. Navigation arrows are visible on the right side of the menu.</p>

Step#	Procedure	Description
<p>4.</p> <p><input type="checkbox"/></p>	<p>Server CLI: Select early upgrade checks</p>	<p>From the Upgrade Menu, select Early Upgrade Checks.</p>  <p>The screenshot shows a terminal window titled "Upgrade Menu". The menu items are: "Validate Media", "Early Upgrade Checks" (highlighted in red), "Initiate Upgrade", "Non Tekelec RPM Management", "Accept Upgrade", "Reject Upgrade", and "Exit". Navigation arrows are visible on the right side of the menu.</p>
<p>5.</p> <p><input type="checkbox"/></p>	<p>Server CLI: Select the upgrade media</p>	<p>1. From the Choose Upgrade Media Menu, select the desired target media. This begins the early upgrade checks in the console window.</p>  <p>The screenshot shows a terminal window titled "Choose Upgrade Media Menu". The menu items are: "/dev/sr0" (highlighted in red), "Exit", and "6.0.0.0.0_60.16.0". Navigation arrows are visible on the right side of the menu.</p> <p>Informational messages display as the checks progress. At the end of a successful test, a message similar to this displays:</p> <pre>Running earlyUpgradeChecks() for Upgrade::EarlyPolicy:: TPDEarlyChecks upgrade policy... Verified server is not pending accept of previous upgrade Hardware architectures match Install products match. Verified server is alarm free! Early Upgrade Checks Have Passed!</pre> <p>2. Verify early upgrade checks pass. In case of errors, it is recommended to contact My Oracle Support (MOS).</p> <p>3. Press q to exit the screen session and return to the platcfg menu.</p> <p>4. From the Choose Upgrade Media Menu, select Exit.</p>
<p>6.</p> <p><input type="checkbox"/></p>	<p>Server CLI: Initiate the upgrade</p>	<p>From the Upgrade Menu, select Initiate Upgrade.</p>  <p>The screenshot shows a terminal window titled "Upgrade Menu". The menu items are: "Validate Media", "Early Upgrade Checks", "Initiate Upgrade" (highlighted in red), "Non Tekelec RPM Management", "Accept Upgrade", "Reject Upgrade", and "Exit". Navigation arrows are visible on the right side of the menu.</p>

Step#	Procedure	Description
7. <input type="checkbox"/>	Server CLI: Select the upgrade media	<p>The screen displays a message that it is searching for upgrade media. Once the upgrade media is found, an Upgrade Media selection menu displayed similar to the example shown.</p> <p>From the Choose Upgrade Media Menu, select the desired target media. This begins the server upgrade.</p>  <p>Many informational messages display on the terminal screen as the upgrade proceeds.</p> <p>After upgrade is complete, the server reboots.</p> <p style="padding-left: 40px;">A reboot of the server is required.</p> <p style="padding-left: 40px;">The server will be rebooted in 10 seconds</p>
8. <input type="checkbox"/>	Server CLI: Log into the server to be upgraded	<p>Use the SSH command (on UNIX systems – or putty if running on windows) to log into the server to be upgraded:</p> <pre>ssh admusr@<server IP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>
9. <input type="checkbox"/>	Server CLI: Check for upgrade errors	<ol style="list-style-type: none"> Examine the upgrade logs in the directory <code>/var/TKLC/log/upgrade</code> and verify no errors were reported. <pre>grep -i error /var/TKLC/log/upgrade/upgrade.log</pre> Examine the output of the command to determine if any errors were reported. If the upgrade fails, collect the following files: <pre>/var/TKLC/log/upgrade/upgrade.log /var/TKLC/log/upgrade/ugwrap.log /var/TKLC/log/upgrade/earlyChecks.log /var/TKLC/log/platcfg/upgrade.log</pre> It is recommended to contact My Oracle Support (MOS) by referring to Appendix CC of this document and provide these files.
10. <input type="checkbox"/>	Server CLI: Verify the upgrade	<ol style="list-style-type: none"> Check the upgrade log for the upgrade complete message <pre>grep "UPGRADE IS COMPLETE" /var/TKLC/log/upgrade/upgrade.log</pre> Verify the UPGRADE IS COMPLETE message displays. If not, it is recommended to contact My Oracle Support (MOS). <pre>[admusr@NO2 ~]\$ grep "UPGRADE IS COMPLETE" /var/TKLC/log/ upgrade/upgrade.log 1407786220:: UPGRADE IS COMPLETE</pre>

L.4. Manual DA-MP (N+0) Upgrade Procedure

Procedure 59 is used to manually upgrade a multi-active DA-MP Server Group. This procedure is provided as an alternative to the normal DA-MP upgrade procedures in Section 4.6.

Procedure 59 must be executed for all configured DA-MPs of a site, regardless of how the DA-MPs are grouped for upgrade. So if 16 DA-MPs are upgraded four at a time, then Procedure 59 must be executed four distinct times.

Procedure 59. Manual DA-MP (N+0) Upgrade Procedure

Step#	Procedure	Description
<p>This procedure upgrades a multi-active DA-MP servers using the manual upgrade method.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Identify all the DA-MPs to be upgraded together	From the data captured in Table 5, identify the DSR (multi-active cluster) server group to be upgraded.
2. <input type="checkbox"/>	Upgrade DA-MP servers as identified in step 1	<p>Upgrade up to (½) one half (no more than 50%) of the DA-MP servers in parallel using the Upgrade Multiple Servers procedure.</p> <p>Note: When using the manual server upgrade method, it is recommended that the DA-MP leader be upgraded in the last group of servers to minimize DA-MP leader role changes.</p> <ol style="list-style-type: none"> 1. Execute Appendix H Upgrade Multiple Servers – Upgrade Administration. 2. After successfully completing the procedure in Appendix H, return to this point and continue with the next step.
3. <input type="checkbox"/>	Repeat for all servers identified in step 1 of this procedure	Repeat step 2 of this procedure for the remaining DA-MP servers.

L.5. ASG SBR Upgrade Procedure

Procedure 60 is used to upgrade the SBR server group using Auto Server Group upgrade. This procedure is provided as an alternative to the normal SBR upgrade procedures in Section 4.6.

Procedure 60. ASG SBR Upgrade

Step#	Procedure	Description
<p>This procedure upgrades the SBR server group using the automated server group upgrade option. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Identify the SBR server group(s) to upgrade	From the data captured in Table 5, identify the SBR server group(s) to upgrade. One server group can be executed at a time or multiple server groups can be executed simultaneously.
2. <input type="checkbox"/>	Upgrade SBR server group(s) identified in step 1 of this procedure using the upgrade multiple servers procedure	<p>Note: The spare SBRs of this server group are located at different sites.</p> <ol style="list-style-type: none"> 1. Use the Automated Server Group Upgrade option. 2. Select the Serial upgrade mode. 3. Execute Appendix H Upgrade Multiple Servers – Upgrade Administration.
3. <input type="checkbox"/>	Repeat for all SBR server groups with active, standby in Site 1 and spare in Site 2 (and an optional 2 nd spare in Site 3)	Repeat step 2 for all remaining binding and session server groups to be upgraded.

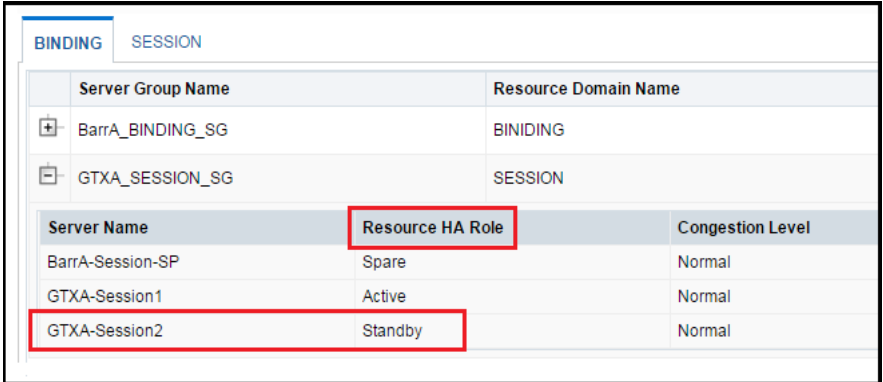
L.6. Manual SBR Upgrade Procedure


Procedure 61 is used to upgrade the SBR Server Group manually. This procedure is provided as an alternative to the normal SBR upgrade procedures in Section 4.6.

Note: Before upgrading the active SBR, it is imperative that the database audit of the spare and standby servers complete successfully. Failure to comply could result in a loss of session/binding data.

Procedure 61. Manual SBR Upgrade Procedure

Step#	Procedure	Description
<p>This procedure upgrades an SBR server group using the manual upgrade option.</p> <p>Note: This procedure upgrades all the servers in the server group; however, if it is recommended to upgrade one by one, such as spare, standby, and active in different upgrade iterations, upgrade those servers manually and then return to this procedure.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		

Step#	Procedure	Description
1. □	Active NOAM VIP: Identify the active, standby, and spare SBR server group(s) to upgrade	<p>1. From the data captured in Table 5, identify the server group(s) to upgrade. One server group can be executed at a time or multiple server groups can be executed simultaneously.</p> <p>2. Log into the NOAM GUI using the VIP.</p> <p>3. Navigate to SBR > Maintenance > SBR Status. Open each server group chosen in sub-step 1. Note which server is active, standby, and spare (as designated by the Resource HA Role) for each server group chosen for upgrade. The following figure provides an example:</p> <ul style="list-style-type: none"> • GTXA-Session1 – Active • GTXA-Session2 – Standby • BarrA-Session-SP – Spare  <p>Note: SBR servers have two High Availability policies: one for controlling replication of session or binding data, and one for receipt of replicated configuration data from the NOAM and SOAM GUIs. During this upgrade procedure, ONLY the High Availability policy for replication of session or binding data is important. This means that the SBR Status screen MUST be used to determine the High Availability status (active, standby, or spare) of SBR servers. The HA Status screen and the OAM Max HA Role column on the Upgrade screen must NOT be used because they only show the status of the configuration replication policy.</p> <p>Because the two High Availability policies run independently, it is possible that a given server might be standby or spare for the session and binding replication policy, but active for the configuration replication policy. When this happens, it is necessary to ignore warnings on the Upgrade screen about selecting what it views as the active server (for the configuration replication policy).</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	Active NOAM VIP: Upgrade spare SBR server identified in step 1 of this procedure (If need to be upgraded in this upgrade iteration)	<p>Note: The spare SBRs of this server group are located at different sites.</p> <ol style="list-style-type: none"> Execute Appendix F Upgrade Single Server – DSR 8.x. After successfully completing the procedure in Appendix F, return to this point to monitor server status. Navigate to SBR > Maintenance > SBR Status. Open the tab of the server group being upgraded. <p>Note: After executing Appendix F, the spare SBR temporarily disappears from the SBR Status screen. When the server comes back online, it reappears on the screen with a status of Out of Service.</p> <ol style="list-style-type: none"> Monitor the Resource HA Role status of the spare server. Wait for the status to transition from Out of Service to Spare. If the system is equipped with a second spare SBR server, repeat sub-steps 1 thru 3 for the other spare. <p>Caution: Do not proceed to step 3 until the Resource HA Role of the spare SBR server returns to Spare.</p>
3. <input type="checkbox"/>	Upgrade standby SBR server identified in step 1 of this procedure (If need to be upgraded in this upgrade iteration)	<ol style="list-style-type: none"> Execute Appendix F Upgrade Single Server – DSR 8.x. After successfully completing the procedure in Appendix F, return to this point and continue with the next step.
<div style="display: flex; align-items: center;">  <div style="flex-grow: 1;"> <p>!!WARNING!! Failure to comply with step 4 and step 5 may result in the loss of PCA traffic, resulting in service impact.</p> </div> </div>		
4. <input type="checkbox"/>	Active NOAM VIP: Verify standby SBR server status (If need to be upgraded in this upgrade iteration)	<ol style="list-style-type: none"> Navigate to SBR > Maintenance > SBR Status. Open the tab of the server group being upgraded. <p>Note: After executing Appendix F, the standby SBR temporarily disappears from the SBR Status screen, and the spare server assumes the standby role. When the upgraded server comes back online, it reappears on the screen with a status of Out of Service.</p> <ol style="list-style-type: none"> Monitor the Resource HA Role status of the upgraded server. Wait for the status to transition from Out of Service to Standby. <p>Caution: Do not proceed to step 5 until the Resource HA Role of the upgraded server transitions to Standby.</p>

Step#	Procedure	Description
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify bulk download from the active SBR to the standby and spare SBRs completes</p> <p>(If need to be upgraded in this upgrade iteration)</p>	<ol style="list-style-type: none"> Navigate to Alarm & Event > View History. Export the Event log using the following filter: <ul style="list-style-type: none"> Server Group: Choose the SBR group that is in upgrade Display Filter: Event ID = 31127 – DB Replication Audit Complete Collection Interval: X hours ending in current time, where X is the time from upgrade completion of the standby and spare servers to the current time. Wait for all instances of Event 31127: <ul style="list-style-type: none"> 1 for the Standby binding SBR 1 for the Standby session SBR 1 for the Spare binding SBR 1 for the Spare session SBR 1 for the 3rd site Spare binding SBR (if equipped) 1 for the 3rd site Spare session SBR (if equipped) <p>Note: There is an expected loss of traffic depending on size of the bulk download. This must be noted along with events captured.</p>
<p>6.</p> <p><input type="checkbox"/></p>	<p>Active SBR (CLI):</p> <p>Verify the replication status for DB Replication and pSbrBindingPolicy (Binding SBR) or pSbrSessionPolicy (Session SBR)</p>	<ol style="list-style-type: none"> Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active SBR of the first non-upgraded site: <pre>ssh admusr@<SBR_XMI_IP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> Execute command <pre>irepstat -w</pre> <p>Verify replication is showing as Active for ActStb [DbReplication] policy, pSbrSessionPolicy (for Session SBR), and pSbrBindingPolicy (for Binding SBR).</p> <p>Do not proceed if replication is not Active for all of the resource.</p> <p>Example:</p> <pre>----- [admusr@StThomas-sSBR-A ~]\$ irepstat -w StThomas-sSBR-A C2706.068 StThomas-sSBR-A 11:19:19 [R] -- Policy 0 ActStb [DbReplication] ----- BC From D0 StThomas-S02 Active 0 0.10 ^0.04%cpu 35.5/s CC To P0 StThomas-sSBR-B Active 0 0.10 1%S 0.08%cpu 48.3/s CC To P1 StThomas-sSBR-Sp Active 0 0.11 1%S 0.08%cpu 43.1/s -- Policy 20 pSbrSessionPolicy [pSbrSBaseRepl] ----- CC To P0 StThomas-sSBR-B Active 0 0.10 1%S 0.07%cpu 62.5/s CC To P1 StThomas-sSBR-Sp Active 0 0.10 1%S 0.08%cpu 56.2/s -----</pre>

Step#	Procedure	Description
7. <input type="checkbox"/>	Upgrade active SBR server as identified in step 1 of this procedure (If need to be upgraded in this upgrade iteration)	<ol style="list-style-type: none"> 1. Execute Appendix F Upgrade Single Server – Upgrade Administration – DSR 8.x. 2. After successfully completing the procedure in Appendix F, return to this point and continue with the next step.
8. <input type="checkbox"/>	Repeat for all SBR server groups with active, standby in Site 1 and spare in Site 2	Repeat this procedure for all remaining binding and session server groups to be upgraded.

Appendix M. Expired Password Workaround Procedure

This appendix provides the procedures to handle password expiration during upgrade. Procedure 62 is a temporary workaround to allow an expired password to be used on a non-upgrade site. This procedure is provided as a workaround when a password expires after the NOAM has been upgraded and before all sites have been upgraded.

The workaround must be removed using Procedure 63 after the site is upgraded. Failure to remove the workaround inhibits password aging on the server.

M.1. Inhibit Password Aging

This procedure describes a workaround that inhibits password aging on the SOAM. This procedure should be used only when the following conditions apply:

- An upgrade is in progress
- The NOAMs have been upgraded, but one or more sites have not been upgraded
- A login password has expired on a non-upgraded site

Once the workaround is executed, no passwords expire at that site. Remove the workaround once the site is upgraded.

