



**VOSS Insights
Dashboard and Arbitrator Maintenance
and Upgrade Guide**

Release 22.1

Jun 25, 2022

Legal Information

Please take careful note of the following legal notices:

- Copyright © 2022 VisionOSS Limited.
All rights reserved.
- VOSS, VisionOSS and VOSS Automate are trademarks of VisionOSS Limited.
- No part of this document may be reproduced or transmitted in any form without the prior written permission of VOSS.
- VOSS does not guarantee that this document is technically correct, complete, or that the product is free from minor flaws. VOSS endeavors to ensure that the information contained in this document is correct, whilst every effort is made to ensure the accuracy of such information, VOSS accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.
- This document is used entirely at the users own risk. VOSS cannot be held responsible or liable for any damage to property, loss of income, and or business disruption arising from the use of this document.
- The product capabilities described in this document and the actual capabilities of the product provided by VOSS are subject to change without notice.
- VOSS reserves the right to publish corrections to this document whenever VOSS deems it necessary.
- All vendor/product names mentioned in this document are registered trademarks and belong to their respective owners. VOSS does not own, nor is related to, these products and vendors. These terms have been included to showcase the potential of the VOSS solution and to simplify the deployment of these products with VOSS should you select to utilize them.

Security Information

This product may contain cryptographic features that may be subject to state and local country laws that govern the import, export, transfer and use of such features. The provision of this software does not imply that third-party authorization to import, export, distribute or use encryption in your particular region has been obtained. By using this product, you agree to comply with all applicable laws and regulations within your region of operation. If you require further assistance, please contact your dedicated VOSS support person.

DOCUMENT ID: 20220625100817

Contents

- 1 Upgrade** **1**
- 1.1 Pre Checks 1
- 1.2 Backup dashboards before upgrades 1
- 1.3 Run a backup 1
- 1.4 Upgrade timings 4
- 1.5 Upgrade Method of Procedure (MOP) 4
- 1.6 Post Checks 10

- 2 Add Certificates** **12**

1. Upgrade

1.1. Pre Checks

1. Check the current version of the software by running the command **about** and viewing the version.
2. Check GUI Access.
3. Check available storage of the disk of the server.

1.2. Backup dashboards before upgrades

1. Log in as admin.
2. Click on the **admin** top right.
3. Click Import/Export Wizard.
4. Click the Export Tab.
5. Select all the dashboards.
6. Click the Export .ixtr blue button on the top right.
7. click the **Download** button and save to a safe place.

1.3. Run a backup

On Arbitrator:

1. Navigate to settings
2. Choose **IMPORT & EXPORT**
3. Drag from the **Configuration items** pane to the **Export** pane:
 - Asset Entries
 - Asset Groups
 - Controls
 - Policy Modules
 - Probe groups

- Response procedures

VOSS

IMPORT & EXPORT

Export Import

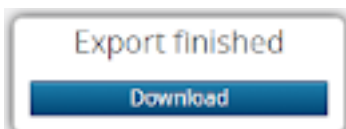
Configuration Items

Export

- Arbitrator Nodes 0
- ▶ Asset Entries 36
- ▶ Asset Groups 10
- Customers 0
- ▶ Controls 3
- ▶ Permission Groups 3
- ▶ Policy Modules 58
- ