

**OVERVIEW**

Online Program Update is available on IPedge systems running R1.5.1 and later software.

IPedge systems running R1.6.1 and later software have a program update mechanism called Online Program Update. New software updates will be available on an FTP server. The IPedge server checks the FTP server each night for new software files. When a later version software file is found the system administrator will see a notice the next time Enterprise Manager is logged into.

A screenshot of a notification message. It features a yellow warning icon (a triangle with an exclamation mark) on the left. To the right of the icon, the text "New version of software is available for upgrade." is displayed in a blue, underlined font. The entire notification is contained within a light gray rectangular box with a thin black border.

**Note:** The IPedge system must have access to the internet and be allowed FTP server access for the Online Update feature to function.

The administrator can view the update files and decide whether to run the update.

In addition to RPMs (update files), a manifest file is provided that describes the IPedge software release. This manifest file is in xml format and contains information about the software release, release version, RPM files and release date. If no newer software is available then no manifest file is downloaded.

When the update starts the IPedge software in the form of an RPM file will be uploaded to a predefined directory on the IPedge server.

The update can be aborted during the update file down-load.

The maintenance license status of each server is checked before the update is started.

When the update is complete a log file, in XML format, with the RPM list and update result is saved on each IPedge server when the Online Update is complete. The report can be displayed using Enterprise Manager.

**Version check**

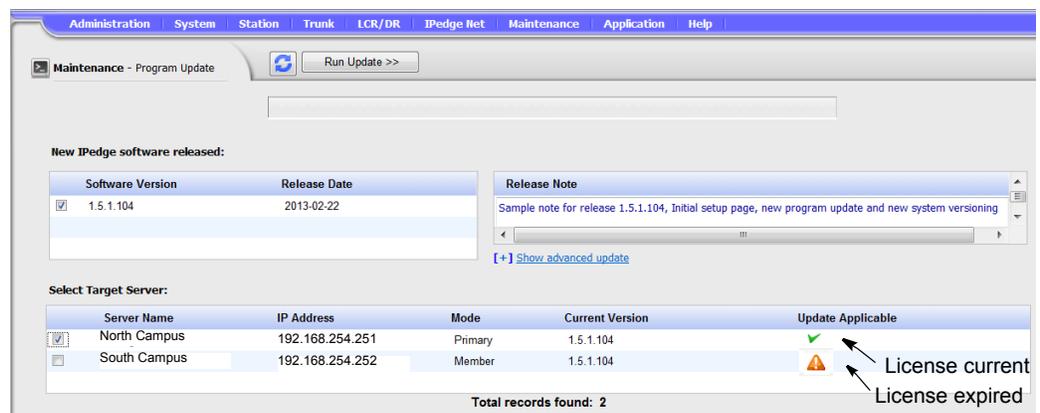
Enterprise Manager verifies the version when the administrator selects software upgrade. The system will allow an upgrade to be applied when the new version is the same or newer. A multi-node system Member server can only upgrade to a version the is the same or newer than the

Primary server. A member server that does not have the 1.5.1-1 or later software will be displayed as 'unknown' until it has been upgraded.

Select Target Server:						
Server Name	IP Address	System Type	Mode	Component Version	IPT Firmware Version	Media Libraries Version
<input type="checkbox"/> North Campus	192.168.254.251	IPedge I-EC	Primary	1.3.1.99	1.3.1.99	1.3.1.99
<input type="checkbox"/> West Campus	192.168.254.252	IPedge I-EP	Member	1.3.1.201	1.3.1.201	1.3.1.201
<input type="checkbox"/> Warehouse	192.168.254.253	IPedge I-EC	Member	1.3.1.08	1.3.1.08	1.3.1.08

**License Checking**

The Online Program Update checks for valid license before user can select the server. If license failed on validation such as no license or maintenance license expired, the check box will be disabled.



Move cursor over the icon for additional information.

**Language Pack**

The language pack is under the advanced update section. The administrator must click on the option to expand it. The default is not expanded and all languages are not checked.

The en\_US (US english language pack) is checked and disabled just for display purpose. The English language pack is always the default. Enterprise Manager will compare the language pack version and always download the latest one regardless which software user is selected.

- Software list section – List available version of software that is same or newer than local version.
- Release note display – Display the text that is in the manifest xml file.
- Server list section – List of master and member servers. It indicates license status and validates version compatibility.

Systems running R1.5.1 and later software will check the maintenance license prior to starting a program update.

