CSPC Collection Platform Software Upgrade Guide

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Introduction

The Cisco Common Service Platform Collector (CSPC) is an SNMP-based tool that discovers and collects information from the Cisco devices installed on your network. The CSPC software provides an extensive collection mechanism to gather various aspects of customer device data. Information gathered by the collector is used by several Cisco Service offers, such as Smart Net Total Care, Partner Support Service, and Business Critical Services. The data is used to provide inventory reports, product alerts, configuration best practices, technical service coverage, lifecycle information, and many other detailed reports and analytics for both the hardware and operating system (OS) software.

Cisco releases Collection Platform Software upgrades periodically. These upgrades include new features, support for new devices, improved performance, or improved security for already deployed collectors at customer/partner locations. Users can apply these upgrades through the Software Updates tab of the collector user interface (UI) or admin shell (CLI).

Note It is highly recommended to upgrade the Collection Platform software to the latest version.

Upgrade Requirements

Connection to the list of Cisco servers (IP's and ports) in the below table is needed for the collector to communicate with them. In addition, the CCO login credentials that is registered and associated to the service contract is also needed.

- Before upgrading make sure the date and time of the collector appliance is accurate with respect to the installed location time zone or else the appliance might be at risk to fail communicating with Cisco.

Table 1-1 Requirements

Host Name	IP Address	Port
concsoweb-prd.cisco.com	72.163.7.113	HTTPS (TCP/443) outbound
dl.cisco.com	72.163.7.60	HTTP (TCP/80) and HTTPS (TCP/443) outbound
dl1.cisco.com	72.163.7.60	
dl2.cisco.com	173.37.146.12	
sso.cisco.com	173.37.144.208	HTTPS (TCP/443) outbound

Note The reference to service above represents any of the Cisco Services products (PSS, SNTC, and others).

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Manual Upgrade

Manual upgrade consists of two packs as follows:

- JeOS Pack upgrade: JeOS Pack upgrades all the OS components and must be confirmed installed before applying the Service Pack upgrade.
- Service Pack upgrade: Service Pack upgrades all the application components.

Upgrade Sequence from previous versions

Noted below are the upgrade paths required to bring supported collector versions to current.

Table 3-1 Upgrade Path for noted versions using root Shell

Sl. No.	Upgrade Path
1	2.11 >JeOS 2.11.0.1 > SP 2.11.0.1> 2.11.0.1

Note: 2.11.0.1 upgrade is supported from 2.11

Confirm the Current versions

To confirm the current version of CSPC using UI, perform the following:

Step 1 Login to CSPC UI using credentials.
Step 2 Once you are logged into CSPC, click Help menu > About > View Versions.

To confirm the current version of CSPC using CLI, perform the following.
Step 1 Login to CSPC CLI as admin.
Step 2 Enter the show_version.sh command to see version.
Step 1 Login to CSPC UI using credentials.
Step 2 Once you are logged into CSPC, click **Help** menu > **About** > **View Versions.**

To confirm the current version of CSPC using CLI, perform the following.

Step 1 Login to CSPC CLI as admin.
Step 2 Enter the `show_version.sh` command to see version.

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Apply JeOS Package 2.11.0.1

Steps to apply the JeOS package as the first step to update the collector software for all services to 2.11.0.1 Once confirmed installed, go to Apply Service Pack (SP) 2.11.0.1 to complete the upgrade.

Note Allocate 20-30 minutes for installation to complete. The system will automatically reboot after installation.

Step 1 Login with CCO credentials and download the `collector_2.11.0.1_Build-4.zip` from the Download Center onto to your local box.

Step 2 Copy the downloaded `collector_2.11.0.1_Build-4.zip` file to the collector appliance in the directory /opt.

Step 3 Login to collector appliance as collectorlogin.

Step 4 Switch to root using `su – command`.

Step 5 Run `cd /opt` command as root.

Step 6 Unzip the downloaded `collector_2.11.0.1_Build-4.zip` file and ensure JeOS and SP are extracted using `ls` command.