Procedure 62. Expired Password Workaround Procedure

Step#	Procedure	Description
<p>This procedure disables password aging on a server, allowing “expired” credentials to be used for login. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active SOAM CLI: SSH to active SOAM server. Disable password aging	<ol style="list-style-type: none"> 1. Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active SOAM of the first non-upgraded site: <pre>ssh admusr@<SOAM_VIP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> 2. Create a text file with the following content (exactly as formatted): <pre>[production] aw.policy.pwchange.isExpired = aw.policy.db.checkPw = [development : production] [test : development]</pre> 3. Save the file as: <pre>/var/TKLC/appworks/ini/pw.ini</pre> 4. Change the file permissions: <pre>sudo chmod 644 pw.ini</pre> 5. Execute the following command: <pre>clearCache</pre> <p>Note: For each server on which this workaround is enacted, the old expired password must be used for login. The new password used on the NOAM does not work on these servers.</p>
2. <input type="checkbox"/>	Repeat for standby SOAM	Repeat step 1 for the standby SOAM
3. <input type="checkbox"/>	Repeat for all non-upgraded sites	Repeat steps 1 and 2 for all non-upgraded sites.

M.2. Enable Password Aging

This procedure removes the password expiration workaround that is enabled by Procedure 62.

Procedure 63. Expired Password Workaround Removal Procedure

Step#	Procedure	Description
<p>This procedure removes the password aging workaround and re-enables password aging on a server. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active SOAM CLI: SSH to active SOAM server. Re-enable password aging.</p>	<ol style="list-style-type: none"> Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active SOAM of the first non-upgraded site: <pre>ssh admusr@<SOAM_VIP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> Delete the pw.ini file: <pre>\$ sudo rm /var/TKLC/appworks/ini/pw.ini</pre> Execute this command: <pre>\$ sudo clearCache</pre> Repeat sub-steps 1 through 3 for the standby SOAM
2. <input type="checkbox"/>	Repeat for all non-upgraded sites	Repeat this procedure for all non-upgraded sites.

M.3. Password Reset

Procedure 64 resets the GUI Admin (guiadmin) password on the NOAM. In a backout scenario where the password expired during the upgrade, it is possible for the customer to get locked out due to global provisioning being disabled. When this happens, this procedure can be used to reset the password to gain access to the GUI.

Procedure 64. Expired Password Reset Procedure

Step#	Procedure	Description
<p>This procedure resets the guiadmin password on the NOAM. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Active NOAM CLI: SSH to active NOAM server. Reset the password</p>	<ol style="list-style-type: none"> Use the SSH command (on UNIX systems – or putty if running on windows) to log into the active NOAM: <pre>ssh admusr@<NOAM_VIP> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>

Step#	Procedure	Description
2. <input type="checkbox"/>	Active NOAM CLI: Execute reset	<ol style="list-style-type: none"> Execute the reset command: <pre>\$ sudo /usr/TKLC/appworks/sbin/resetPassword guiadmin</pre> At the Enter new Password for guiadmin prompt, enter a new password. Attempt to log into the NOAM GUI using the new password. If the login is not successful, it is recommended to contact My Oracle Support (MOS) for guidance.

Appendix N. Network IDIH Compatibility Procedures

The procedures in this appendix are used to provide IDIH compatibility when upgrading to release 8.2. Procedure 65 is performed on a release 8.2 IDIH to make the trace data viewable on prior release IDIH systems, as described in Section 1.7.2. This procedure must be performed on every IDIH 8.2 system from which trace data is expected.

When all IDIH systems have been upgraded to release 8.2, Procedure 66 must be executed on every IDIH on which Procedure 65 was previously performed.

Procedure 65. Enable IDIH 8.2.3 Compatibility

Step#	Procedure	Description
<p>This procedure upgrades a server using the platcfg utility.</p> <p>Note: All UI displays are sample representations of upgrade screens. The actual display may vary slightly for those shown.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Appserver CLI: Log into the appserver	<p>Use the SSH command (on UNIX systems – or putty if running on windows) to log into the appserver:</p> <pre>ssh admusr@<server_ip> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>
2. <input type="checkbox"/>	Appserver CLI: Change user	<p>Change to the system user tekelec:</p> <pre>sudo su - tekelecund</pre>
3. <input type="checkbox"/>	Appserver CLI: Execute command	<p>Execute the following command to enable backward compatibility</p> <pre>apps/ndih7-compat.sh enable</pre>
4. <input type="checkbox"/>	Repeat as needed	Repeat this procedure on each IDIH 8.0/8.1 appserver as needed.

Procedure 66. Disable IDIH 8.2 Compatibility

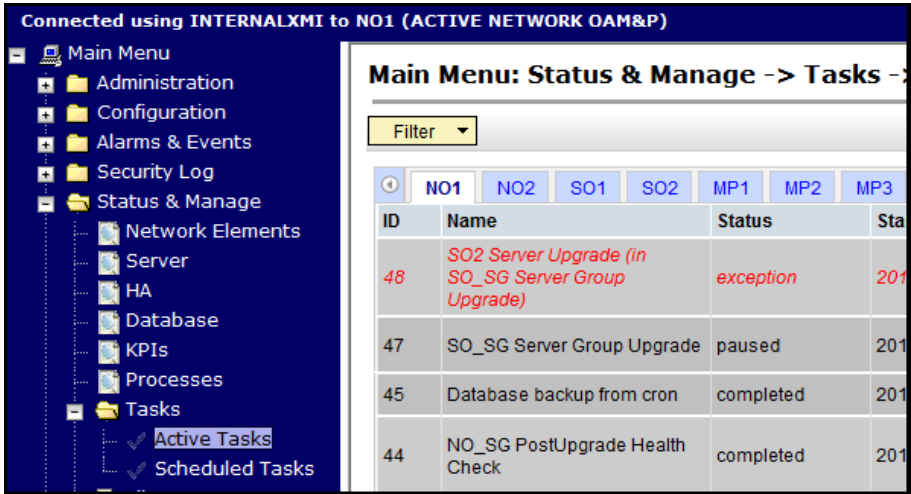
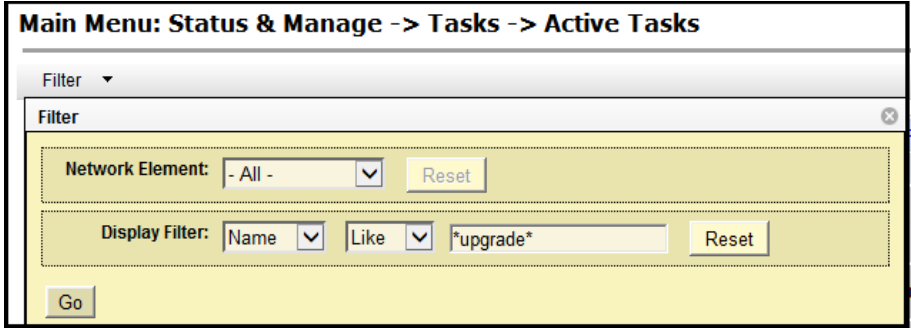

Step#	Procedure	Description
<p>This procedure upgrades a server using the platcfg utility.</p> <p>Note: All UI displays are sample representations of upgrade screens. The actual display may vary slightly for those shown.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Appserver CLI: Log into the appserver	Use the SSH command (on UNIX systems – or putty if running on windows) to log into the appserver: <pre>ssh admusr@<server_ip> password: <enter password></pre> Answer yes if you are asked to confirm the identity of the server.
2. <input type="checkbox"/>	Appserver CLI: Change user	Change to the system user tekelec: <pre>sudo su - tekelec</pre>
3. <input type="checkbox"/>	Appserver CLI: Execute command	Execute this command to enable backward compatibility: <pre>apps/ndih7-compat.sh disable</pre>
4. <input type="checkbox"/>	Repeat as needed	Repeat this procedure on each IDIH 8.2 appserver as needed.

Appendix O. Recover from a Failed Upgrade

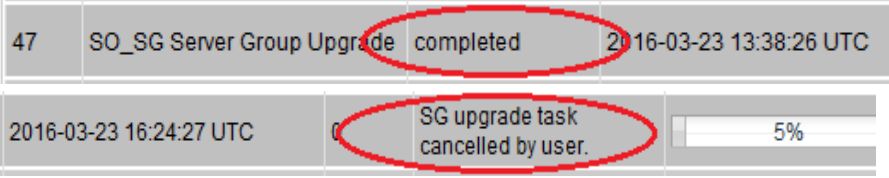

This procedure provides the steps required to recover a server after a failed upgrade. Due to the complexity of the DSR system and the nature of troubleshooting, it is recommended to contact My Oracle Support (MOS) for guidance while executing this procedure.

Procedure 67. Recover from a Failed Upgrade

Step#	Procedure	Description
<p>This procedure provides the basic steps for returning a server to a normal state after an upgrade failure.</p> <p>Note: The server is returned to the source release by this procedure.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1. <input type="checkbox"/></p>	<p>Active NOAM VIP: Select affected server group containing the failed server</p>	<ol style="list-style-type: none"> Log into the NOAM GUI using the VIP. Navigate to Administration > Software Management > Upgrade. Select the server group containing the failed server. <ul style="list-style-type: none"> If the failed server was upgraded manually, or by using the Upgrade Server option, then skip to step 7 of this procedure. If the failed server was upgraded using the Auto Upgrade option, then continue with step 2 of this procedure.

Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Navigate to the Active Tasks screen to view active tasks</p>	<p>Navigate to Status & Manage > Tasks > Active Tasks.</p> 
<p>3.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Use the filter to locate the server group upgrade task</p>	<ol style="list-style-type: none"> From the Filter option, enter the following filter values: Network Element: All Display Filter: Name Like *Upgrade* Click Go. 
<p>4.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Identify the upgrade task</p> 	<p>In the search results list, locate the Server Group Upgrade task.</p> <ol style="list-style-type: none"> If not already selected, select the tab displaying the hostname of the active NOAM server. Locate the task for the Server Group Upgrade. It shows a status of paused.

Step#	Procedure	Description																														
		<div data-bbox="539 247 1442 667" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Status & Manage -> Tasks -> Active Tasks (Filtered)</p> <p>Filter ▾</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Name</th> <th>Status</th> <th>Start Time</th> <th>Update Time</th> </tr> </thead> <tbody> <tr> <td>40</td> <td>SO2 Server Upgrade (in SO2_SG Server Group Upgrade)</td> <td>exception</td> <td>2016-02-23 13:38:36 UTC</td> <td>2016-03-23 13:40:11 UTC</td> </tr> <tr> <td>47</td> <td>SO_SG Server Group Upgrade</td> <td>paused</td> <td>2016-03-23 13:38:26 UTC</td> <td>2016-03-23 13:40:07 UTC</td> </tr> <tr> <td>46</td> <td>SO2 Server Upgrade</td> <td>exception</td> <td>2016-03-23 13:14:10 UTC</td> <td>2016-03-23 13:16:01 UTC</td> </tr> <tr> <td>44</td> <td>NO_SG PostUpgrade Health Check</td> <td>completed</td> <td>2016-03-22 17:14:51 UTC</td> <td>2016-03-22 17:15:06 UTC</td> </tr> <tr> <td>42</td> <td>NO_SG PreUpgrade Health Check</td> <td>completed</td> <td>2016-03-21 14:56:08 UTC</td> <td>2016-03-21 14:56:19 UTC</td> </tr> </tbody> </table> </div> <p>Note: Consider the case of an upgrade cycle where the upgrade of one or more servers in the server group has a status as exception (for example, failed), while the other servers in that server group have upgraded successfully; however, the server group upgrade task still shows as running. In this case, cancel the running (upgrade) task for the server group before reattempting ASU for the same.</p> <p>Caution: Before clicking Cancel for the server group upgrade task, ensure the upgrade status of the individual servers in that particular server group should have status as completed or exception (that is, failed for some reason).</p> <p style="color: red;">Make sure you are not cancelling a task with some servers still in running state.</p>	ID	Name	Status	Start Time	Update Time	40	SO2 Server Upgrade (in SO2_SG Server Group Upgrade)	exception	2016-02-23 13:38:36 UTC	2016-03-23 13:40:11 UTC	47	SO_SG Server Group Upgrade	paused	2016-03-23 13:38:26 UTC	2016-03-23 13:40:07 UTC	46	SO2 Server Upgrade	exception	2016-03-23 13:14:10 UTC	2016-03-23 13:16:01 UTC	44	NO_SG PostUpgrade Health Check	completed	2016-03-22 17:14:51 UTC	2016-03-22 17:15:06 UTC	42	NO_SG PreUpgrade Health Check	completed	2016-03-21 14:56:08 UTC	2016-03-21 14:56:19 UTC
ID	Name	Status	Start Time	Update Time																												
40	SO2 Server Upgrade (in SO2_SG Server Group Upgrade)	exception	2016-02-23 13:38:36 UTC	2016-03-23 13:40:11 UTC																												
47	SO_SG Server Group Upgrade	paused	2016-03-23 13:38:26 UTC	2016-03-23 13:40:07 UTC																												
46	SO2 Server Upgrade	exception	2016-03-23 13:14:10 UTC	2016-03-23 13:16:01 UTC																												
44	NO_SG PostUpgrade Health Check	completed	2016-03-22 17:14:51 UTC	2016-03-22 17:15:06 UTC																												
42	NO_SG PreUpgrade Health Check	completed	2016-03-21 14:56:08 UTC	2016-03-21 14:56:19 UTC																												
<p>5.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Cancel the Server Group Upgrade task</p>	<ol style="list-style-type: none"> 1. Click the Server Group Upgrade task to select it. 2. Click Cancel to cancel the task. 3. Click OK on the confirmation screen to confirm the cancellation. <div data-bbox="539 1243 1442 1675" style="border: 1px solid black; padding: 5px;"> <p>Main Menu: Status & Manage -> Tasks -> Active Tasks (Filtered)</p> <p>Filter ▾</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Name</th> <th>Status</th> <th>Start Time</th> <th>Update Time</th> </tr> </thead> <tbody> <tr> <td>48</td> <td>SO2 Server Upgrade (in SO_SG Server Group Upgrade)</td> <td>exception</td> <td>2016-03-23 13:38:36 UTC</td> <td>2016-03-</td> </tr> <tr> <td>47</td> <td>SO_SG Server Group Upgrade</td> <td>paused</td> <td>2016-03-23 13:38:26 UTC</td> <td>2016-03-</td> </tr> <tr> <td>46</td> <td>SO2 Server Upgrade</td> <td>exception</td> <td>2016-03-23 13:14:10 UTC</td> <td>2016-03-</td> </tr> </tbody> </table> <p>Pause Restart Cancel Delete Report Delete All Completed Delete All Exce</p> </div>	ID	Name	Status	Start Time	Update Time	48	SO2 Server Upgrade (in SO_SG Server Group Upgrade)	exception	2016-03-23 13:38:36 UTC	2016-03-	47	SO_SG Server Group Upgrade	paused	2016-03-23 13:38:26 UTC	2016-03-	46	SO2 Server Upgrade	exception	2016-03-23 13:14:10 UTC	2016-03-										
ID	Name	Status	Start Time	Update Time																												
48	SO2 Server Upgrade (in SO_SG Server Group Upgrade)	exception	2016-03-23 13:38:36 UTC	2016-03-																												
47	SO_SG Server Group Upgrade	paused	2016-03-23 13:38:26 UTC	2016-03-																												
46	SO2 Server Upgrade	exception	2016-03-23 13:14:10 UTC	2016-03-																												

Step#	Procedure	Description
<p>6.</p> <p><input type="checkbox"/></p>	<p>Active NOAM VIP: Verify the Server Group Upgrade task is cancelled</p>	<p>On the Active Tasks screen, verify the task that was cancelled in step 5 shows a status of completed.</p> 
<p>7.</p> <p><input type="checkbox"/></p>	<p>Failed Server CLI: Inspect upgrade log</p>	<p>Log into the failed server to inspect the upgrade log for the cause of the failure.</p> <ol style="list-style-type: none"> 1. Use an SSH client to connect to the failed server: <pre>ssh <XMI IP address> login as: admusr password: <enter password></pre> <p>Note: The static XMI IP address for each server should be available in Table 5.</p> 2. View or edit the upgrade log at <code>/var/TKLC/log/upgrade/upgrade.log</code> for clues to the cause of the upgrade failure. 3. If the upgrade log contains a message similar to the following, inspect the early upgrade log at <code>/var/TKLC/log/upgrade/earlyChecks.log</code> for additional clues. <pre>1440613685::Early Checks failed for the next upgrade 1440613691::Look at earlyChecks.log for more info</pre>
		<ul style="list-style-type: none"> • Although outside of the scope of this document, the user is expected to use standard troubleshooting techniques to clear the alarm condition from the failed server. • If troubleshooting assistance is needed, it is recommended to contact My Oracle Support (MOS) as described in Appendix CC. • DO NOT PROCEED TO STEP 2 OF THIS PROCEDURE UNTIL THE ALARM CONDITION HAS BEEN CLEARED!
<p>8.</p> <p><input type="checkbox"/></p>	<p>Failed Server CLI: Verify platform alarms are cleared from the failed server</p>	<p>Use the alarmMgr utility to verify all platform alarms have been cleared from the system.</p> <pre>\$ sudo alarmMgr --alarmstatus</pre> <p>Example output:</p> <pre>[admusr@SO2 ~]\$ sudo alarmMgr --alarmstatus SEQ: 2 UPTIME: 827913 BIRTH: 1458738821 TYPE: SET ALARM: TKSPLATMI10 tpdNTPDaemonNotSynchronizedWarning 1.3.6.1.4.1.323.5.3.18.4.1.3.10 32509 Communications Communications Subsystem Failure</pre> <p>***user troubleshoots alarm and is able to resolve NTP sync issue and clear alarm***</p> <pre>[admusr@SO2 ~]\$ sudo alarmMgr --alarmstatus [admusr@SO2 ~]\$</pre>

Step#	Procedure	Description
9. <input type="checkbox"/>	Active NOAM VIP: Re-execute the server upgrade	Return to the upgrade procedure being executed when the failure occurred. Re-execute the upgrade for the failed server using the Upgrade Server option. Note: Once a server has failed while using the Automated Server Group Upgrade option, the Auto Upgrade option cannot be used again on that server group. The remaining servers in that server group must be upgraded using the Upgrade Server option.