All results will be logged into a history file in xml format on the IPedge server. A report viewer can display detail status of each rpm.

**Online Update Page Content**

Online program update supports multiple nodes. Multiple servers can be upgrading in parallel with the same version of selected software.

Each server in a multinode system will download its own rpm files and will handle its own update. The Primary server will be in waiting state while the member servers are updating. The Primary server will start its own update when all of the selected members are finished the updates.

**New IPedge software released:**

Software Version	Release Date
<input type="checkbox"/> 1.3.1.99	2012-08-25
<input checked="" type="checkbox"/> 1.3.1.109	2012-10-28

**Release Note**  
Release Note For version 1.3.1.110  
[\[+\] Show advanced update](#)

**Select Target Server:**

Server Name	IP Address	Mode	Current Version	Update Applicable
<input type="checkbox"/> North Campus	159.119.141.146	Primary	1.3.1.99	✓
<input type="checkbox"/> South Campus	192.168.254.253	Member	1.3.1.201	⚠

Total records found: 2

The current software version is same or newer than selected version.

**Update Result:** The process status bar only displays the final state. The administrator can view the detail report.

Program update is completed. See Program Update History report for detail information.

**Program Update Process Status:**

Server Name	IP Address	Mode	Current Version	Process Status	Update Status
North Campus	192.168.254.251	Primary	1.3.1.99	⚠	Update Failed
West Campus	192.168.254.252	Member	1.3.01.08	⚠	Update Failed
Warehouse	192.168.254.253	Member	1.3.1.99	✓	Successfully Completed

Total records found: 3

- Result is logged in xml formatted file.
- The log file is resided in each server.
- Each update job creates one log file. The administrator select server and log file to see the summary.

**Notes:**

- A. The online update feature will only download the required update files.
- B. If the download fails Enterprise Manager will retry the download until is successful or the administrator cancels the download.
- C. When upgrading multiple servers the data connection is shared by all of the servers.
- D. The time required to download the upgrade files and complete the upgrade process varies by server type and the size of the update file(s).
- E. In locations with low bandwidth it may be more efficient to upgrade one server at a time.

**ONLINE UPDATE**

Online Program Update is available on IPedge systems running R1.5.1 and later software.

New software updates will be available on a Toshiba FTP server. The IPedge server will check the FTP server each night for updated software. When a later version software file is found the system administrator will see a notice the next time Enterprise Manager is logged into.

The administrator can view a provided manifest file that describes the IPedge software release and decide whether to run the update. If no newer software is available then no manifest file is downloaded.

When the update starts the IPedge software in the form of an RPM file will be uploaded to a predefined directory on the IPedge server.

The maintenance license status of each server is checked before the update is started.

When the update is complete a log file, in XML format, with the RPM list and update result is saved on each IPedge server when the Online Update is complete. The report can be displayed using Enterprise Manager.

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**ONLINE UPDATE**

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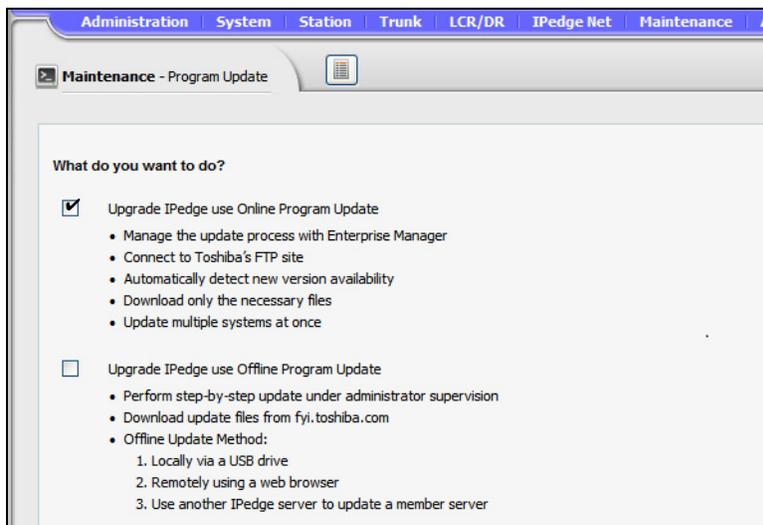
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**Note:** The IPedge system must have access to the internet and be allowed FTP server access for the Online Update feature to function.

The administrator can view the update files and decide whether to run the update.