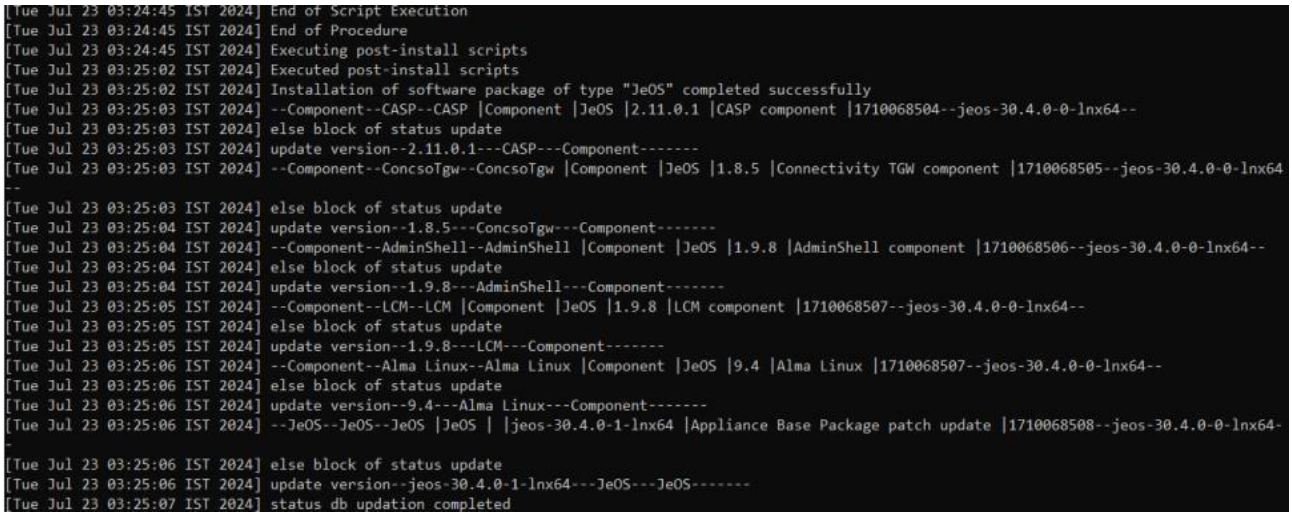
Step 7 Apply JeOS using the below command (installation runs in background). Provide the confirmation when prompted.

```
./install.sh jeos-30.4.0-1-lnx64.zip
```

Step 8 Monitor the installation by executing the following command:

```
tail -f /opt/LCM/logs/apply
```

After successfully applying the patch in `/opt/LCM/logs/apply`, below logs are shown.



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Apply Service Pack (SP) 2.11.0.1

Note • Allocate 2-4 hours for the installation, depending on your network size. The algorithm runs only once to optimize storage and reduces the time required in future upgrades. System will automatically reboot after installing the patch.

• Make sure collector 2.11.0.1 JeOS patch is installed successfully before proceeding further with Service Pack (SP) 2.11.0.1 installation.

Steps to apply the Service Pack (SP) 2.11.0.1 for all services if existing the collector version is 2.11.0.1.

Step 1 Login to collector appliance as collectorlogin.

Step 2 Switch to root using `su –` command.

Step 3 Run `cd /opt` command as root.

Step 4 Apply SP using the below command (installation runs in background). Provide the confirmation when prompted.
`./install.sh SP sp-30.4.0-1-0-lnx64.zip`

Step 5 Monitor the installation by executing the following command:
`tail -f /opt/LCM/logs/apply`

After successfully applying the patch in `/opt/LCM/logs/apply`, below logs are shown.

```
Tue Jul 23 03:32:11 IST 2024] Executing post-install scripts
Tue Jul 23 03:36:23 IST 2024] Executed post-install scripts
Tue Jul 23 03:36:23 IST 2024] Installation of software package of type "SP" completed successfully
Tue Jul 23 03:36:24 IST 2024] --Component--CSPC Base--CSPC Base |Component |SP |2.11 |CSPC Base component |1710069975--sp-30.4.0-0-0-lnx64--
Tue Jul 23 03:36:24 IST 2024] else block of status update
Tue Jul 23 03:36:24 IST 2024] update version--2.11.0.1---CSPC Base---Component-------
Tue Jul 23 03:36:25 IST 2024] --SP--SP--SP |SP | |sp-30.4.0-0-0-lnx64 |Service Pack maintenance update |1710069976--sp-30.4.0-0-0-lnx64--
Tue Jul 23 03:36:25 IST 2024] else block of status update
Tue Jul 23 03:36:25 IST 2024] update version--sp-30.4.0-1-0-lnx64---SP---SP-------
Tue Jul 23 03:36:25 IST 2024] status db updation completed
```

Tomcat and Java versions:

```
[root@localhost bin]# bash version.sh
Using CATALINA_BASE:   /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Using CATALINA_HOME:   /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Using CATALINA_TMPDIR: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/temp
Using JRE_HOME:        /opt/java/jre
Using CLASSPATH:       /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/bootstrap.jar:/op
t/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/tomcat-juli.jar
Server version: Apache Tomcat/9.0.91
Server built:   Jul 2 2024 12:35:51 UTC
Server number:  9.0.91.0
OS Name:        Linux
OS Version:     5.14.0-427.24.1.el9_4.x86_64
Architecture:   amd64
JVM Version:    1.8.0_421-b09
JVM Vendor:     Oracle Corporation
```

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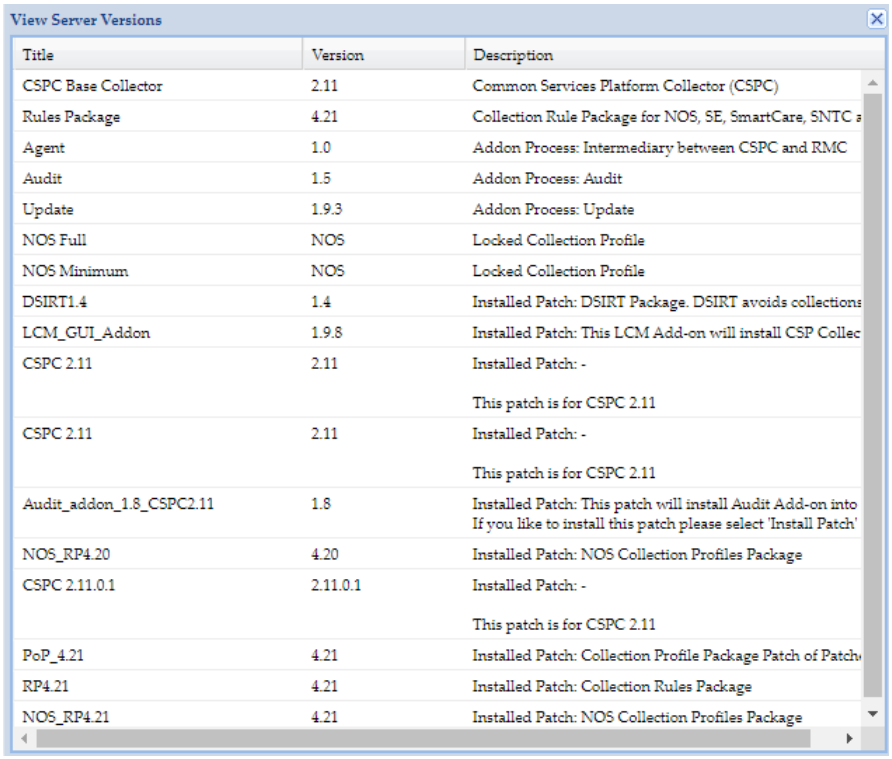
RP version:



View Server Versions

Title	Version	Description
CSPC Base Collector	2.11	Common Services Platform Collector (CSPC)
Rules Package	4.21	Collection Rule Package for NOS, SE, SmartCare, SNTC a
Agent	1.0	Addon Process: Intermediary between CSPC and RMC
Audit	1.5	Addon Process: Audit
Update	1.9.3	Addon Process: Update
NOS Full	NOS	Locked Collection Profile
NOS Minimum	NOS	Locked Collection Profile
DSIRT1.4	1.4	Installed Patch: DSIRT Package. DSIRT avoids collections
LCM_GUI_Addon	1.9.8	Installed Patch: This LCM Add-on will install CSP Collec
CSPC 2.11	2.11	Installed Patch: - This patch is for CSPC 2.11
CSPC 2.11	2.11	Installed Patch: - This patch is for CSPC 2.11
Audit_addon_1.8_CSPC2.11	1.8	Installed Patch: This patch will install Audit Add-on into If you like to install this patch please select 'Install Patch'
NOS_RP4.20	4.20	Installed Patch: NOS Collection Profiles Package
CSPC 2.11.0.1	2.11.0.1	Installed Patch: - This patch is for CSPC 2.11
PoP_4.21	4.21	Installed Patch: Collection Profile Package Patch of Patch
RP4.21	4.21	Installed Patch: Collection Rules Package
NOS_RP4.21	4.21	Installed Patch: NOS Collection Profiles Package