Appendix P. Critical and Major Alarms Analysis

This procedure identifies critical and major alarms that should be resolved before proceeding with an upgrade and backout.

Note: During any time of upgrade if the **31149- DB Late Write Nonactive** alarm displays, ignore it. This alarm does not have any effect on functionality.

Procedure 68. Verify Critical and Major Alarms in the System Before the Upgrade

Step#	Procedure	Description
<p>This procedure identifies the current alarms in the system before an upgrade can start. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Active NOAM VIP: Log/View all current alarms at the NOAM	<ol style="list-style-type: none"> 1. Navigate to Alarms & Events > View Active. 2. Click Report to generate an Alarms report. 3. Save the report and/or print the report.

Step#	Procedure	Description
2. <input type="checkbox"/>	Analyze the active alarms data	<p>Reference Table 26 and Table 27 for the alarms.</p> <p>If any alarms listed in the Table 26 and Table 27 display in the system, resolve the alarms before starting the upgrade.</p> <p>Refer to Reference [14] DSR Alarms and KPIs Reference for specific alarm in-depth details.</p> <p>Two categories from the alarm list.</p> <p>High impact alarms</p> <p>It's almost certain the presence of this alarm ID in the active alarm list should prevent upgrade from continuing. Alarms of this category should be resolved before upgrading.</p> <p>Medium impact alarms</p> <p>It's likely/possible the presence of this alarm ID should prevent upgrade from continuing; concurrence needed. Alarms of this category may/mayn't be resolved before upgrading.</p> <p>Some ideas of inclusion of alarms in the categories include.</p> <ul style="list-style-type: none"> Any alarm indicating an actual hardware error, or an impending/potential hardware error, is automatically mentioned in high impact alarm list. Included in this category are all Platform Group alarms (PLAT) of severity Minor, Major, and Critical. If an alarm ID indicates some sort of (pending) resource exhaustion issue or other threshold crossed condition, it is almost always mentioned in Medium impact alarms. Resource exhaustion states have to be fixed before upgrading.

Table 26. High Impact Alarms

Alarm ID	Name
5010	Unknown Linux iptables command error
5011	System or platform error prohibiting operation
10000	Incompatible database version
10134	Server Upgrade Failed
10200	Remote database initialization in progress
19217	Node isolated - all links down
19805	Communication Agent Failed to Align Connection
19855	Communication Agent Resource Has Multiple Actives
19901	CFG-DB Validation Error
19902	CFG-DB Update Failure
19903	CFG-DB post-update Error
19904	CFG-DB post-update Failure
22223	MpMemCongested
22950	Connection Status Inconsistency Exists

Alarm ID	Name
22961	Insufficient Memory for Feature Set
22733	SBR Failed to Free Binding Memory After PCRF Pooling Binding Migration
22734	Policy and Charging Unexpected Stack Event Version
25500	No DA-MP Leader Detected
25510	Multiple DA-MP Leader Detected
31101	Database replication to slave failure
31116	Excessive shared memory
31117	Low disk free
31125	Database durability degraded
31128	ADIC Found Error
31133	DB Replication Switchover Exceeds Threshold
31215	Process resources exceeded
31288	HA Site Configuration Error
32100	Breaker Panel Feed Unavailable
32101	Breaker Panel Breaker Failure
32102	Breaker Panel Monitoring Failure
32103	Power Feed Unavailable
32104	Power Supply 1 Failure
32105	Power Supply 2 Failure
32106	Power Supply 3 Failure
32107	Raid Feed Unavailable
32108	Raid Power 1 Failure
32109	Raid Power 2 Failure
32110	Raid Power 3 Failure
32111	Device Failure
32112	Device Interface Failure
32113	Uncorrectable ECC memory error
32114	SNMP get failure
32115	TPD NTP Daemon Not Synchronized Failure
32116	TPD Server's Time Has Gone Backwards
32117	TPD NTP Offset Check Failure
32300	Server fan failure
32301	Server internal disk error
32302	Server RAID disk error
32303	Server Platform error

Alarm ID	Name
32304	Server file system error
32305	Server Platform process error
32306	Server RAM shortage error
32307	Server swap space shortage failure
32308	Server provisioning network error
32309	Eagle Network A Error
32310	Eagle Network B Error
32311	Sync Network Error
32312	Server disk space shortage error
32313	Server default route network error
32314	Server temperature error
32315	Server mainboard voltage error
32316	Server power feed error
32317	Server disk health test error
32318	Server disk unavailable error
32319	Device error
32320	Device interface error
32321	Correctable ECC memory error
32322	Power Supply A error
32323	Power Supply B error
32324	Breaker panel feed error
32325	Breaker panel breaker error
32326	Breaker panel monitoring error
32327	Server HA Keepalive error
32328	DRBD is unavailable
32329	DRBD is not replicating
32330	DRBD peer problem
32331	HP disk problem
32332	HP Smart Array controller problem
32333	HP hpacucliStatus utility problem
32334	Multipath device access link problem
32335	Switch link down error
32336	Half Open Socket Limit
32337	Flash Program Failure
32338	Serial Mezzanine Unseated

Alarm ID	Name
32339	TPD Max Number Of Running Processes Error
32340	TPD NTP Daemon Not Synchronized Error
32341	TPD NTP Daemon Not Synchronized Error
32342	NTP Offset Check Error
32343	TPD RAID disk
32344	TPD RAID controller problem
32345	Server Upgrade snapshot(s) invalid
32346	OEM hardware management service reports an error
32347	The hwmgmtcliStatus daemon needs intervention
32348	FIPS subsystem problem
32349	File Tampering
32350	Security Process Terminated
32500	Server disk space shortage warning
32501	Server application process error
32502	Server hardware configuration error
32503	Server RAM shortage warning
32504	Software ConfigurationError
32505	Server swap space shortage warning
32506	Server default router not defined
32507	Server temperature warning
32508	Server core file detected
32509	Server NTP Daemon not synchronized
32510	CMOS battery voltage low
32511	Server disk self test warning
32512	Device warning
32513	Device interface warning
32514	Server reboot watchdog initiated
32515	Server HA failover inhibited
32516	Server HA Active to Standby transition
32517	Server HA Standby to Active transition
32518	Platform Health Check failure
32519	NTP Offset Check failure
32520	NTP Stratum Check failure
32521	SAS Presence Sensor Missing
32522	SAS Drive Missing

Alarm ID	Name
32523	DRBD failover busy
32524	HP disk resync
32525	Telco Fan Warning
32526	Telco Temperature Warning
32527	Telco Power Supply Warning
32528	Invalid BIOS value
32529	Server Kernel Dump File Detected
32530	TPD Upgrade Failed
32531	Half Open Socket Warning Limit
32532	Server Upgrade Pending Accept/Reject
32533	TPD Max Number Of Running Processes Warning
32534	TPD NTP Source Is Bad Warning
32535	TPD RAID disk resync
32536	TPD Server Upgrade snapshot(s) warning
32537	FIPS subsystem warning event
32538	Platform Data Collection Error
32539	Server Patch Pending Accept/Reject
32540	CPU Power limit mismatch

Table 27. Medium Impact Alarms

Alarm ID	Name
5002	IPFE Address configuration error
5003	IPFE state sync run error
5004	IPFE IP tables configuration error
5006	Error reading from Ethernet device
5012	Signaling interface heartbeat timeout
5013	Throttling traffic
5100	Traffic overload
5101	CPU Overload
5102	Disk Becoming Full
5103	Memory Overload
10003	Database backup failed
10006	Database restoration failed
10020	Backup failure
10117	Health Check Failed

Alarm ID	Name
10118	Health Check Not Run
10121	Server Group Upgrade Cancelled - Validation Failed
10123	Server Group Upgrade Failed
10131	Server Upgrade Cancelled (Validation Failed)
10133	Server Upgrade Failed
10141	Site Upgrade Cancelled (Validation Failed)
10143	Site Upgrade Failed
19200	RSP/Destination unavailable
19202	Linkset unavailable
19204	Preferred route unavailable
19246	Local SCCP subsystem prohibited
19251	Ingress message rate
19252	PDU buffer pool utilization
19253	SCCP stack event queue utilization
19254	M3RL stack event queue utilization
19255	M3RL network management event queue utilization
19256	M3UA stack event queue utilization
19258	SCTP Aggregate Egress queue utilization
19251	Ingress message rate
19252	PDU buffer pool utilization
19253	SCCP stack event queue utilization
19254	M3RL stack event queue utilization
19255	M3RL network management event queue utilization
19256	M3UA stack event queue utilization
19258	SCTP Aggregate Egress queue utilization
19272	TCAP active dialogue utilization
19273	TCAP active operation utilization
19274	TCAP stack event queue utilization
19276	SCCP Egress Message Rate
19408	Single Transport Egress-Queue Utilization
19800	Communication Agent Connection Down
19803	Communication Agent stack event queue utilization
19806	Communication Agent CommMessage mempool utilization
19807	Communication Agent User Data FIFO Queue Utilization
19808	Communication Agent Connection FIFO Queue utilization

Alarm ID	Name
19818	Communication Agent DataEvent Mempool utilization
19820	Communication Agent Routed Service Unavailable
19824	Communication Agent Pending Transaction Utilization
19825	Communication Agent Transaction Failure Rate
19827	SMS stack event queue utilization
19846	Communication Agent Resource Degraded
19847	Communication Agent Resource Unavailable
19848	Communication Agent Resource Error
19860	Communication Agent Configuration Daemon Table Monitoring Failure
19861	Communication Agent Configuration Daemon Script Failure
19862	Communication Agent Ingress Stack Event Rate
19900	Process CPU Utilization
19905	Measurement Initialization Failure
19910	Message Discarded at Test Connection
8000-001	MpEvFsmException_SocketFailure
8000-002	MpEvFsmException_BindFailure
8000-003	MpEvFsmException_OptionFailure
8000-101	MpEvFsmException_ListenFailure
8002-003	MpEvRxException_CpuCongested
8002-004	MpEvRxException_SigEvPoolCongested
8002-006	MpEvRxException_DstMpCongested
8002-007	MpEvRxException_DrlReqQueueCongested
8002-008	MpEvRxException_DrlAnsQueueCongested
8002-009	MpEvRxException_ComAgentCongested
8002-203	MpEvRxException_RadiusMsgPoolCongested
8006-101	EvFsmException_SocketFailure
8011	EcRate
8013	MpNgnPsStateMismatch
8200	MpRadiusMsgPoolCongested
8201	RclRxTaskQueueCongested
8202	RclItrPoolCongested
8203	RclTxTaskQueueCongested
8204	RclEtrPoolCongested
22016	Peer Node Alarm Aggregation Threshold
22017	Route List Alarm Aggregation Threshold

Alarm ID	Name
22056	Connection Admin State Inconsistency Exists
22200	MpCpuCongested
22201	MpRxAllRate
22202	MpDiamMsgPoolCongested
22203	PTR Buffer Pool Utilization
22204	Request Message Queue Utilization
22205	Answer Message Queue Utilization
22206	Reroute Queue Utilization
22207	DcITxTaskQueueCongested
22208	DcITxConnQueueCongested
22214	Message Copy Queue Utilization
22221	Routing MPS Rate
22222	Long Timeout PTR Buffer Pool Utilization
22349	IPFE Connection Alarm Aggregation Threshold
22350	Fixed Connection Alarm Aggregation Threshold
22407	Routing attempt failed due to internal database inconsistency failure
22500	DSR Application Unavailable
22501	DSR Application Degraded
22502	DSR Application Request Message Queue Utilization
22503	DSR Application Answer Message Queue Utilization
22504	DSR Application Ingress Message Rate
22607	Routing attempt failed due to DRL queue exhaustion
22608	Database query could not be sent due to DB congestion
22609	Database connection exhausted
22631	FABR DP Response Task Message Queue Utilization
22632	COM Agent Registration Failure
22703	Diameter Message Routing Failure Due to Full DRL Queue
22710	SBR Sessions Threshold Exceeded
22711	SBR Database Error
22712	SBR Communication Error
22717	SBR Alternate Key Creation Failure Rate
22720	Policy SBR To PCA Response Queue Utilization Threshold Exceeded
22721	Policy and Charging Server In Congestion
22722	Policy Binding Sub-resource Unavailable
22723	Policy and Charging Session Sub-resource Unavailable


Alarm ID	Name
22724	SBR Memory Utilization Threshold Exceeded
22725	SBR Server In Congestion
22726	SBR Queue Utilization Threshold Exceeded
22727	SBR Initialization Failure
22728	SBR Bindings Threshold Exceeded
22729	PCRF Not Configured
22730	Policy and Charging Configuration Error
22731	Policy and Charging Database Inconsistency
22732	SBR Process CPU Utilization Threshold Exceeded
22737	Configuration Database Not Synced
22740	SBR Reconfiguration Plan Completion Failure
31100	Database replication fault
31102	Database replication from master failure
31103	DB Replication update fault
31104	DB Replication latency over threshold
31106	Database merge to parent failure
31107	Database merge from child failure
31108	Database merge latency over threshold
31113	DB replication manually disabled
31114	DB replication over SOAP has failed
31118	Database disk store fault
31121	Low disk free early warning
31122	Excessive shared memory early warning
31124	ADIC error
31126	Audit blocked
31130	Network health warning
31131	DB Ousted Throttle Behind
31134	DB Site Replication To Slave Failure
31135	DB Site Replication to Master Failure
31137	DB Site Replication Latency Over Threshold
31146	DB mastership fault
31147	DB upsynclog overrun
31200	Process management fault
31201	Process not running
31202	Unkillable zombie process


Alarm ID	Name
31209	Hostname lookup failed
31217	Network Health Warning
31220	HA configuration monitor fault
31113	DB replication manually disabled
31114	DB replication over SOAP has failed
31118	Database disk store fault
31121	Low disk free early warning
31122	Excessive shared memory early warning
31124	ADIC error
31126	Audit blocked
31130	Network health warning
31131	DB Ousted Throttle Behind
31134	DB Site Replication To Slave Failure
31135	DB Site Replication to Master Failure
31137	DB Site Replication Latency Over Threshold
31146	DB mastership fault
31147	DB upsynclog overrun
31200	Process management fault
31201	Process not running
31202	Unkillable zombie process
31209	Hostname lookup failed
31217	Network Health Warning
31220	HA configuration monitor fault
31221	HA alarm monitor fault
31222	HA not configured
31233	HA Heartbeat transmit failure
31224	HA configuration error
31225	HA service start failure
31226	HA availability status degraded
31228	HA standby offline
31230	Recent alarm processing fault
31231	Platform alarm agent fault
31233	HA Path Down
31234	Untrusted Time Upon Initialization
31234	Untrusted time After Initialization