The IPedge software in the form of an RPM file can be uploaded to a predefined directory on the IPedge server. In addition to RPMs, a manifest file is provided that describes the IPedge software release. This manifest file is in xml format and contains information about the software release, release version, RPM files and release date. In Enterprise Manager select **Maintenance > System Maintenance > Program Update**.



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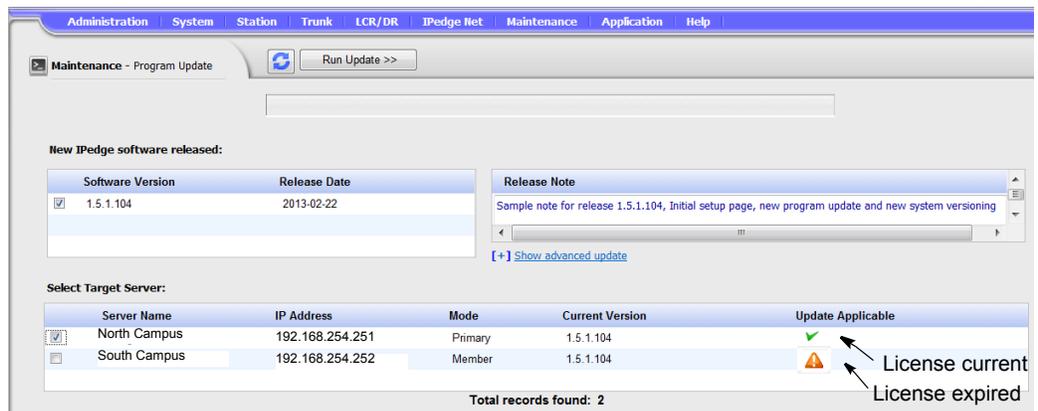
**Version check**

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Select Target Server:						
Server Name	IP Address	System Type	Mode	Component Version	IPT Firmware Version	Media Libraries Version
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Release Note  
Release Note For version 1.3.1.110

[+] Show advanced update

Select Target Server:

Server Name	IP Address	Mode	Current Version	Update Applicable
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<input type="checkbox"/> South Campus	192.168.254.253	Member	1.3.1.201	⚠

Total records found: 2

The current software version is same or newer than selected version.

**Update Result:** The process status bar only displays the final state. The administrator can view the detail report.

Program update is completed. See Program Update History report for detail information.

Program Update Process Status:

Server Name	IP Address	Mode	Current Version	Process Status
North Campus	192.168.254.251	Primary	1.3.1.99	⚠ Update Failed
West Campus	192.168.254.252	Member	1.3.01.08	⚠ Update Failed
Warehouse	192.168.254.253	Member	1.3.1.99	✓ Successfully Completed

Total records found: 3

- The log files reside in each server.
- Each update job creates one log file. The administrator selects the server and log file to see the summary.

**ENHANCED ONLINE UPGRADE**

IPedge systems running R1.6 and later software have an enhanced Online Program Update process. The added enhancements are:

- Re-try while downloading files from the Toshiba FTP site
- Download files and 'Wait to upgrade'
- 'Cancel' download or check download status later

**DOWNLOAD RETRIES**

If an error occurs during the upgrade files download the IPedge system will wait 30 seconds after the transfer failure then try the download again. The files successfully loaded will not need to be reloaded. The retry will continue until it completes or it is canceled by the user.

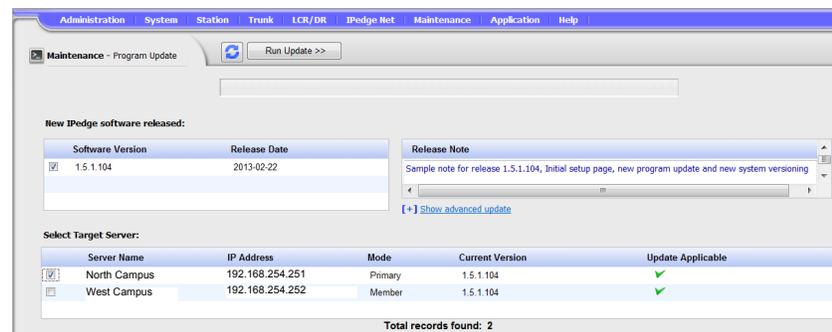
If the download is taking longer than anticipated the user can cancel the download or check the progress of the update later.

The technician can select the update to begin immediately after the download is finished or wait for a manual start command. This allows the user to do a download only then, run update when user is ready.

