

MiVoice MX-ONE

Upgrading and Updating

Release 7.4

November 26, 2020



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General

This document is written to provide an experienced technician with the information necessary to complete an update or upgrade operation of MiVoice MX-ONE.

For detailed information about the specific upgrade or update, see the release information for the specific release.

Rollback to the previously used software version can usually be done automatically.

NOTE: If upgrading from MX-ONE 6.x (or older release) to MX-ONE 7.0, rollback is not possible, due to license, encryption, security and OS version changes. A new installation of the older release will be required in case the upgrade fails.

Definitions

Upgrade

An upgrade package can consist of fault corrections, enhancements of functionality, and new functionality.

Update

An update package consists of fault corrections.

Releases

The following types of releases can be made available for MX-ONE.

Major Release

A Major Release is a complete release of MX-ONE. The package includes new and enhanced functionality as well as fault corrections. An upgrade to a new major release will usually require downtime of MX-ONE.

Dot Release

A Dot Release is an upgrade package including a complete release of MX-ONE. The package includes enhanced functionality as well as fault corrections. An upgrade to a new dot release will usually require downtime of MX-ONE.

Service Pack

A Service Pack is an update package applicable to a specific Major or Dot release. The Service Pack installation should normally have small impact on the system, but might involve a restart of the system, and down-time for the system.

A Service Pack mainly includes fault corrections released since the previous Major or Dot release. It replaces all previously released Service Packs for the same Major or Dot release.

Hotfix

Hotfix is a collection and accumulation of fixes for service-affecting issues and may include internal bug fixes. A hotfix replaces the latest service pack. Hotfixes can be applied through download tools.

Preparations

Backup Present System

Before starting the actual upgrade/update procedure, make a safety backup of the system and save the resulting files in a safe place. The backup can then be used in case the update or upgrade operation might fail. For more information about backups, see operational directions for *ADMINISTRATOR USER'S GUIDE*.

NOTE: Make a back up of MX-ONE Provisioning Manager before the update or upgrade if the tool is installed on the server.

Upgrade at Low Traffic

Even though the impact on the system usually will be very limited, it is strongly recommended to make the upgrade or update when the traffic is very low in the system. If it is necessary to restart the system, all ongoing calls will be cut off and lost.

Ensure Sufficient Disk Space

Disk space of at least 16 GB must be available in each Server (LIM) that is going to be upgraded. A number of MX-ONE Service Node Software (SW) versions can reside on disk simultaneously although just the active version, which is normally the one with the highest revision number, is needed. Disk memory can be set free by removing unused MX-ONE Service Node SW versions.

To free disk memory, see operational directions for *ADMINISTRATOR USER'S GUIDE*.

NOTE: When upgrading a system in the range of 20 to 32 Servers, with an ASU as server in Server 1, consider to take safety backups of configuration mirrors and then delete them from the disk, or else it will not be possible to have more than two upgrades available (on disk).

Execution

OS Upgrade

The Operating System, OS occasionally needs to be upgraded. The upgrading software will be available as ISO image files. OS upgrades will be released together with MiVoice MX-ONE Service Node SW update or upgrade releases. The release notes will tell if the OS should be upgraded before or after the MX-ONE Service Node SW upgrade. The OS upgrade operation must be performed on each Server (LIM) separately. The upgrade is performed when the system is operational. When the operation is finished a reboot is necessary.

For details, see details see Release notes SUSE Linux Enterprise Server 12 SPx.

MX-ONE Telephony System Upgrade

MX-ONE can be either a single-Server or a multi-Server system. In a multi-Server system, the upgrade must be performed on Server 1.

For Service pack updates, see applicable release notes for more information.

The execution in a Server (LIM) can be monitored with the command:

```
tail -f /var/log/localmessages
```

Execution

1. Upload the new package to directory `/local/home/mxone_admin/install_sw/` and make sure that the package has the correct properties (execute permission for `mxone_admin`).
2. On Server 1, log in as user `mxone_admin`.
3. Key command `sudo -H /opt/mxone_install/bin/mxone_maintenance` to start MX-ONE Maintenance Utility.
4. Select option Package handling - Add new package to the system.
5. Follow the procedure as instructed on screen.
6. Select option Package handling - Distribute package across the system.
7. Follow the procedure as instructed on screen.
8. Select option Upgrade MX-ONE Version - Prepare for upgrade.
9. Follow the procedure as instructed on screen.
10. Select option Upgrade MX-ONE Version- Upgrade.
11. Follow the procedure as instructed on screen.

SLES 12 Update Packages

This section is valid for both SLES Service Packs and for SLES patch packages.

NOTE: All existing mount points of the remote file system, for example: `/srv/ftp` must be removed before starting the update. Before copying the iso image (also the Recovery Image-MX-ONE_7.X.spX.hfX.rcX.iso could be used as upgrade media for Service Packs, SP) or tar file (for patch package), make sure that there is enough free disk space on root partition. At least 1.3 times the size of the SP or patch package is needed.

NOTE: The possibility to apply Service Packs was introduced in MX-ONE 7.1.

NOTE: After upgrade to SLES 12 SP5, rollback of MX-ONE system is not possible.

NOTE: Use the `mxone_admin` home directory to save the iso or patch package.