Alarm ID	Name
31236	HA Link Down
31282	HA Management Fault
31283	Lost Communication with server
31322	HA Configuration Error
33000	MAP-to-Diameter Service Registration Failure on DA-MP
33001	Diameter-to-MAP Service Registration Failure on DA-MP
33003	Insufficient memory for DM-IWF
33004	DM-IWF Transaction Response Queue Utilization
33005	DM-IWF PTR Pool Utilization
33007	MD-IWF Error
33050	MD-IWF Ingress Message Rate
33051	MD-IWF Application Degraded or Unavailable
33052	MD-IWF Notified that DM-IWF Service Status is Down
33053	MD-IWF DiamTrans Task Queue Utilization
33054	MD-IWF MapTrans Task Queue Utilization
33055	MD-IWF DAMPInterface Task Queue Utilization
33058	MD-IWF DiamToMap PTR Utilization
33059	MD-IWF MapToDiam PTR Utilization
33062	Insufficient Memory for MD-IWF
33076	MD-IWF received Diameter Answer from unexpected DA-MP
33103	GLA Communication Agent Error
33105	Routing Attempt failed due to queue exhaustion
33106	GLA Communication Agent Timeout
33120	Policy SBR Binding Sub-Resource Unavailable
33121	GLA pSBR-B Response Task Message Queue Utilization
33301	Update Config Data Failure
33303	U-SBR Event Queue Utilization
33310	U-SBR Sub-resource Unavailable
33312	DCA Script Generation Error
33301	Update Config Data Failure

Appendix Q. Additional Backout Steps for OAM Servers


Procedure 69. Additional Backout Steps for NOAM, SOAM Server(s)

Step#	Procedure	Description
<p>This procedure provides the details about additional backout steps for NOAM, SOAM server(s) to support backout for major upgrade release paths.</p> <p>Note: This procedure is required only when the target backout release is 8.1 or lower.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Server CLI: Log into the server (if not already done)</p> 	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> <p>Please note the hostname of the server on which these steps are executed. Once all the servers in a server group are backed out, additional post-backout steps are executed to revert the changes done in this procedure.</p>
2. <input type="checkbox"/>	<p>Server CLI: Set the resource as optional For OAM servers only</p>	<p>Note: Make sure the resource being set is in system. Some of the resources shown are introduced in different releases.</p> <p>If the resource is not in the system, presence check will not result any output records. In this case, skip updating these fields for the resource not in the system.</p> <ol style="list-style-type: none"> 1. Check for the resource: <pre>igt -E HaResourceCfg where "name='<resource_name>'"</pre> 2. Execute this command: <pre>iset -W -foptional='Yes' HaResourceCfg where "name='DSROAM_Proc'"</pre> <p>These commands change/update the results of some records.</p>
3. <input type="checkbox"/>	<p>Server CLI: Restart the HTTPD service For OAM servers only</p>	<p>Execute this command:</p> <pre>sudo service httpd restart</pre>
4. <input type="checkbox"/>	<p>Active NOAM/SOAM Server CLI: Log into the server (if not already done)</p>	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the Active NOAM/SOAM server in the same server group, in which server is under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>

Step#	Procedure	Description
5. <input type="checkbox"/>	<p>Server CLI: Verify that the replication is working fine. For OAM servers only</p> 	<ol style="list-style-type: none"> Execute this command on an active NOAM/SOAM server in the same server group being backed out: <code>irepstat</code> Verify the <code>irepstat</code> command displays a replication row for the server which is being backed out. Note the replication status is Active before proceeding, if it is Audit, then wait until replication becomes Active. If this step is missed, data is lost and is unrecoverable. Example: Here Ford-B-NO is Active NOAM Server and Ford-A-NO is backed out. <pre>Ford-B-NO A3301.157 Ford-B-NO 09:32:17 [Rw] Policy 0 ActStb [DbReplication] ----- AA To P0 Ford-A-NO Active 0 0.00 1%R 0.12%cpu 1.88k/s AA To P1 Chevy-DRNO-B Active 0 0.00 1%R 0.08%cpu 1.89k/s AB To D0 Camaro-SO-B Active 0 0.00 1%R 0.09%cpu 1.89k/s AB To D0 Nova-SO-B Active 0 0.00 1%R 0.08%cpu 1.90k/s AB To D0 Pinto-SO-B Active 0 0.00 1%R 0.10%cpu 1.89k/s AB To D0 Mustang-SO-B Active 0 0.00 1%R 0.10%cpu 2.14k/s</pre> Press q if you want to exit the <code>irepstat</code> command output. Execute <code>irepstat</code> again, if required.

Appendix R. Additional Post-Backout Steps for OAM Server


Procedure 70. Additional Post Backout Steps for NOAM, SOAM Server(s)

Step#	Procedure	Description
<p>This procedure provides the details about additional post backout steps for NOAM, SOAM server(s) to support backout for major upgrade release paths.</p> <p>Note: This procedure need to be executed only when all the servers in the same server group are backed out. This procedure is required only when you are performing backout to 8.1 or lower.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Server CLI: Log into the server (if not already done)</p> 	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> <p>If the server is an NOAM or SOAM server, execute step 2.</p> <p>Note the hostname of the server on which these steps are executed. Once all servers in a server group are backed out, additional post-backout steps are executed to revert the changes done in this procedure.</p>


Step#	Procedure	Description
2. <input type="checkbox"/>	Server CLI: Set the resource as optional For OAM servers only	<p>Note: Make sure the resource getting set is in system. Some of resources shown are introduced in different releases.</p> <p>If the resource is not in the system, presence check will not result any output records. In this case, skip updating these fields for the resource not in the system.</p> <ol style="list-style-type: none"> 1. Check for the resource: <pre>igt -E HaResourceCfg where "name='<resource_name>'"</pre> 2. Execute this command: <pre>iset -W -foptional='Yes' HaResourceCfg where "name='DSROAM_Proc'"</pre> <p>These commands change/update the results of some records.</p>

Appendix S. Additional Backout Steps for SBR Server(s)

Procedure 71. Additional Backout Steps for SBR Server(s)


Step#	Procedure	Description
<p>This procedure provides the details about additional backout steps for SBR server(s) to support backout for major upgrade release paths.</p> <p>Note: This procedure is required only when the target backout release is 8.1 or lower.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Server CLI: Log into the server (if not already done)</p> 	<ol style="list-style-type: none"> 1. Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout: <pre>ssh admusr@<server address></pre><pre>password: <enter password></pre> 2. Answer yes if you are asked to confirm the identity of the server. 3. Note the hostname of the server on which these steps are executed.

Step#	Procedure	Description
2. □	Server CLI: Setting the resource as optional For SBR servers only	<p>Note: Make sure the resource being set is present in the system. Some of the resources listed below are introduced in different releases. While checking the resource presence in the system in case resource is not present in the system, the check will not result in any output records. In that case, updation of the field is not required.</p> <p>Resource presence can be checked using:-</p> <pre>iqt -E HaResourceCfg where "name='<resource_name>'"</pre> <p>For example:-</p> <pre>iqt -E HaClusterResourceCfg where "resource='uSbrRes'"</pre> <p>Execute this command for Session SBR only:</p> <pre>iset -W -foptional='Yes' HaResourceCfg where "name='pSbrSBaseRepl'" iset -W -foptional='Yes' HaClusterResourceCfg where "resource='uSbrRes'" iset -W -foptional='Yes' HaClusterResourceCfg where "resource='pSbrSessionRes'"</pre> <p>Execute this command for Binding SBR only:</p> <pre>iset -W -foptional='Yes' HaResourceCfg where "name='pSbrBBaseRepl'" iset -W -foptional='Yes' HaClusterResourceCfg where "resource='uSbrRes'" iset -W -foptional='Yes' HaResourceCfg where "name='pSbrBindingRes'"</pre> <p>These commands change/update the results of some records.</p>

Step#	Procedure	Description
3. <input type="checkbox"/>	<p>Server CLI: Verify that the replication is working fine (For SBR servers only)</p> 	<ol style="list-style-type: none"> Execute this command on an active SBR server in the same server group as the server being backed out: <code>irepstat</code> Verify the <code>irepstat</code> command displays a replication row for the server which is being backed out. Note the replication status is Active before proceeding, if it is Audit, then wait until replication becomes Active. If this step is missed, data is lost and is unrecoverable. Example: Here Pinto-SBR-2 is Active SBR Server and Pinto-SBR-1 is backed out. Also, on Binding SBR, resource will be <code>pSbrBindingPolicy</code> And on Session SBR, resource will be <code>pSbrSessionPolicy</code> <pre>Pinto-SBR-2 C3783.034 Pinto-SBR-2 13:39:38 [Rw] Policy 0 ActStb [DbReplication] ----- BC From D0 Pinto-SO-B Active 0 0.10 ^0.10%cpu 67.0/s CC To P0 Pinto-SBR-1 Active 0 0.10 1%S 0.31%cpu 30.9/s CC To P1 Mustang-SBR-3 Active 0 0.10 1%S 0.28%cpu 39.6/s Policy 21 pSbrBindingPolicy [pSbrBBaseRepl] ----- CC To P0 Pinto-SBR-1 Active 0 0.10 1%S 0.63%cpu 186k/s CC To P1 Mustang-SBR-3 Active 2 0.13 1%S 0.55%cpu 189k/s</pre> Press q if you want to exit the <code>irepstat</code> command output. Execute <code>irepstat</code> again, if required.

Appendix T. Additional Post Backout Steps for SBR Server(s)


Procedure 72. Additional Post Backout Steps for SBR Server(s)

Step #	Procedure	Description
<p>This procedure provides the details about additional post backout steps for SBR server(s) to support backout for major upgrade release paths.</p> <p>Note: This procedure need to be executed only when all the servers in the same server group are backed out. This procedure is required only when you are performing backout to 8.1 or lower.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Server CLI: Log into the server (if not already done)</p> 	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> <p>Note the hostname of the server on which these steps are executed. Once all servers in a server group are backed out, additional post-backout steps are executed to revert the changes done in this procedure.</p>

Step #	Procedure	Description
2. <input type="checkbox"/>	Server CLI: Setting the resource as optional For SBR servers only	<p>Note: Make sure the resource being set is present in the system. Some of the resources listed below are introduced in different releases. While checking the resource presence in the system in case resource is not present in the system, the check will not result in any output records. In that case, updation of the field is not required.</p> <p>Resource presence can be checked using:-</p> <pre>iqt -E HaResourceCfg where "name='<resource_name>'"</pre> <p>For example:-</p> <pre>iqt -E HaClusterResourceCfg where "resource='uSbrRes'"</pre> <p>Execute this command for Session SBR only:</p> <pre>iset -W -foptional='No' HaResourceCfg where "name='pSbrSBaseRepl'" iset -W -foptional='No' HaClusterResourceCfg where "resource='uSbrRes'" iset -W -foptional='No' HaClusterResourceCfg where "resource='pSbrSessionRes'"</pre> <p>Execute this command for Binding SBR only:</p> <pre>iset -W -foptional='No' HaResourceCfg where "name='pSbrBBaseRepl'" iset -W -foptional='No' HaClusterResourceCfg where "resource='uSbrRes'" iset -W -foptional='No' HaResourceCfg where "name='pSbrBindingRes'"</pre> <p>These commands change/update the results of some records. Repeat this procedure for other servers in the server group being backed out.</p>

Appendix U. Create a link of Comagent


Procedure 73. Create a link of Comagent

Step#	Procedure	Description
<p>This procedure provides the details about creating a symbolic link of Comagent.</p> <p>Note: This procedure is executed only after all servers in the same server group are backed out.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Server CLI: Log into the server (if not already done) 	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p>

Step#	Procedure	Description
2. □	Server: Create a link of Comagent	<p>Execute the following commands to create a Comagent link:</p> <ol style="list-style-type: none"> 1. Navigate to /var/TKLC/appworks/library. <pre>\$ cd /var/TKLC/appworks/library</pre> 2. Create a link <pre>\$ sudo ln -s /usr/TKLC/comagent-gui/gui/ Comagent</pre> <p>Verify if the Comagent link has been restored.</p> <pre>[admin@HPC-N01 library]\$ ls -ltr total 56 drwxr-xr-x 7 awadmin awadm 4096 Aug 25 2017 Diameter lrwxrwxrwx 1 root root 47 Dec 15 02:05 Send -> /usr/TKLC/plat/www/zend-framework/library/Send/ lrwxrwxrwx 1 root root 21 Dec 15 02:07 Awpsa? -> /usr/TKLC/awpsa?/gui/ lrwxrwxrwx 1 root root 29 Dec 15 02:07 TransportMgr -> /usr/TKLC/awptransportmgr/gui lrwxrwxrwx 1 root root 38 Dec 15 02:07 Exgstack -> /usr/TKLC/awptransportmgr/gui/Exgstack drwxr-xr-x 3 awadmin awadm 4096 Dec 31 15:58 Bhar drwxr-xr-x 4 awadmin awadm 4096 May 22 10:42 ANCLI drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Radius drwxr-xr-x 4 awadmin awadm 4096 May 22 10:44 Dga drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Fabr drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Gla drwxr-xr-x 2 awadmin awadm 4096 May 22 10:44 Loadgen drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Mapiwf drwxr-xr-x 6 awadmin awadm 4096 May 22 10:44 Pdra drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Sbr drwxr-xr-x 3 awadmin awadm 4096 May 22 10:44 Vstp lrwxrwxrwx 1 root root 18 May 22 10:44 Ipfe -> /usr/TKLC/ipfe/gui drwxr-xr-x 3 awadmin awadm 4096 May 22 10:45 Csr drwxr-xr-x 17 awadmin awadm 4096 May 22 10:45 AppWorks lrwxrwxrwx 1 root root 27 May 22 11:47 Comagent -> /usr/TKLC/comagent-gui/gui/</pre> <p>If the output is received as highlighted in red, the softlink for Comagent directory has been restored.</p>

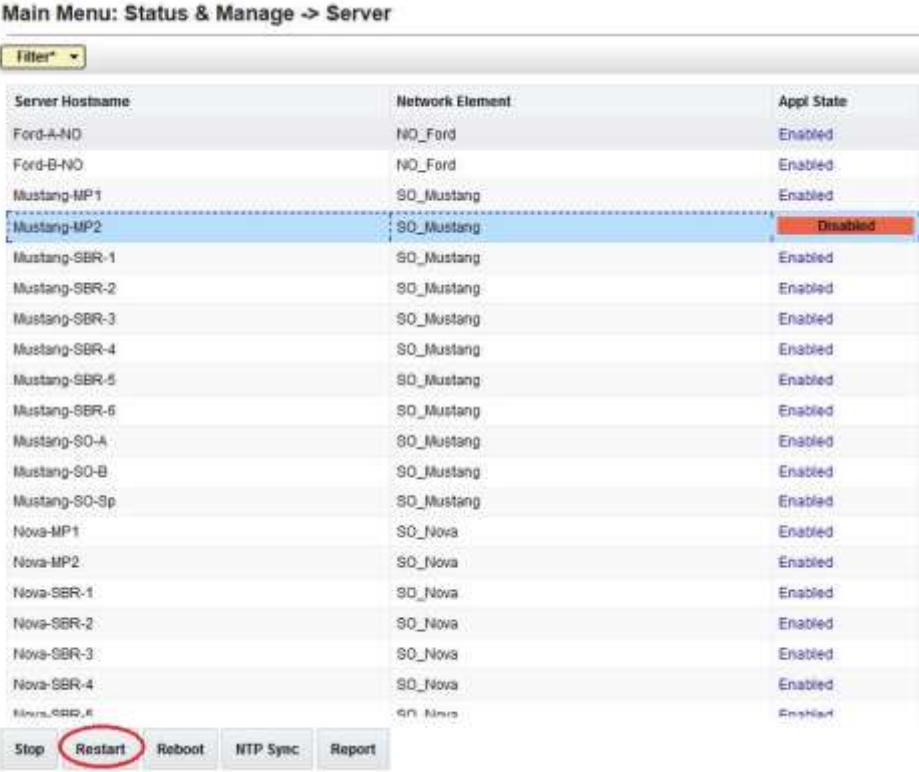

Appendix V. Manual Completion of Server Upgrade

Procedure 74. Manual Completion of Server Upgrade

Step#	Procedure	Description
<p>This procedure provides the details about manual completion of server upgrade.</p> <p>Note: In the unlikely event that after the upgrade, if the Upgrade State of server is Backout Ready and the Status Message displays Server could not restart the application to complete the upgrade, then perform Appendix U to create a link of Comagent.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1.</p> <p><input type="checkbox"/></p>	<p>NOAMP VIP GUI: Login: Log into the server (if not already done)</p>	<p>If not already done, establish a GUI session on the NOAM server the VIP IP address of the NOAM server.</p> <p>Open the web browser and enter a URL of:</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <p>http://<Primary_NOAM_VIP_IP_Address></p> </div> <p>Log into the NOAM GUI as the guiadmin user:</p>  <p>Unauthorized access is prohibited. This Oracle system requires the use of Microsoft Internet Explorer 9.0, 10.0, or 11.0 with support for JavaScript and cookies.</p> <p><i>Oracle and Java are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.</i></p> <p><i>Copyright © 2010, 2016, Oracle and/or its affiliates. All rights reserved.</i></p>


Step#	Procedure	Description																																																																																										
2. <input type="checkbox"/>	NOAMP VIP GUI: Verify server status	<ol style="list-style-type: none"> 1. Navigate to Status and Manage > HA. 2. Locate the server you want to upgrade. 3. Verify the Max Allowed HA Role is Standby. <div data-bbox="560 394 1458 1129" style="border: 1px solid #ccc; padding: 5px;"> <p>Main Menu: Status & Manage -> HA</p> <p>filter*</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>OAM HA Role</th> <th>Application HA Role</th> <th>Max Allowed HA Role</th> <th>Peer Hostname List</th> <th>Network Element</th> </tr> </thead> <tbody> <tr> <td>Ford-A-NO</td> <td>Standby</td> <td>N/A</td> <td>Active</td> <td>Ford-B-NO</td> <td>NO_Ford</td> </tr> <tr> <td>Ford-B-NO</td> <td>Active</td> <td>N/A</td> <td>Active</td> <td>Ford-A-NO</td> <td>NO_Ford</td> </tr> <tr> <td>Mustang-MP1</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Mustang-MP2</td> <td>SO_Mustang</td> </tr> <tr> <td>Mustang-MP2</td> <td>Standby</td> <td>Active</td> <td>Standby</td> <td>Mustang-MP1</td> <td>SO_Mustang</td> </tr> <tr> <td>Pinto-MP1</td> <td>Standby</td> <td>Active</td> <td>Active</td> <td>Pinto-MP2</td> <td>SO_Pinto</td> </tr> <tr> <td>Pinto-MP2</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Pinto-MP1</td> <td>SO_Pinto</td> </tr> <tr> <td>Mustang-SO-Sp</td> <td>Spare</td> <td>N/A</td> <td>Active</td> <td>Pinto-SO-A Pinto-SO-B</td> <td>SO_Mustang</td> </tr> <tr> <td>Pinto-SO-Sp</td> <td>Spare</td> <td>N/A</td> <td>Active</td> <td>Mustang-SO-A Mustang-SO-B</td> <td>SO_Pinto</td> </tr> <tr> <td>Mustang-SBR-1</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Mustang-SBR-2 Pinto-SBR-3</td> <td>SO_Mustang</td> </tr> <tr> <td>Mustang-SBR-2</td> <td>Standby</td> <td>Standby</td> <td>Active</td> <td>Mustang-SBR-1 Pinto-SBR-3</td> <td>SO_Mustang</td> </tr> <tr> <td>Mustang-SBR-3</td> <td>Spare</td> <td>Spare</td> <td>Active</td> <td>Pinto-SBR-1 Pinto-SBR-2</td> <td>SO_Mustang</td> </tr> <tr> <td>Pinto-SBR-1</td> <td>Standby</td> <td>Standby</td> <td>Active</td> <td>Mustang-SBR-3 Pinto-SBR-2</td> <td>SO_Pinto</td> </tr> <tr> <td>Pinto-SBR-2</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Mustang-SBR-3 Pinto-SBR-1</td> <td>SO_Pinto</td> </tr> <tr> <td>Pinto-SBR-3</td> <td>Spare</td> <td>Spare</td> <td>Active</td> <td>Mustang-SBR-1 Mustang-SBR-2</td> <td>SO_Pinto</td> </tr> </tbody> </table> <p>Edit</p> </div>	Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role	Peer Hostname List	Network Element	Ford-A-NO	Standby	N/A	Active	Ford-B-NO	NO_Ford	Ford-B-NO	Active	N/A	Active	Ford-A-NO	NO_Ford	Mustang-MP1	Active	Active	Active	Mustang-MP2	SO_Mustang	Mustang-MP2	Standby	Active	Standby	Mustang-MP1	SO_Mustang	Pinto-MP1	Standby	Active	Active	Pinto-MP2	SO_Pinto	Pinto-MP2	Active	Active	Active	Pinto-MP1	SO_Pinto	Mustang-SO-Sp	Spare	N/A	Active	Pinto-SO-A Pinto-SO-B	SO_Mustang	Pinto-SO-Sp	Spare	N/A	Active	Mustang-SO-A Mustang-SO-B	SO_Pinto	Mustang-SBR-1	Active	Active	Active	Mustang-SBR-2 Pinto-SBR-3	SO_Mustang	Mustang-SBR-2	Standby	Standby	Active	Mustang-SBR-1 Pinto-SBR-3	SO_Mustang	Mustang-SBR-3	Spare	Spare	Active	Pinto-SBR-1 Pinto-SBR-2	SO_Mustang	Pinto-SBR-1	Standby	Standby	Active	Mustang-SBR-3 Pinto-SBR-2	SO_Pinto	Pinto-SBR-2	Active	Active	Active	Mustang-SBR-3 Pinto-SBR-1	SO_Pinto	Pinto-SBR-3	Spare	Spare	Active	Mustang-SBR-1 Mustang-SBR-2	SO_Pinto
Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role	Peer Hostname List	Network Element																																																																																							
Ford-A-NO	Standby	N/A	Active	Ford-B-NO	NO_Ford																																																																																							
Ford-B-NO	Active	N/A	Active	Ford-A-NO	NO_Ford																																																																																							
Mustang-MP1	Active	Active	Active	Mustang-MP2	SO_Mustang																																																																																							
Mustang-MP2	Standby	Active	Standby	Mustang-MP1	SO_Mustang																																																																																							
Pinto-MP1	Standby	Active	Active	Pinto-MP2	SO_Pinto																																																																																							
Pinto-MP2	Active	Active	Active	Pinto-MP1	SO_Pinto																																																																																							
Mustang-SO-Sp	Spare	N/A	Active	Pinto-SO-A Pinto-SO-B	SO_Mustang																																																																																							
Pinto-SO-Sp	Spare	N/A	Active	Mustang-SO-A Mustang-SO-B	SO_Pinto																																																																																							
Mustang-SBR-1	Active	Active	Active	Mustang-SBR-2 Pinto-SBR-3	SO_Mustang																																																																																							
Mustang-SBR-2	Standby	Standby	Active	Mustang-SBR-1 Pinto-SBR-3	SO_Mustang																																																																																							
Mustang-SBR-3	Spare	Spare	Active	Pinto-SBR-1 Pinto-SBR-2	SO_Mustang																																																																																							
Pinto-SBR-1	Standby	Standby	Active	Mustang-SBR-3 Pinto-SBR-2	SO_Pinto																																																																																							
Pinto-SBR-2	Active	Active	Active	Mustang-SBR-3 Pinto-SBR-1	SO_Pinto																																																																																							
Pinto-SBR-3	Spare	Spare	Active	Mustang-SBR-1 Mustang-SBR-2	SO_Pinto																																																																																							
		<ol style="list-style-type: none"> 4. Click Edit. 																																																																																										

Step#	Procedure	Description																																																
<p>3.</p> <p><input type="checkbox"/></p>	<p>NOAMP VIP GUI: Change role</p>	<p>1. Change the Max Allowed HA Role to Active.</p> <p>2. Click OK.</p> <p>Main Menu: Status & Manage -> HA [Edit]</p> <hr/> <p>Modifying HA attributes</p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>Max Allowed HA Role</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Ford-A-NO</td> <td>Active <input type="button" value="v"/></td> <td>The maximum desired HA Role for Ford-A-NO</td> </tr> <tr> <td>Ford-B-NO</td> <td>Active <input type="button" value="v"/></td> <td>The maximum desired HA Role for Ford-B-NO</td> </tr> <tr> <td>Mustang-MP1</td> <td>Active <input type="button" value="v"/></td> <td>The maximum desired HA Role for Mustang-MP1</td> </tr> <tr> <td>Mustang-MP2</td> <td>Active <input type="button" value="v"/></td> <td>The maximum desired HA Role for Mustang-MP2</td> </tr> <tr> <td>Pinto-MP1</td> <td>Active <input type="button" value="v"/></td> <td>The maximum desired HA Role for Pinto-MP1</td> </tr> </tbody> </table>	Hostname	Max Allowed HA Role	Description	Ford-A-NO	Active <input type="button" value="v"/>	The maximum desired HA Role for Ford-A-NO	Ford-B-NO	Active <input type="button" value="v"/>	The maximum desired HA Role for Ford-B-NO	Mustang-MP1	Active <input type="button" value="v"/>	The maximum desired HA Role for Mustang-MP1	Mustang-MP2	Active <input type="button" value="v"/>	The maximum desired HA Role for Mustang-MP2	Pinto-MP1	Active <input type="button" value="v"/>	The maximum desired HA Role for Pinto-MP1																														
Hostname	Max Allowed HA Role	Description																																																
Ford-A-NO	Active <input type="button" value="v"/>	The maximum desired HA Role for Ford-A-NO																																																
Ford-B-NO	Active <input type="button" value="v"/>	The maximum desired HA Role for Ford-B-NO																																																
Mustang-MP1	Active <input type="button" value="v"/>	The maximum desired HA Role for Mustang-MP1																																																
Mustang-MP2	Active <input type="button" value="v"/>	The maximum desired HA Role for Mustang-MP2																																																
Pinto-MP1	Active <input type="button" value="v"/>	The maximum desired HA Role for Pinto-MP1																																																
<p>4.</p> <p><input type="checkbox"/></p>	<p>NOAMP VIP GUI: Verify change</p>	<p>Verify the Max Allowed HA Role changes to Active.</p> <p>Main Menu: Status & Manage -> HA</p> <p>Filter* <input type="button" value="v"/></p> <table border="1"> <thead> <tr> <th>Hostname</th> <th>GAM HA Role</th> <th>Application HA Role</th> <th>Max Allowed HA Role</th> <th>Male Hostname List</th> <th>Network Element</th> </tr> </thead> <tbody> <tr> <td>Ford-A-NO</td> <td>Standby</td> <td>N/A</td> <td>Active</td> <td>Ford-B-NO</td> <td>NO_Ford</td> </tr> <tr> <td>Ford-B-NO</td> <td>Active</td> <td>N/A</td> <td>Active</td> <td>Ford-A-NO</td> <td>NO_Ford</td> </tr> <tr> <td>Mustang-MP1</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Mustang-MP2</td> <td>SO_Mustang</td> </tr> <tr> <td>Mustang-MP2</td> <td>Standby</td> <td>Active</td> <td>Active</td> <td>Mustang-MP1</td> <td>SO_Mustang</td> </tr> <tr> <td>Pinto-MP1</td> <td>Standby</td> <td>Active</td> <td>Active</td> <td>Pinto-MP2</td> <td>SO_Pinto</td> </tr> <tr> <td>Pinto-MP2</td> <td>Active</td> <td>Active</td> <td>Active</td> <td>Pinto-MP1</td> <td>SO_Pinto</td> </tr> <tr> <td>Mustang-SO-Sp</td> <td>Spare</td> <td>N/A</td> <td>Active</td> <td>Pinto-SO-A Pinto-SO-B</td> <td>SO_Mustang</td> </tr> </tbody> </table>	Hostname	GAM HA Role	Application HA Role	Max Allowed HA Role	Male Hostname List	Network Element	Ford-A-NO	Standby	N/A	Active	Ford-B-NO	NO_Ford	Ford-B-NO	Active	N/A	Active	Ford-A-NO	NO_Ford	Mustang-MP1	Active	Active	Active	Mustang-MP2	SO_Mustang	Mustang-MP2	Standby	Active	Active	Mustang-MP1	SO_Mustang	Pinto-MP1	Standby	Active	Active	Pinto-MP2	SO_Pinto	Pinto-MP2	Active	Active	Active	Pinto-MP1	SO_Pinto	Mustang-SO-Sp	Spare	N/A	Active	Pinto-SO-A Pinto-SO-B	SO_Mustang
Hostname	GAM HA Role	Application HA Role	Max Allowed HA Role	Male Hostname List	Network Element																																													
Ford-A-NO	Standby	N/A	Active	Ford-B-NO	NO_Ford																																													
Ford-B-NO	Active	N/A	Active	Ford-A-NO	NO_Ford																																													
Mustang-MP1	Active	Active	Active	Mustang-MP2	SO_Mustang																																													
Mustang-MP2	Standby	Active	Active	Mustang-MP1	SO_Mustang																																													
Pinto-MP1	Standby	Active	Active	Pinto-MP2	SO_Pinto																																													
Pinto-MP2	Active	Active	Active	Pinto-MP1	SO_Pinto																																													
Mustang-SO-Sp	Spare	N/A	Active	Pinto-SO-A Pinto-SO-B	SO_Mustang																																													

Step#	Procedure	Description
5. <input type="checkbox"/>	NOAMP VIP GUI: Restart the server	<ol style="list-style-type: none"> 1. Navigate to Status & Manage > Server. 2. Select the server to upgrade. 3. Click Restart.  <p>Main Menu: Status & Manage -> Server</p> <p>After a few minutes, the Appl State change to Enabled.</p>
6. <input type="checkbox"/>	NOAMP VIP GUI: Verify status	<ol style="list-style-type: none"> 1. Navigate to Administration > Software Management > Upgrade. 2. Verify the Upgrade State changes to Accept or Reject and the Status Message changes to Success: Server manually completed.  <p>Main Menu: Administration -> Software Management -> Upgrade</p>

Appendix W. Identify the DC server

Procedure 75. Identify the DC Server

Step#	Procedure	Description
<p>This procedure provides the details to identify the DC server.</p> <p>Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	NOAMP VIP GUI: Login	<p>Open the web browser and enter a URL of:</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <code>http://<Primary_NOAM_VIP_IP_Address></code> </div> <p>Log into the NOAM GUI as the guiadmin user:</p>  <p>Unauthorized access is prohibited. This Oracle system requires the use of Microsoft Internet Explorer 9.0, 10.0, or 11.0 with support for JavaScript and cookies.</p> <p><i>Oracle and Java are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.</i></p> <p><i>Copyright © 2010, 2016, Oracle and/or its affiliates. All rights reserved.</i></p>
2. <input type="checkbox"/>	NOAMP VIP GUI: Select an MP server	<ol style="list-style-type: none"> 1. Navigate to Configuration > Server Groups. 2. Select an MP server from the server group that needs to be upgraded.
3. <input type="checkbox"/>	Login into MP Server using CLI SSH to MP server chosen above	<ol style="list-style-type: none"> 1. Use the SSH command (on UNIX systems – or putty if running on windows) to log into the MP server identified in Step 1. <pre>ssh admusr@<MP_SERVER_XMI> password: <enter password></pre> 2. Answer yes if you are asked to confirm the identity of the server

Step#	Procedure	Description
4. <input type="checkbox"/>	MP Server CLI: Find DC server	<p>Identify the DC server in the server group with this command: <code>ha.info -d</code></p> <p>If the server is the DC server, then output is similar to this: <pre>[admusr@X6201-MP1 ~]\$ ha.info -d Output from Node ID: X6201-MP1 Report Time: 12/14/2017 12:05:10.905 *** ** Election Mgr: C2121 (27a64d) *** DC: X6201-MP1 Generation: 2 State: DC Elected: 12/12/2017 09:18:08.905 Other Non-DC Group Members: X6201-MP5 X6201-MP3 X6201-MP4 X6201-MP2 DC Group Candidates: <none> *** ** End of Election Mgr: C2121 ***</pre></p> <p>If the server is not the DC server, then output is similar to this: <pre>[admusr@X6201-MP3 ~]\$ ha.info -d Output from Node ID: X6201-MP3 Report Time: 12/14/2017 12:05:38.314 *** ** Election Mgr: C2121 (27a64d) *** DC: X6201-MP1 Generation: 2 State: NON-DC ATTN: Reported from Non-DC node. Execute ha.info on DC for full status. DC Group Candidates: <none> *** ** End of Election Mgr: C2121 ***</pre></p>

Appendix X. Limitations of Auto Server Group Upgrade and Automated Site Upgrade

For multi-active server groups, such as DA-MP, non-deterministic server selection **could possibly** result in a network outage during the upgrade. In certain scenarios, customer preferences or requirements can result in configurations in which it is imperative that DA-MP servers must be, or conversely, cannot be, upgraded together. These scenarios are described in this section with the recommendation that customers NOT use ASG if any of these exists in their network.



CAUTION

Oracle's recommendation for any customer whose network aligns with any of the following scenarios is that the Automated Server Group upgrade should NOT be used on multi-active DA-MP server groups. Use of ASG risks a potential network outage.

For Automated Site Upgrade, following limitations can be solved by rearranging/adding the upgrade cycles. If the user does not want to create a custom upgrade plan by rearranging/adding cycles then in that case manual upgrade section 5.3 method should be used.

Specialized Fixed Diameter Connections

In this scenario, each peer node is configured to connect to two specific DA-MPs for local redundancy (Figure 18). With ASG/ASU setup for 50% minimum availability, three of the DA-MPs in the server group are upgraded in parallel. However, it is not possible to determine in advance which three DA-MPs are selected. Although the DSR has redundant connections to the peer nodes, an unfortunate selection of servers for upgrade could result in an outage. Upgrade cycle 1 takes out both DA-MPs connected to the unhappy peer. This peer is isolated for the duration of the upgrade.

The happy peer is connected to DA-MPs that are selected by ASG/ASU for different upgrade cycles. This peer is never isolated during the upgrade.

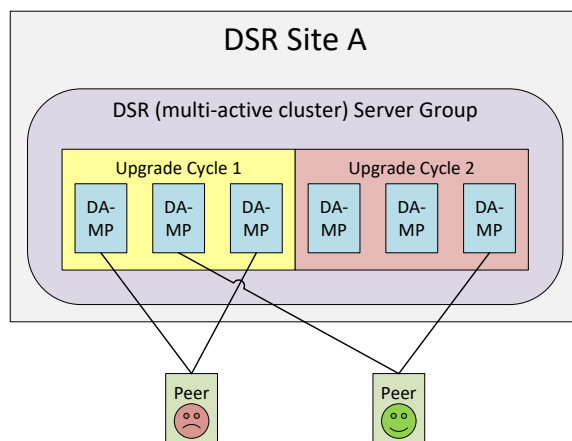


Figure 18. Specialized Fixed Diameter Connections

Specialized Floating Diameter Connections

In this scenario, each peer node is configured to connect to an IPFE TSA address hosted by a set of DA-MPs. When any particular TSA contains only a subset of the server group MPs, and the DSR upgrade logic happens to select that subset of MPs for simultaneous upgrade, then there is a signaling outage for that TSA. This scenario is depicted in Figure 19.

TSA1 is distributed across the first three DA-MPs, whereas TSA2 is distributed across all six DA-MPs. If ASG/ASU is initiated with 50% minimum availability, the DSR could select all three of the DA-MPs hosting TSA1 in the first upgrade cycle. The unhappy peer is isolated for the duration of upgrade cycle 1.

The happy peer is connected to TSA2, which is hosted by the DA-MP servers in such a way that the TSA is evenly hosted in both upgrade cycles. This peer is never isolated during the upgrade.

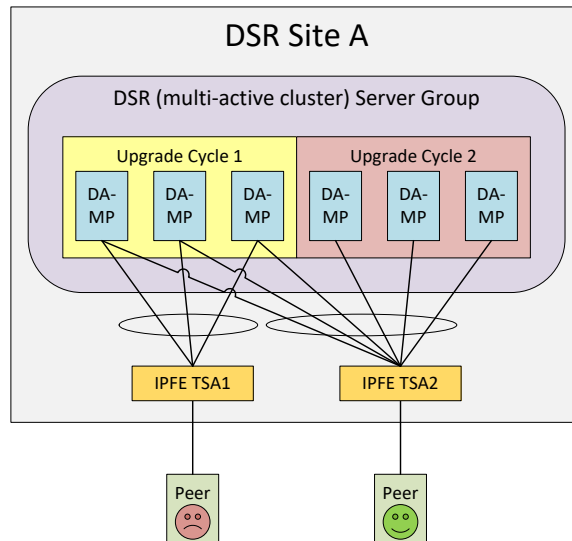


Figure 19. Specialized Floating Diameter Connections

Specialized Distribution of DSR Features

In this scenario, the customer has decided to enable P-DRA and RBAR on four DA-MP servers and DCA on two DA-MP servers, consistent with expected traffic load. With ASG setup for 50% minimum availability, the DA-MP server group is upgraded in two cycles. RBAR and P-DRA happen to be hosted by DA-MP servers selected by ASG/ASU to be in different upgrade cycles, albeit unbalanced. The RBAR peer is only marginally happy because during upgrade cycle 1, only 25% of RBAR and P-DRA capacity is available, even though the customer specified 50% availability.

DCA happens to be hosted by DA-MP servers selected by ASG/ASU to be in upgrade cycle 2. The DCA peer is unhappy because DCA is completely unavailable during upgrade cycle 2.

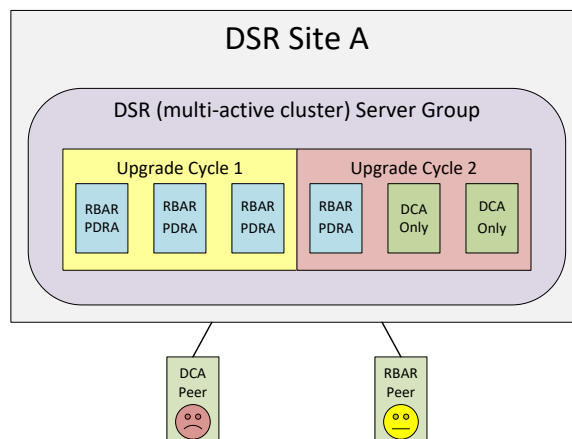


Figure 20. Specialized Distribution of DSR Features

Appendix Y. Fast Deployment Configuration File Description

An XML configuration file is the primary source of automated deployment and configuration information for the feature. The configuration defines one or more infrastructures that represent a set of hardware, software and TVOE hosts associated with a PMAC. The file also defines one or more application servers that are to be deployed to a specified infrastructure.

The sections to be modified are identified with a brief description

Note: Any sub-element that is not described should not be modified.

More information on the FDC Fast deployment configuration file can be found in [9].

Software Element

The optional software element contains one or more image elements representing deployable ISO images. Each image element has a required id attribute used to uniquely reference that image in the configuration file. The only element that should be modified is the name.

Name defines the ISO version of TVOE, Application, Mediation, Oracle or TPD image. Verify the versions match the version of software that to be installed. If they do not match, modify the configuration file as needed.

Enclosure Element

The enclosure element specifies the enclosure for a set of blade servers.

- cabhwid refers to the cabinet identification used at each site.
- encid refers to the enclosure identification used at each site.
- oa1 refers to the IP Address for the first OA within an enclosure.
- oa2 refers to the IP Address for the second OA within an enclosure.

Blade Element

The blade element specifies the blade within an enclosure, on which an IDIH system is installed.

Use the enchwid that has been specified within the PMAC to be IPM'd.

- bay is the bay location of the blade to be IPM'd.
- type is the hardware type, for example, Gen 6 or Gen 8 blade.

RMS Element

The rms element specifies a rack-mount server in the infrastructure, and provisions it in PMAC if not already present. The rmsOOBIP, rmsname, and cabhwid elements should be modified.

The rmsOOBIP sub-element is the only required sub-element, and it specifies the IP address of the RMS iLO.

The rmsname sub-element specifies the name of the RMS when provisioned in PMAC. The cabhwid sub-element specifies the ID of the cabinet.

TVOE Software Element

The TVOE software stanza should not be added to an IDIH system where the IDIH guest is co-located with a PMAC guest.

Note: Do not IPM the TVOE host when the IDIH guest and PMAC guest are on the same TVOE host.

TVOE Server info Element

A server info element specifies configuration information for TVOE hosts, guests, and native application servers. The only sub elements that should be changed are the TVOE hostname and TVOE ntpserver ipaddress.

The hostname sub element sets the hostname for the TVOE host.

The ntpservers sub element sets NTP servers for the system. It may contain up to five ntpserver sub elements. Each ntpserver element contains name and ipaddress sub elements which are the host name and IP address of the NTP servers.

TVOE tpdinterface Sub-Element

The tpdinterface sub element specifies the TVOE interface configuration. The only sub elements that should be modified are the device, type, vlandata and vlandid elements.

- device contains the name of the TVOE interface device.
- type can be either Vlan or Bonding.
- vlandata contains a vlandid sub-element with the ID of the vlan.

TVOE tpdbridge Sub-Element

Each tpdbridge sub element specifies the TVOE bridge configuration. The sub elements that should be modified are interfaces, address, and netmask.

- interfaces defines the interfaces in the TVOE host bridge.
- address defines the IP address of the TVOE host bridge.
- netmask defines the network mask for the TVOE host bridge.

TVOE tpdroute Sub-Element

This tpdroute sub element specifies the TVOE route configuration. The only sub element that should be modified is the gateway.

- gateway specifies the gateway for the XMI route used by the TVOE host.

Oracle Guest Scripts Element Network

The scripts element defines files that are executed as part of the IPM process. Currently, network configuration of the TVOE guest is not directly supported by the Fast Deployment. Instead, the netAdm script is called with arguments. The only arguments that should be modified are the address, netmask, and gateway.

- address defines the IP XMI address of the Oracle guest.
- netmask defines the Oracle guest XMI netmask.
- gateway defines the XMI default route used by the Oracle guest.

Mediation Guest Scripts Element Network

The scripts element defines files that are executed as part of the IPM process. Currently, network configuration of the TVOE guest is not directly supported by the Fast Deployment. Instead, the netAdm script is called with arguments. The only arguments that should be modified are the address, netmask, and gateway.

- address defines the IP XMI and IMI address of the Mediation guest.
- netmask defines the Mediation guest XMI and IMI netmask.
- gateway defines the XMI default route used by the mediation guest.

Application Guest Scripts Element Network

The scripts element defines files that are executed as part of the IPM process. Currently, network configuration of the TVOE guest is not directly supported by the Fast Deployment. Instead, the netAdm script is called with arguments. The only arguments that should be modified are the address, netmask, and gateway.

- address defines the IP XMI address of the Application guest.
- netmask defines the Application guest XMI netmask.
- gateway defines the XMI default route used by the Application guest.

Y.1. Sample FDC Configuration File

```

<fdc>
  <infrastructures>
    <infrastructure name="PMAC">
      <!--Software Elements-->
      <software>
        <image id="tvoe">
          <name>872-2525-101-2.5.0_82.12.1-TVOE-x86_64</name>
        </image>
        <image id="app">
          <name>872-2427-102-7.0.0_7.0.0-apps-x86_64</name>
        </image>
        <image id="med">
          <name>872-2427-101-7.0.0_7.0.0-mediation-x86_64</name>
        </image>
        <image id="ora">
          <name>872-2440-104-7.0.0_7.0.0-oracle-x86_64</name>
        </image>
        <image id="t">
          <name>TPD.install-7.5.0_82.15.0-CentOS6.4-x86_64</name>
        </image>
      </software>

      <hardware>
        <cabinet id="cab1">
          <cabid>1</cabid>
        </cabinet>

        <!--Enclosure Element: Update cabhwid, endid and oa ip's-->
        <enclosure id="enc1">
          <cabhwid>cab1</cabhwid>
          <encid>1401</encid>
          <oa1>10.240.71.197</oa1>
          <oa2>10.240.71.198</oa2>
        </enclosure>

        <!--Blade Element: Update enchwid, bay and type-->
        <blade id="blade7">
          <enchwid>enc1</enchwid>
          <bay>7F</bay>
          <type>ProLiant BL460c G6</type>
        </blade>

        <!--Rack Mount Server Element: update rmsOOBIP with ILO IP-->
        <rms id="mgmtsrvr">
          <rmsOOBIP>10.250.36.27</rmsOOBIP>
          <rmsname>d-ray</rmsname>
          <cabhwid>cab1</cabhwid>
          <rmsuser>root</rmsuser>
      </hardware>
    </infrastructure>
  </infrastructures>
</fdc>

```

```

        <rmspassword>Tk1cRoot</rmspassword>
        <type>ProLiant DL380 G8</type>
    </rms>
</hardware>

<tvoehost id="mgmtsrvrtvoe">
    <!--TVOE Hardware Element: Update the name of the tvoe device-->
    <!--In this example we are configuring a rms server-->
    <hardware>
        <rmshwid>mgmtsrvr</rmshwid>
        <!--bladehwid>blade7</bladehwid-->
    </hardware>

    <!--TVOE Software Element-->
    <!--Do Not Use this element when the PM&C host co-exist with IDIH-->
    <software>
        <baseimage>tvoe</baseimage>
    </software-->

    <server info>
        <!--tvoe hostname: Update hostname-->
        <hostname>d-ray</hostname>
        <!--tvoe ntpservers: Update ip address-->
        <ntpservers>
            <ntpserver>
                <name>ntpserver1</name>
                <ipaddress>10.250.32.10</ipaddress>
            </ntpserver>
        </ntpservers>
    </server info>

    <tpdnetworking>
        <tpdinterfaces>
            <!--tvoe xmi interface: Update device and vlanid-->
            <tpdinterface id="xmi">
                <device>bond0.3</device>
                <type>Vlan</type>
                <vlandata>
                    <vlanid>3</vlanid>
                </vlandata>
                <onboot>yes</onboot>
                <bootproto>none</bootproto>
            </tpdinterface>

            <!--Tvoe imi interface: Update device and vlanid-->
            <tpdinterface id="imi">
                <device>bond0.4</device>
                <type>Vlan</type>
                <vlandata>
                    <vlanid>4</vlanid>
                </vlandata>
            </tpdinterface>
        </tpdinterfaces>
    </tpdnetworking>

```

```

        </vlandata>
        <onboot>yes</onboot>
        <bootproto>none</bootproto>
    </tpdinterface>
</tpdinterfaces>

<tpdbridges>
    <!--Tvoe xmi bridge: Update interfaces, ipaddress and netmask-->
    <tpdbridge id="xmibr">
        <name>xmi</name>
        <!--Make sure this value matches the imi tpdinterface-->
        <interfaces>bond0.3</interfaces>
        <bootproto>none</bootproto>
        <address>10.240.51.39</address>
        <netmask>255.255.255.0</netmask>
        <onboot>yes</onboot>
    </tpdbridge>

    <!--Tvoe imi bridge: Update interfaces, ipaddress and netmask-->
    <tpdbridge id="imibr">
        <name>imi</name>
        <!--Make sure this value matches the imi tpdinterface-->
        <interfaces>bond0.4</interfaces>
        <bootproto>none</bootproto>
        <onboot>yes</onboot>
    </tpdbridge>
    <tpdbridge id="intbr">
        <name>int</name>
        <bootproto>none</bootproto>
        <onboot>yes</onboot>
    </tpdbridge>
</tpdbridges>

<tpdroutes>
    <!--Tvoe default gateway address: Update gateway-->
    <tpdroute id="default">
        <type>default</type>
        <device>xmi</device>
        <gateway>10.240.30.3</gateway>
    </tpdroute>
</tpdroutes>
</tpdnetworking>

<scripts>
    <predeploy>
        <!--configExt configures external disk-->
        <scriptfile id="configExt">
            <image>med</image>
    </predeploy>
</scripts>

```

```

        <imagefile>external.pl</imagefile>
        <filename>/root/external.pl</filename>
    </scriptfile>
</predeploy>
</scripts>
</tvoehost>
</infrastructure>
</infrastructures>

<servers>
  <!--Oracle Guest Configuration-->
  <tvoeguest id="Oracle">
    <infrastructure>PMAC</infrastructure>
    <tvoehost>mgmtsrvrtvoe</tvoehost>

    <!--Oracle Guest Profile: Update if hardware is Gen6 default is
    Gen8-->
    <!--profile>ORA_GEN6</profile-->
    <profile>ORA_GEN8</profile>
    <name>oracle</name>
    <software>
      <baseimage>tpd</baseimage>
      <appimage>ora</appimage>
    </software>
    <server info>

      <!--Oracle guest hostname-->
      <hostname>mamie</hostname>
    </server info>

  </tvoeguest>

  <scripts>
    <presrvapp>
      <scriptfile id="oracleInt">
        <filename>/usr/TKLC/plat/bin/netAdm</filename>
        <arguments>set --device=int --address=10.254.254.2 --
          netmask=255.255.255.224
          --onboot=yes --bootproto=none</arguments>
      </scriptfile>

      <!--Oracle Guest xmi network: Update address and netmask-->
      <scriptfile id="oracleXmi">
        <filename>/usr/TKLC/plat/bin/netAdm</filename>
        <arguments>set --device=xmi --address=10.250.51.184 --
          netmask=255.255.255.0
          --onboot=yes --bootproto=none</arguments>
      </scriptfile>

      <!--Oracle Guest xmi default route: Update gateway-->
      <scriptfile id="oracleRoute">
        <filename>/usr/TKLC/plat/bin/netAdm</filename>

```

```

        <arguments>add --route=default --device=xmi --
        gateway=10.250.51.1</arguments>
    </scriptfile>
</presrvapp>
<postsrvapp>
    <!--Oracle Post Server Application Configuration Script-->
    <scriptfile id="oracleConfig">
        <filename>/opt/xIH/oracle/configureOracle.sh</filename>
        <timeout>2700</timeout>
    </scriptfile>
</postsrvapp>
</scripts>
</tvoeguest>

<!--Mediation Guest Configuration-->
<tvoeguest id="Mediation">
    <infrastructure>PMAC</infrastructure>
    <tvoehost>mgmtsrvrtvoe</tvoehost>

    <!--Mediation Guest Profile: Update if hardware is Gen6 default is
    Gen8-->
    <!--profile>MED_GEN6</profile-->
    <profile>MED_GEN8</profile>
    <name>mediation</name>
    <software>
        <baseimage>tpd</baseimage>
        <appimage>med</appimage>
    </software>

    <!--Mediation guest hostname-->
    <server info>
        <hostname>poney</hostname>
    </server info>
    <scripts>
        <presrvapp>
            <scriptfile id="medInt">
                <filename>/usr/TKLC/plat/bin/netAdm</filename>
                <arguments>set --device=int --address=10.254.254.3 --
                netmask=255.255.255.224
                --onboot=yes --bootproto=none</arguments>
            </scriptfile>

            <!--Mediation Guest xmi network: Update address and netmask-->
            <scriptfile id="medXmi">
                <filename>/usr/TKLC/plat/bin/netAdm</filename>
                <arguments>set --device=xmi --address=10.250.51.185 --
                netmask=255.255.255.0
                --onboot=yes --bootproto=none</arguments>
            </scriptfile>

            <!--Mediation Guest xmi default route: Update gateway-->

```

```

    <scriptfile id="medRoute">
      <filename>/usr/TKLC/plat/bin/netAdm</filename>
      <arguments>add --route=default --device=xmi --
        gateway=10.250.51.1</arguments>
    </scriptfile>

    <!--Mediation Guest imi network: Update address and netmask-->
    <scriptfile id="medImi">
      <filename>/usr/TKLC/plat/bin/netAdm</filename>
      <arguments>set --device=imi --address=192.168.10.55 --
        netmask=255.255.255.0
        --onboot=yes --bootproto=none</arguments>
    </scriptfile>
  </presrvapp>

  <!--Mediation Post Deploy Database Configuration Script-->
  <postdeploy>
    <scriptfile id="medConfig">
      <filename>/opt/xIH/mediation/xdrDbInstall/install.sh</filen
        ame>
    </scriptfile>
  </postdeploy>
</scripts>
</tvoeguest>

<!--Application Guest Configuration-->
<tvoeguest id="Application">
  <infrastructure>PMAC</infrastructure>
  <tvoehost>mgmtsrvrtvoe</tvoehost>

  <!--Application Guest Profile: Update if hardware is Gen6 default is
  Gen8-->
  <!--profile>APP_GEN6</profile-->
  <profile>APP_GEN8</profile>
  <profile>application</profile>
  <name>application</name>
  <software>
    <baseimage>tpd</baseimage>
    <appimage>app</appimage>
  </software>

  <!--Application guest hostname: Update hostname-->
  <server info>
    <hostname>jesco</hostname>
  </server info>
  <scripts>
    <presrvapp>
      <scriptfile id="appInt">
        <filename>/usr/TKLC/plat/bin/netAdm</filename>
        <arguments>set --device=int --address=10.254.254.4 --
          netmask=255.255.255.224
      </scriptfile>
    </presrvapp>
  </scripts>
</tvoeguest>

```

```

        --onboot=yes --bootproto=none</arguments>
</scriptfile>

<!--Application Guest xmi network: Update address and netmask-->
->
<scriptfile id="appXmi">
    <filename>/usr/TKLC/plat/bin/netAdm</filename>
    <arguments>set --device=xmi --address=10.250.51.186 --
        netmask=255.255.255.0
        --onboot=yes --bootproto=none</arguments>
</scriptfile>

<!--Application Guest xmi default route: Update gateway-->
<scriptfile id="appRoute">
    <filename>/usr/TKLC/plat/bin/netAdm</filename>
    <arguments>add --route=default --device=xmi --
        gateway=10.250.51.1</arguments>
</scriptfile>
</presrvapp>
<postdeploy>

    <!--Sleep allows time for mediation scripts completion-->
    <scriptfile id="appSleep">
        <filename>/bin/sleep</filename>
        <arguments>60</arguments>
    </scriptfile>

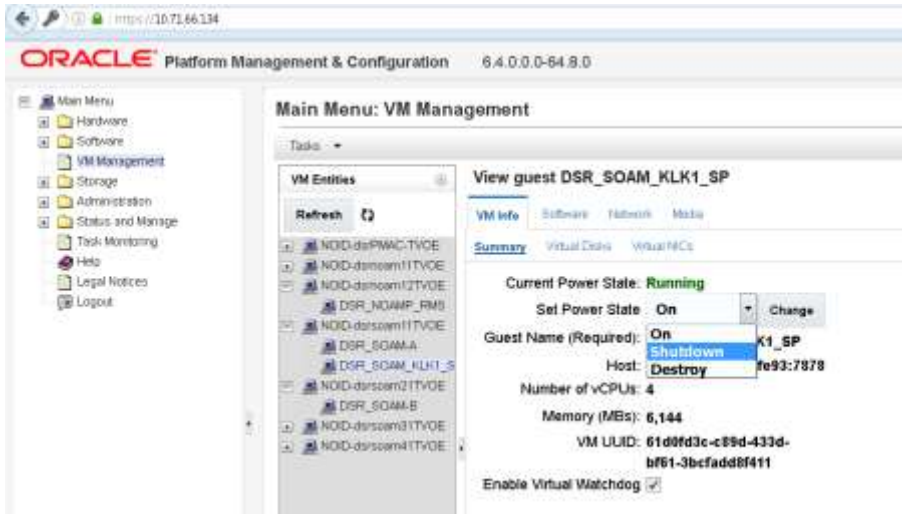
    <!--Application Post Deploy Configuration Script-->
    <scriptfile id="appConfig">
        <filename>/opt/xIH/apps/install.sh</filename>
        <timeout>3000</timeout>
    </scriptfile>
</postdeploy>
</scripts>
</tvoeguest>
</servers>
</fdc>

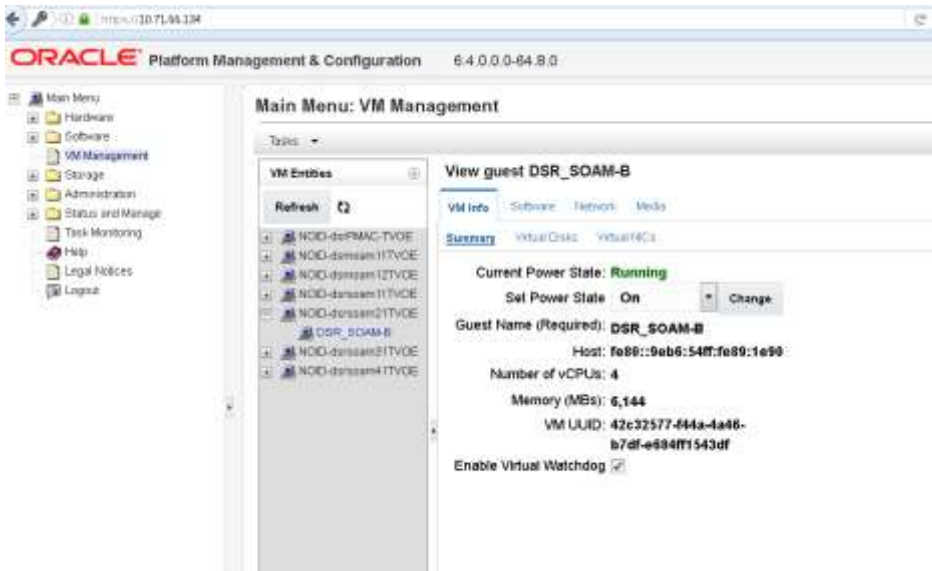
```

Appendix Z. Change SOAM VM Profile for Increased MP Capacity

Procedure 76. Change SOAM VM profile for increased MP Capacity

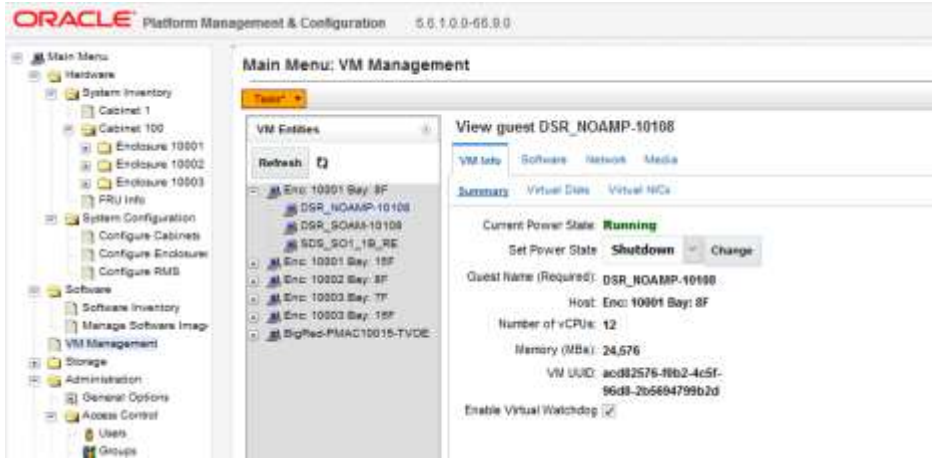
Step#	Procedure	Description
		<p>This procedure describes how to change SOAM VM profile when the MP capacity is increased. Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>

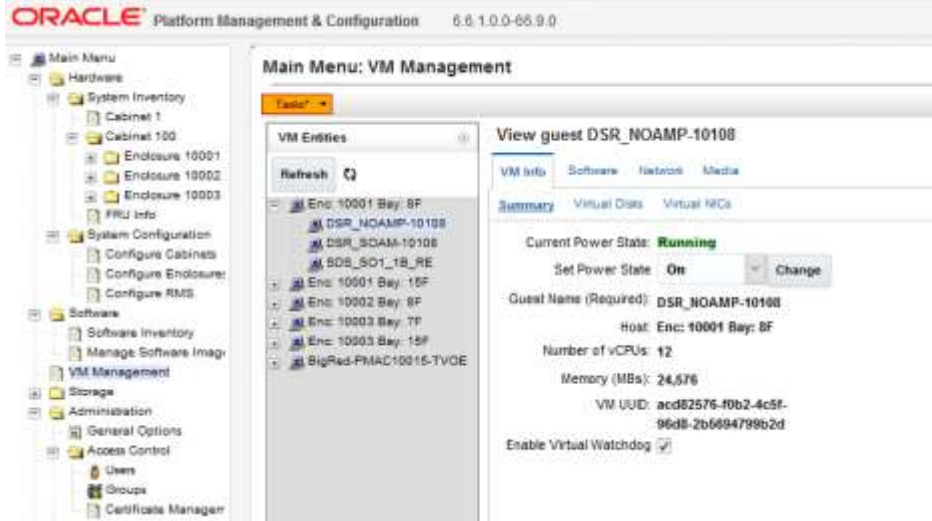
Step#	Procedure	Description
1. <input type="checkbox"/>	Login PMAC:	<ol style="list-style-type: none"> 1. Log into the PMAC GUI using the VIP. 2. Navigate to Main Menu -> VM Management 3. Select the Standby SOAM
2. <input type="checkbox"/>	Stop/Shutdown VM	<ol style="list-style-type: none"> 1. In Set Power State field, select Shutdown option from the dropdown menu. 2. Modify Number of vCPUs to 8 3. Modify Memory to 14GB (1024 X 16) 4. Click Change. Confirm the pop-up and wait for the power state to change to Shutdown. This may take a few moments as this executes a graceful shutdown of the guest VM. 

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC VIP: ON VM</p>	<ol style="list-style-type: none"> 1. In Set Power State field, select ON option from the dropdown menu. 2. Click Change. Confirm the pop-up and wait for the power state to change to ON. This may take a few moments as this executes a graceful shutdown of the guest VM. 
<p>4.</p> <p><input type="checkbox"/></p>	<p>Login to SOAM using CLI</p>	<ol style="list-style-type: none"> 1. Use the SSH command to log into the respective SOAM identified. <pre>ssh admusr@<SERVER_XMI></pre> <pre>password: <enter password></pre> 2. Answer yes if you are asked to confirm the identity of the server
<p>5.</p> <p><input type="checkbox"/></p>	<p>SOAM CLI: Increase measurement memory and queue size</p>	<ol style="list-style-type: none"> 1. Execute to the below mentioned command: <pre>sudo sh /usr/TKLC/dsr/prod/maint/loaders/install/load.AppwMeasMem</pre> 2. Verify if <code>MeasMem.ini</code> file is created for measurement memory size of 3072 MB : <pre>cat /var/TKLC/appworks/ini/MeasMem.ini.</pre> <p>Note: INI entry should be <code>aw.measure.maxmem = 3072</code></p> 3. Verify that measurement queue size is set to 2 in <code>LongParam</code> table where parameter name "measurementMaxQueues" is 2, by executing: <pre>iqtool -pE LongParam grep measurementMaxQueues</pre>
<p>6.</p> <p><input type="checkbox"/></p>	<p>Repeat on Active SOAM</p>	<p>Repeat the above steps on all active SOAMs.</p>

Appendix AA. Change NOAM VM Profile for Increased MP Capacity

Procedure 77. Change NOAM VM profile for increased MP Capacity

Step#	Procedure	Description
<p>This procedure describes how to change NOAM VM profile when the MP capacity is increased. Check off (√) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
<p>1. <input type="checkbox"/></p>	<p>Login NOAM: login to NOAM GUI</p>	<ol style="list-style-type: none"> Log into the NOAM GUI using the VIP. Navigate to Main Menu -> VM Management Select the Standby NOAM
<p>2. <input type="checkbox"/></p>	<p>Stop/Shutdown VM</p>	<ol style="list-style-type: none"> In Set Power State field, select Shutdown option from the dropdown menu. Modify Number of vCPUs to 8 Modify Memory to 14GB (1024 X 16) Click Change. Confirm the pop-up and wait for the power state to change to Shutdown. This may take a few moments as this executes a graceful shutdown of the guest VM.  <p>The screenshot shows the Oracle Platform Management & Configuration interface. The main menu is 'VM Management'. A 'VM Entities' list shows 'DSR_NOAMP-10108' selected. The 'View guest DSR_NOAMP-10108' panel shows 'Current Power State: Running' and 'Set Power State: Shutdown' with a 'Change' button. Other details include 'Guest Name (Required): DSR_NOAMP-10108', 'Host: Enc: 10001 Bay: 8F', 'Number of vCPUs: 12', and 'Memory (MB): 24,576'.</p>

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC VIP: ON VM</p>	<p>1. In Set Power State field, select ON option from the dropdown menu.</p> <p>2. Click Change. Confirm the pop-up and wait for the power state to change to ON. This may take a few moments as this executes a graceful shutdown of the guest VM.</p> 
<p>4.</p> <p><input type="checkbox"/></p>	<p>Login to NOAM using CLI</p>	<p>Use the SSH command to log into the respective NOAM identified.</p> <pre>ssh admusr@<SERVER_XMI> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server</p>
<p>5.</p> <p><input type="checkbox"/></p>	<p>NOAM CLI: Create measurement file</p>	<p>1. Execute the below mentioned command:</p> <pre>sudo sh /usr/TKLC/dsr/prod/maint/loaders/install/load.AppwMeasMem</pre> <p>2. Verify if MeasMem.ini file is created for measurement memory size of 3072 MB :</p> <pre>cat /var/TKLC/appworks/ini/MeasMem.ini.</pre> <p>Note: INI entry should be aw.measure.maxmem = 3072</p> <p>3. Verify that measurement queue size is set to 2 in LongParam table where parameter name "measurementMaxQueues" is 2, by executing:</p> <pre>iqtool -pE LongParam grep measurementMaxQueues</pre>
<p>6.</p> <p><input type="checkbox"/></p>	<p>Repeat on Active NOAM</p>	<p>Repeat the above steps on all active NOAMs.</p>

Appendix BB. Workarounds

BB.1. Resolve DB Site Replication Alarms

This procedure resolves DB site replication alarms if encountered during the upgrade. Database (DB) replication failure alarms may display during an Auto Site Upgrade (ASU) or during an event that resets multiple servers in parallel. The DB on the child servers is not updated until resolved.

Procedure 78. Workaround to Resolve DB Site Replication Alarms

Step#	Procedure	Description
<p>This procedure restarts the <code>inetrep</code> process on the server that has a DB replication failure alarm.</p> <p>Note: All UI displays are sample representations of upgrade screens. The actual display may vary slightly.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Server CLI: Log into the server	Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the active NOAM: <pre>ssh admusr@<server address></pre> <pre>password: <enter password></pre> Answer yes if you are asked to confirm the identity of the server.
2. <input type="checkbox"/>	Server CLI: Check if the replication links are up	Execute this command: <pre>irepstat</pre> Some of the B-C and C-C replications links may be down.
3. <input type="checkbox"/>	Server CLI: Resolve replication issue(s)	Execute this command: <pre>sudo pm.kill inetrep</pre>
4. <input type="checkbox"/>	Repeat, if needed	Repeat procedure on each affected server

BB.2. Resolve Server HA Switchover Issue

This procedure resolves the HA switchover issue.

Procedure 79. Workaround Resolve the HA Switchover Issue on Affected Server(s)

Step#	Procedure	Description
<p>This procedure restarts the <code>cmha</code> process on the server that has HA switchover issue.</p> <p>Note: All UI displays are sample representations of upgrade screens. The actual display may vary slightly.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Server CLI: Log into the server	Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the NOAM server which is experiencing the HA switchover issue : <pre>ssh admusr@<server address></pre> <pre>password: <enter password></pre> Answer yes if you are asked to confirm the identity of the server.


Step#	Procedure	Description
2. <input type="checkbox"/>	Server CLI: Resolve HA switchover issue(s)	Execute this command: <code>sudo pm.kill cmha</code>
3. <input type="checkbox"/>	Repeat, if needed	Repeat procedure on each affected server.


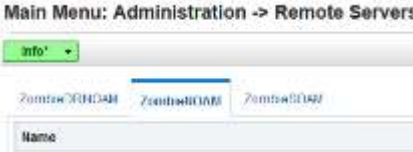




BB.3. SNMP Configuration


This workaround step should be performed only in the following cases:

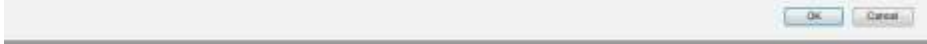
- If SNMP is not configured.
- If SNMP is already configured and SNMPv3 (V3Only) is selected as enabled version.

Procedure 80. Configure or Update SNMP Configuration

Step#	Procedure	Description
<p>This workaround configures or updates the SNMP with SNMPv2c and SNMPv3 as the enabled versions for SNMP Traps configuration, since PMAC does not support SNMPv3.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	NOAMP VIP GUI: Login	<p>If not already done, establish a GUI session on the NOAM server the VIP IP address of the NOAM server.</p> <p>Open the web browser and enter a URL of:</p> <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin: 5px 0;"> <code>http://<Primary_NOAM_VIP_IP_Address></code> </div> <p>Log into the NOAM GUI as the guiadmin user:</p> 


Step#	Procedure	Description
<p>2.</p> <p><input type="checkbox"/></p>	<p>NOAM VIP GUI: Configure/Update system-wide SNMP trap receiver(s)</p>	<ol style="list-style-type: none"> Navigate to Administration > Remote Servers > SNMP Trapping.  <ol style="list-style-type: none"> Select the Server Group tab for SNMP trap configuration:  <ol style="list-style-type: none"> Type the IP address or hostname of the Network Management Station (NMS) where you want to forward traps. This IP should be reachable from the NOAMP's XMI network. If already configured SNMP with SNMPv3 as enabled version, another server needs to be configured here. Continue to fill in additional secondary, tertiary, etc., Manager IPs in the corresponding slots if desired.  <ol style="list-style-type: none"> Set the Enabled Versions as SNMPv2c and SNMPv3.  <p>Note: In case, enabled versions of already configured SNMP is V3Only, then update the enabled versions as above. Check Traps Enabled checkboxes for the Manager servers being configured.  <ol style="list-style-type: none"> Type the SNMP Community Name.  <ol style="list-style-type: none"> Leave all other fields at their default values. Click OK. </p>

Step#	Procedure	Description
<p>3.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Login</p>	<p>Open web browser and enter:</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <p>http://<PMAC_Mgmt_Network_IP></p> </div> <p>Login as guiadmin user:</p> 
<p>4.</p> <p><input type="checkbox"/></p>	<p>PMAC GUI: Update the TVOE host SNMP community string</p>	<p>1. Navigate to Administration->Credentials->SNMP Community String Update.</p> <p>12. Check the Use Site Specific Read/Write Community String checkbox.</p> <hr/> <p>Select Read Only or Read/Write Community String:</p> <p><input type="radio"/> Read Only <input checked="" type="radio"/> Read/Write</p> <p>Check this box if updating servers using the Site Specific SNMP Community String:</p> <p><input checked="" type="checkbox"/> Use Site Specific Read/Write Community String</p> <p>Community String: <input type="text"/></p> <p>Note: The Community String value can be 1 to 31 uppercase, lowercase, or numeric characters.</p> <hr/> <p><input type="button" value="Update Servers"/></p> <p>13. Click Update Servers.</p>

Step#	Procedure	Description
		<p>You are about to update the Read/Write SHMP Credentials on all known supporting TIVC servers and the PMACs based on the control network of this PMAC. Changing of SHMP Community Strings is only supported across product release versions that support this functionality and attempting to do so with product versions not supporting it may cause the system to become inoperable.</p> <p>Are you sure you want to continue?</p>  <p>14. Click OK.</p> <p>15. Execute following command on PMAC CLI.</p> <pre>\$ sudo sentry restart</pre>

BB.4. Resolve Device Deployment Failed Alarm

Procedure 81. Workaround to Resolve Device Deployment Failed Alarm

Step#	Procedure	Description
<p>This procedure resolves the device deployment failed alarm, for example, 10054.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	NOAMP VIP GUI: Login	<p>Open the web browser and enter a URL of:</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <p>http://<Primary_NOAM_VIP_IP_Address></p> </div> <p>Log into the NOAM GUI as the guiadmin user:</p>  <p>Unauthorized access is prohibited. This Oracle system requires the use of Microsoft Internet Explorer 9.0, 10.0, or 11.0 with support for JavaScript and cookies.</p> <hr/> <p><i>Oracle and Java are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.</i></p> <p><i>Copyright © 2010, 2016, Oracle and/or its affiliates. All rights reserved.</i></p>

Step#	Procedure	Description
2. <input type="checkbox"/>	NOAMP VIP GUI: Identify server(s) and interface(s) with alarm	Navigate to current alarm details and identify the server and interface where the 10054 - Device Deployment Failed alarm is displayed. <ol style="list-style-type: none"> 1. Navigate to Alarms & Events -> View Active. 2. Look for the 10054 alarm make a list of the server(s) and interface(s).
3. <input type="checkbox"/>	NOAMP VIP GUI: Corrective action for alarm 10054	Interfaces like xmi and imi are in locked state and do not allow editing as a corrective action. For xmi and imi interfaces, first unlock the interface and for other interfaces skip steps (a) to (d) below. <ol style="list-style-type: none"> 1. Navigate to Configuration -> Networking -> Networks, select the respective "Network element" tab used for the server configuration 16. Click on the Network Name row. 17. Click Unlock. Click on the checkbox to confirm it and click OK. 18. To unlock the network for the particular device, navigate to Configuration > Networking > Devices. 19. Click on the Server tab from the list in Step 2. 20. Select each interface row one by one for which alarm is showing and click Edit. 21. Click OK. <p>Note: Give some time to system to auto correct the condition to clear the alarm.</p> <ol style="list-style-type: none"> 22. Once this step is done, lock the network back again which were unlocked above. <p>For xmi and imi interfaces, lock the interface back, for other interfaces skip (a) to (d) below.</p> <ol style="list-style-type: none"> 1. To lock the network for a specific device, navigate to Configuration > Networking > Networks, select the respective Network element tab used for the server configuration. 23. Click the Network Name row. 24. Click Lock. Click on the checkbox to confirm it and click OK.


BB.5. Resolve syscheck Error for CPU Failure

Procedure 82. Workaround to Resolve syscheck Error for CPU Failure

Step#	Procedure	Description
<p>This procedure is to resolve the syscheck errors for CPU failure.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
4. <input type="checkbox"/>	Log into the server using CLI on which syscheck is failing	<p>Use the SSH command (on UNIX systems – or putty if running on windows) to log into the server identified.</p> <pre>ssh admusr@<SERVER_XMI> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server</p>
5. <input type="checkbox"/>	Server CLI: Execute workaround	<p>1. Edit the cpu config file.</p> <pre>\$ sudo vim /usr/TKLC/plat/lib/Syscheck/modules/system/cpu/config</pre> <p>25. Comment out the all texts that reads: EXPECTED_CPUS= by putting # at the beginning of the line, for example:</p> <pre># EXPECTED_CPUS=2</pre> <p>26. Save the cpu config file.</p> <p>27. Reconfig the syscheck by running these commands:</p> <pre>sudo syscheck --unconfig sudo syscheck --reconfig sudo syscheck</pre> <p>CPU related errors do not display.</p>

BB.6. Resolve PDRA Trap Library Issue

Procedure 83. Workaround to resolve PDRA Trap Library Issue

Step#	Procedure	Description
<p>This workaround is to resolve PDRA Trap library issue.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	<p>Server CLI: Log into the server (if not already done)</p> 	<p>Use the SSH command (on UNIX systems – or putty if running on Windows) to log into the server under backout:</p> <pre>ssh admusr@<server address> password: <enter password></pre> <p>Answer yes if you are asked to confirm the identity of the server.</p> <p>Execute the following commands on servers where the services are in pending state:</p> <pre>rm -rf /etc/ld.so.cache echo "/usr/TKLC/dsr/lib" sudo tee -a /etc/ld.so.conf.d/dsr.conf sudo cat /etc/ld.so.conf.d/dsr.conf sudo ldconfig</pre> <p>Check for configured libraries, for example:</p> <pre>sudo ldconfig -p grep -i pdra</pre> <p>Output must have the following information:</p> <pre>libPdtraTraps.so (libc6,x86-64) => /usr/TKLC/dsr/lib/libPdtraTraps.so</pre> <p>Check whether all the services are Up,</p> <pre>sudo pl</pre>

BB.7. Restore the Servers with Backout Errors

Procedure 84. Workaround to Restore the Servers with Backout Errors

Step#	Procedure	Description
<p>This workaround is to resolve the backout failure error. Execute the below mentioned steps on the failed server.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Identify the rpm	<p>Recognize the rpm (dsr/dpi) which yielded the scriptlet failure. Examine the upgrade log at /var/TKLC/log/upgrade/upgrade.log for errors that occurred during the backout.</p> <pre>\$ rpm -qa <rpm_name></pre> <p>Example: <code>\$ rpm - qa <TKLCdsr.x86_64></code></p> <p>Note: There will be two rpms, identify the newer rpm.</p>
2. <input type="checkbox"/>	Uninstall the rpm	<p>Uninstall the newer version of the rpm:</p> <pre>rpm -e <rpm_name></pre>

Step#	Procedure	Description
3. <input type="checkbox"/>	Identify the rpm	Execute the following command: \$ rpm -qa <rpm_name> Note: There must be single rpm.
4. <input type="checkbox"/>	Restore the database	Run the <code>sudo /var/tmp/backout_restore</code> command to restore the database and restart the server.

BB.8. Reset SOAP Password

Procedure 85. Reset SOAP Password

Step#	Procedure	Description
<p>This procedure provides the details about resetting the SOAP password. When Oracle is upgraded, the following procedure resets the SOAP password, for the DSR to perform self-authenticate with IDIH.</p> <p>Check off (✓) each step as it is completed. Boxes have been provided for this purpose under each step number.</p> <p>If this procedure fails, it is recommended to contact My Oracle Support (MOS) and ask for assistance.</p>		
1. <input type="checkbox"/>	Login to NOAM: Login on the active NOAM server	<ol style="list-style-type: none"> 1. Login as admusr on the active NOAM server. 2. Retrieve the TPD web service password in plaintext by executing: \$ /usr/TKLC/appworks/bin/aw.wallet credential get cmsopa password <p>The command will print the current plaintext configuration web service password.</p> <p>For example:</p> <pre>7w57q9U00vOtKtgtLVTMajDcXfhCj2F4nyXw45qK6EXNHA9jACyQ</pre>
2. <input type="checkbox"/>	Login to the IDIH application server	<ol style="list-style-type: none"> 1. Login as admusr on the IDIH application server. 2. Change the user to tekelec by executing: sudo su - tekelec 3. Reset/Create the Configuration web service password: <ol style="list-style-type: none"> a. Go to the directory /usr/TKLC/xIH/apps/trace-refdata-adapter/ b. run ./resetSoapPassword.sh c. When prompted for password: <enter the password obtained from Step1.2> <p>Note: This script prints the encrypted password.</p> <p>The new encrypted SOAP password is stored into IDIH Oracle database.</p> 4. Verify if the password is stored in IDIH Oracle database by executing: <ol style="list-style-type: none"> a. sqlplus /@NSP b. Select * from DSR_USER_CREDENTIALS; Here you should see the same encrypted password as in Step 2.3. c. Type exit to exit from database.

Step#	Procedure	Description
		<p>5. After verifying that password is stored in database in Step 2.4, the WebLogic application server must be restarted on IDIH application server.</p> <ol style="list-style-type: none"> a. Become admusr by executing: <pre>exit</pre> b. Stop the WebLogic application server by executing: <pre>sudo service xih-apps stop</pre> c. Start the WebLogic application server by executing: <pre>sudo service xih-apps start</pre> <p>The Weblogic server might take few minutes to resume its service.</p> <p>Note: Upon completion of the above steps, in IDIH <code>/var/TKLC/xIH/log/apps/weblogic/apps/application.log</code> file you should see NO Error.</p>

Appendix CC. My Oracle Support (MOS)

MOS (<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 MOS 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 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 MOS, select 2.

You are connected to a live agent who can assist you with MOS registration and opening a support ticket. MOS is available 24 hours a day, 7 days a week, and 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the CAS main number at 1-800-223-1711 (toll-free in the US), or by calling 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

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. Under the **Oracle Communications** subheading, click the **Oracle Communications documentation** link. The Communications Documentation page appears. Most products covered by these documentation sets display under the headings **Network Session Delivery and Control Infrastructure** or **“Platforms.”**
4. Click on your Product and then the Release Number. A list of the entire documentation set for the selected product and release displays. 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.