**Note:** When the update process is complete the IPedge server will reboot.

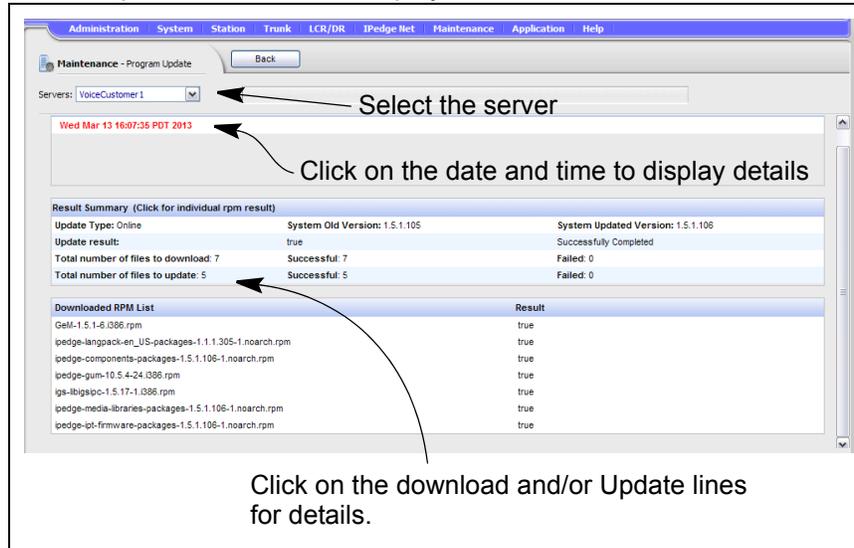
**ONLINE UPDATE PROCEDURE**

1. In Enterprise Manager select **Maintenance > System Maintenance > Program Update**.
2. Check-mark the Upgrade IPedge use Online Program Update box.
3. In the online upgrade screen check-mark the **Software Version** and **Server Name**. More than one server can be selected.

**Notes:**

- A. The online update feature will only download the required update files.
  - B. If the download fails Enterprise Manager will retry the download until it is successful or the administrator cancels the download.
  - C. When upgrading multiple servers the data connection is shared by all of the servers.
  - D. The time required to download the upgrade files and complete the upgrade process varies by server type and the size of the update file(s).
  - E. In locations with low bandwidth it may be more efficient to upgrade one server at a time.
4. Click on the **Run Update** button.
  5. When the update has finished and the reboot has completed, login to Enterprise Manager select **Maintenance > System Maintenance > Program Update**.
  6. Click on the View Configuration icon.

## 7. The update results will be displayed.

**Download then Apply Update**

This procedure is used to download updates then, apply the updates.

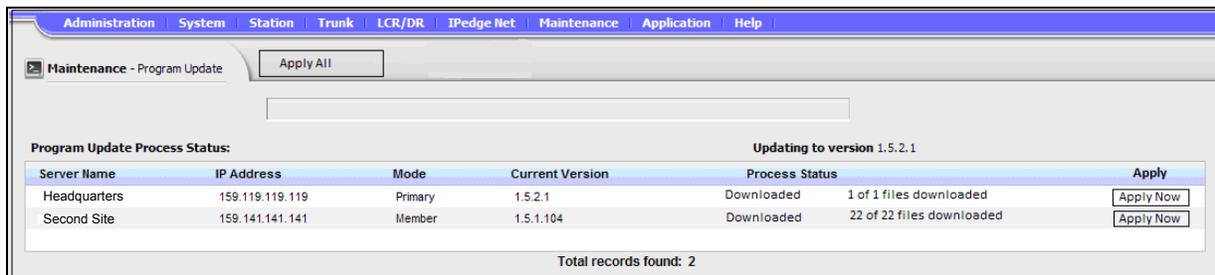
1. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s).
5. Click on **Run**.
6. The server will download the update files.
7. When the server has finished the download click on **Apply Now** to start the update.

**Download and Update Apply Later**

This procedure is used to download updates then, apply the updates at a later time.

1. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s).
5. Click on **Run**.
6. The server will download the update files.
7. The administrator can log out or navigate to another page.
8. When you want to update the system login to Enterprise Manager, and navigate to **Maintenance > System Maintenance > Program Update**.