Other Versions:

```
admin# show version -d
        Build-name    : Collection Platform Software

        Package-type  : ServicePack
        Version       : sp-30.4.0-1-0-lnx64
             Component : CSPC Base
             Version   : 2.11.0.1
        Package-type  : JeOS
        Version       : jeos-30.4.0-1-lnx64
             Component : CASP
             Version   : 2.11.0.1
             Component : ConcsoTgw
             Version   : 1.8.5
             Component : AdminShell
             Version   : 1.9.8
             Component : LCM
             Version   : 1.9.8
             Component : Alma Linux
             Version   : 9.4
admin#
```

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Admin Shell Commands

Admin Shell Commands provides capabilities to apply, configure, download, and upgrade CSPC software.

Software Update Commands

Table A-1 LCM Commands

Commands	Description
apply *	Displays help contents for apply command
Options	
apply last	Installs the last downloaded updates
apply last notify	Installs the last downloaded updates and notifies the user through mail
apply latest	Installs the latest available minor patch
apply latest notify	Installs the latest available minor patch and notifies the user through mail
apply <version>	Installs the specific version
apply <version> notify	Installs the specific version and notify
check appliance update	Checks availability of updates for Appliance specific components
check update [<level>] [-d|-b|-a] [-t|-dt|-bt|-at schedule-time notify <emailID>]	Checks for the updates based on the options, schedule time and notifies the user through mail
Options	
-d	Displays the updates for both ServicePack and JeOS components
-b	Displays the updates for JeOS components only
-a	Displays All The Updates
-t notify	Schedule the job for update and notify user

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Software Update

Commands	Description
<level>	Level can be one of these: major, minor, maintenance, patch, or data
conf autoupdate *	Configures auto-update policy
Options	
conf autoupdate [-i] [<level>] <schedule-time> [-W] [notify]	Configures auto-update policy based on level, schedule, and notifies the recipient through mail
conf defaultUpgrade	Configures the default upgrade policy job
conf polling-interval *	Configures the polling interval time or disables it
Options	
conf polling-interval enable	To configure and enable polling job on Agent to fetch tasks from Manager
conf polling-interval disable	To disable polling job that fetches task from Manager
conf server-connection *	Configures connection with server used for updates
delete autoupdate *	Deletes configured auto-update policy
Options	
delete auto [<level>]	Deletes auto-update policy as per level where level is one of these major, minor, maintenance, or patch
delete schedulejob *	Deletes the scheduled job details
delete schedulejob <requestId>	Deletes the scheduled job details for specified requestId
download *	Downloads the updates for appliance components
Options	
download <version> [-t] [schedule-time] [notify] <emailID>	Downloads the updates based on version, schedule time and notifies through mail
download <version>	Downloads the package for the specified version
download <version> -t notify	Schedules the on-demand job to download for the specified version
download <version> -t daily 12:00 AM notify	Schedules the job at the specified time to download for the specified version

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Commands	Description
logging-level *	Enables debug / info level logs for LCM agent
logging-level DEBUG	This sets log level to DEBUG. **Scenario 1**: If current level of logging is DEBUG. **Result**: Logger level is already set to DEBUG. **Scenario2**: If current level of logging is not DEBUG. **Result**: Logging level has been changed to DEBUG. **Log file location**: /opt/cisco/ss/adminshell/logs/lcmlog.log
logging-level INFO	This sets log level to INFO. **Scenario 1**: If current level of logging is INFO. **Result**: Logger level is already set to INFO. **Scenario2**: If current level of logging is not INFO. **Result**: Logging level has been changed to INFO. **Log file location**: /opt/cisco/ss/adminshell/logs/lcmlog.log

show apply *	Displays the status of apply operation
Options	
show apply <version>	Displays the status of apply operation based on Version
show apply progress	Displays the apply progress based on number of components installed
show autoupdate *	Displays details of configured auto-update policy
Options	
show auto <level> -h	Displays details of configured auto-update policy based on level. Where level is one of the following: major, minor, maintenance, or patch. -h option displays the last 5 deleted auto update policies.
show download *	Displays the status of download operation
Options	
show download <version>	Displays the status of download operation based on version
show download -c	Displays the information of the package for which download is completed

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Commands	Description
show download progress	Displays the download progress of all the packages which are downloading
show download progress <version>	Displays the download progress of the package
show polling-interval	Displays the configured polling interval time in minutes.
show schedulejob *	Displays the scheduled job details
show schedulejob <jobtype>	Displays the scheduled job details for the specified job type
show server-connection	Displays the details of connection with server used for updates
show update history	Displays last five recently installed versions
show version *	Displays the version for ServicePack and JeOS
Options	
show version -d	Displays the version details of both ServicePack and JeOS components
show version -b	Displays the version details of JeOS components only
show version -s	Displays the version details of ServicePack components only
Upgrade *	Upgrades the appliance
Options	
upgrade [level | level latest] [-t] [schedule-time] [notify] <emailID>	Upgrades the appliance based on level, at the scheduled time, and notifies the users through mail.
upgrade	Upgrades the appliance with the version that user enters
upgrade level	Upgrades the appliance with the version that user enters and based on the level entered
upgrade level latest	Upgrades the appliance with the latest version and based on the level entered
upgrade level latest -t notify	Schedules the on-demand job for upgrade for latest version and notifies the user through mail

Note **Only** option is removed from download and apply command as it is not a valid case.

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Appliance Config Commands

Table A-2 Appliance Config Command

Commands	Description
?	Prints the list of available commands
about	Displays about appliance
clear history *	Purges command history for user/s
clrscr	Clears current screen/s
collector *	Collector start/stop/status/restart
conf component *	Configures the service
conf date *	Configures date and/or time
conf dhcp *	Configures DHCP
conf dns [-ad] *	Configures DNS server(s)
conf ip *	Configures static IPs of IPv4 and IPv6
conf proxy *	Configures proxy server for IPv4 and IPv6
conf service *	Configures the service
conf smtp	Configures the SMTP service
connectivity direct-mode *	Enables or Disables connectivity direct-mode
delete smtp	Deletes the SMTP details
dmidecode	View SMBIOS table
exit	Exits from this session
extract <packagename>	Extracts the package into the common build location
firewall <enable/disable>	Enables or Disables firewall rules
help	Prints the list of available commands
history-size <number> *	Sets the maxsize for history file
hostname <hostname>	Changes hostname
load keymap *	To load the Keyboard mapping to specific country
logout	To logout from this session
passwd	Changes user passwd
ping *	Viewing ping details
poweroff	Shutdown and power off the system
proxy <enable/disable/clear>	Enables or Disables or Clears proxy

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pwdreset <user> <expiry_interval>	Resets cisco/admin user passwd to random string for a specified no. of days
reboot	Reboots the system
reload	Reloads the system
route [-ad] *	Adds static route to a network
show component *	Displays components versions

Commands	**Description**
show connectivity direct-mode	Displays status of connectivity direct-mode
show date	Displays date and time information
show firewall	Displays the firewall rules
show hostname	Displays hostname
show history *	Displays command history for user(s) and size of the history file
show ipconfig	Displays network configuration
show keymap	Displays the Keyboard mapping of available countries
show logs *	Displays logs
show monitor	Displays appliance status (cpu, memory, disk)
show process logs *	Displays addon/component install logs
show route*	Displays configured routes of IPv6
show service *	Displays addon versions
show smtp	Displays the SMTP details
show status *	Displays addon is installed or not
show timesync	Displays current NTP sync interval and last update time
show timezone	Displays current timezone
ssh <enable/disable>	Enables or Disables SSH access
sudo <command>	Run Linux command with sudo
telnet <enable/disable>	Enables or Disables telnet access
timesync *	Synchronizes system time with NTP server and configure NTP synchronization interval
timezone	Sets timezone information
traceroute <host>	Displays traceroute host

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