

Knowledge Base Article #APP606

Upgrading 5000 Series SIP Appliance Software

Versions Affected 5000 Series SIP Appliances, ETM[®] System v6.0.x and later.

Synopsis When installing software on a SIP Appliance, additional steps are required compared to other appliance models. You first push the software package to the Call Processor at the Card level, which then makes it available on the Signaling and Media Proxy nodes. You must then activate the new software on each of the proxy nodes. See the instructions below for details.

More Information Follow the instructions below to upgrade software on the 5000 Series SIP Appliances.

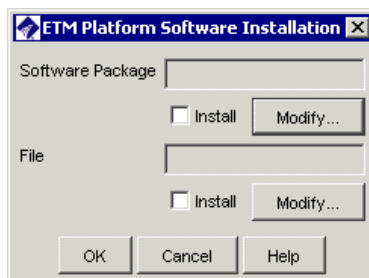
Installing Software on the Call Processor (Card) Before beginning, ensure that the software to be installed resides in the following directory:

<INSTALL_DIR>\ps\software_repository\package

To install the software on the Call Processor (Card level)

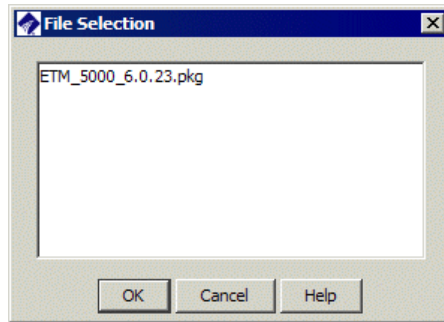
1. In the **Platform Configuration** subtree, do one of the following:
 - **Single Card**—Right-click the Card, and then click **Manage Software**.
 - **Multiple Cards**—Hold down CTRL, and then click each same-model Card you want to install software on, right-click the selection, and then click **Manage Software**.

The **ETM Platform Software Installation** dialog box appears.



2. Under the **Software Package** box, click **Modify**.

The **Software Version Selection** dialog box appears, showing all of the packages on the Server that apply to the selected Card type.



3. Click the software package, for example, **ETM_5000_6.0.23.pkg**, and then click **OK**.

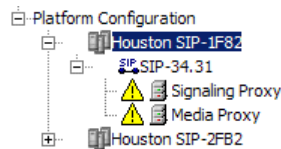


WARNING Do not reboot or power cycle the Appliance during software download, or you may render it inoperable. Observe the **Status Tool** and **Diagnostic Log** during the download. If you believe the Appliance is completely unresponsive at least 3 minutes after you began the download, contact SecureLogix Customer Support for assistance before you manually power cycle or reboot the Appliance.

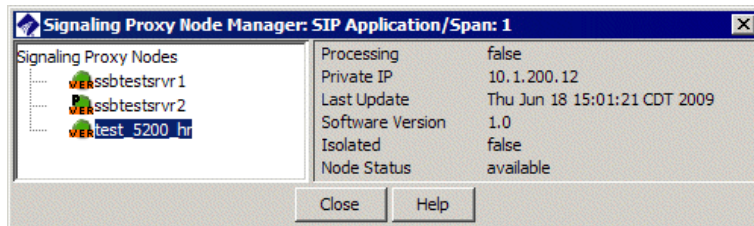
The procedure above pushed the software to the Call Processor, which then made it available on the signaling and media proxy nodes. Continue with the next procedure to activate the new software on the proxy nodes.

SIP Appliances Only

After installing new Appliance software on the SIP Call Processor, you must activate it on each of the proxy nodes for that appliance. Warning status icons appear next to the Appliance components in the **Platform Configuration** subtree indicating that the software version on the Call Processor is different from that on the Media and Signaling Proxy nodes.



When you open the Node Manager for the affected nodes, a red **ver** indicator appears over the icon for each node that has not been upgraded.

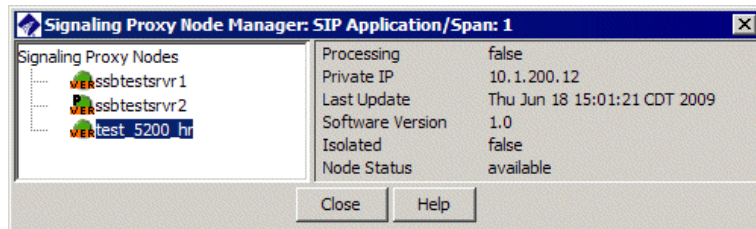


If HA is in use, it is recommended that you upgrade one available (non-processing) Media Proxy node and one available (non-processing) Signaling Proxy node and then isolate all other nodes to force failover to the upgraded nodes. If no issues occur, include the isolated nodes and activate the software on them. If issues do occur, you can include the non-upgraded nodes and isolate the upgraded node until the issues are resolved. Do not upgrade a node while it is processing; this will cause failover.

To activate newly installed software on the proxy nodes

Note: Isolated nodes cannot be upgraded. They must be included and available.

1. After pushing the software to the Call Processor, in the Performance Manager tree pane, right-click the Media Proxy node and click **Manage Nodes**. The **Node Manager** appears.



2. Right-click an available non-processing node and click **Update Software**.
3. Right-click the Signaling Proxy node and click **Manage Nodes**. The **Node Manager** appears.
4. Right-click a non-processing node and click **Update Software**.
5. After waiting a few minutes for the upgrade operation to complete, verify in the **Node Manager** that the node just upgraded has reconnected and the red VER label on its icon no longer appears. Also check for error logs. If issues occur, contact SecureLogix Customer Support for assistance. If no issues are discovered and HA is in use, see the next step.
6. If HA is in use, isolate the other Signaling Proxy and Media Proxy nodes to force failover to the upgraded pair of nodes. Then view the **Node Manager** and logs for error indications, and make test calls. If no issues occur, include the isolated nodes and repeat the above procedure for each node. If issues occur, include the non-upgraded nodes and then isolate the newly upgraded nodes. Contact Customer Support for assistance.

IMPORTANT Do not isolate the last processing node, or you will be unable to use the GUI to include any nodes. When all nodes are isolated, physical access to the appliance is required to bring nodes back online.

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The ETM System includes: Data Encryption Standard software developed by Eric Young (ey@mincom.oz.au),

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