Upgrading Procedure

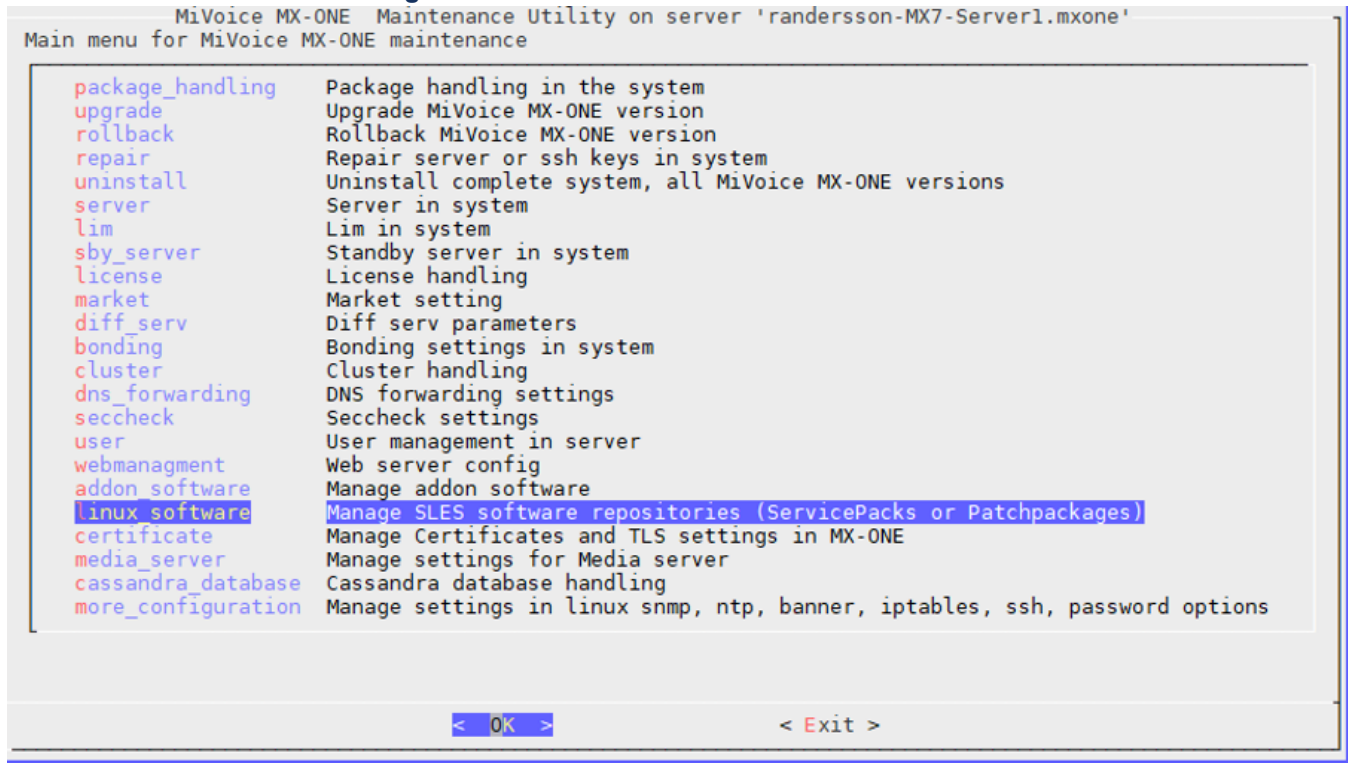
1. The MX-ONE system should be upgraded to MX-ONE 7.3 or later.
2. Check that the system works properly before upgrade of the Operating System. Rollback is not possible after SLES12 SP5 has been applied.
3. Upgrade to SLES12 SPx.
4. Reboot the complete system after upgrade of OS.
5. Apply SLES patches.
6. Reboot the complete system.

Preparing for Installation of SLES 12 SPx

As user `mxone_admin`, copy the SLES 12 SPx iso image also the Recovery Image-MX-ONE_7.X.spX.hfX.rcX.iso could be used as upgrade media for Service Packs (SP) or tar file (for patch package) and md5 sum file to the file system at server 1.

NOTE: If checksum file is missing, the update cannot be done.

Figure 5.1: Main menu for MiVoice MX-ONE Maintenance



Removing of Existing SLES Software

1. Login to the server 1 as `mxone_admin`.
2. Key in the following command:
`sudo /opt/mxone_install/bin/mxone_maintenance` to start MX-ONE Maintenance Utility.
3. Select option **linux_software** > **remove** to remove existing SLES software repositories (zypper repositories).
4. Select option **linux_software** > **add** to add a repository to all servers in the system.
5. Select option **linux_software** > **update** to update the system with Service Pack or Patch package.
6. After successful update, reboot all servers, and use **mxone_maintenance** > **linux_software** > **reboot**.

Rollback

A rollback is the action to undo all operations back to the latest successful release.

If upgrading from MX-ONE 6.x (or older release) to MX-ONE 7.0, rollback is not possible, due to license, encryption, security and OS version changes. A new installation of the older release will be required in case the upgrade fails.

General

Automatic rollback is supported on the MX-ONE Service Node level. The operation is selected from a menu when running the MX-ONE Maintenance Utility.

The execution in a Server (LIM) can be monitored with the command:

```
tail -f /var/log/localmessages
```

Execution

1. On Server 1, log in as user `mxone_admin`.
2. Key the following command:

```
sudo -H /opt/mxone_install/bin/mxone_maintenance to start MX-ONE Maintenance Utility
```

3. Select option Rollback MX-ONE version.
4. Follow the procedure as instructed on screen.