9. The server status will be displayed.

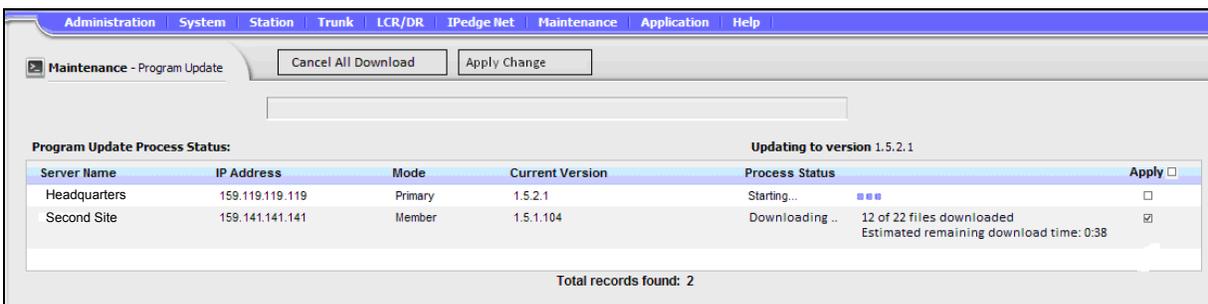


10. Click on **Apply Now** to update.

### Change and Apply Immediately

This procedure is used to download updates and apply the updates immediately.

1. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s).
5. Click on **Run**.
6. The server will download the update files. Apply check-boxes will be displayed.



7. Click to check-mark the **Apply** box.

8. The update will begin as soon as the download is complete.

**Note:** If the Apply check-box is un-checked before the update starts the system will wait until you click on the Apply Now button. Once the update starts it cannot be canceled.

### Load Update Files then Wait

1. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s).
5. Click on **Run**.
6. The server will download the update files.

7. Click to mark the **Apply** check box and the system will start the update as soon as the all files are downloaded..
8. Uncheck the **Apply** check-box before the download is finished for the system to wait after loading the update files. Click on the **Apply Now** button or the **Apply All** button start the update.

**Cancel Update**

Steps 1 through 5 start the update file download process. The download can be canceled anytime before it is complete, step 7. Any update files that were downloaded before the Cancel was clicked will be retained. When the update is attempted later these files will not need to be downloaded again.

- This cancel button stops current running tasks.
- If server is downloading upgrade files the task is stopped immediately. All files already downloaded will be cached in the IPedge server. When the download is run again only the remaining files will be processed.
- If server is processing the call processing data back-up, the task will continue until the backup cycle is finished.

1. The Cancel button cannot stop an upgrade on a server that is in the upgrading state. The server that is in upgrading state will continue its update process. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s).
5. Click on **Run**.
6. The server will download the update files.
7. Click on the **Cancel All Download** button.
8. Confirm (yes) the cancelation.
9. The download for that server will be aborted. If a server is in the update state, the update job continue.

**Remove One Sever from the Update**

To remove a server from the update process all of the downloads are canceled then, the update is started with the appropriate servers selected.

1. Navigate to **Maintenance > System Maintenance > Program Update**.
2. Select **Online Program Update**.
3. Select the software version.
4. Select the target server(s) you wish to remove from the update process.
5. Click on **Run**.

6. Enterprise Manager will display the download progress for the selected servers (i.e.:downloading files. A=5/10, B=6/10 and C=1/10).
7. Click on the **Cancel All Download** button. Confirm the cancelation.
8. The incomplete downloads will be canceled.
- Finish the Download for the Other Servers
9. Select software version
10. Select the servers you want to update.
11. Click on **Run**.
12. The selected servers will finish downloading the update files.
- Add a Server to the Update**
- To add a server to the update process all of the downloads are canceled then, the update is started with the appropriate servers selected.
1. Navigate to **Maintenance > System Maintenance > Program Update**.
  2. Select **Online Program Update**.
  3. Select the software version.
  4. Select the target servers, the servers that are downloading update files.
  5. Click on **Run**.
  6. Servers that are are downloading files will be displayed.
  7. Click on **Cancel All Downloads**. Confirm the cancelation.
  8. The downloads will be aborted.
  9. Select software version.
  10. Select target servers.
  11. Click on **Run**.
  12. The servers will download the required files.

**Notes:**

- The update file download can be canceled anytime. All files that had finished loading will be retained. On the next file download those files will not download again.
- The server update process can not be stopped once it has started.

**PROGRAMMING**

No programming is needed for this feature. Refer to the Operation section to us the Online Software Update feature.

**HARDWARE**

No additional hardware is required.

**FEATURE INTERACTION**

Online Software Update is only available on VPedge systems running R1.5.1 and later software.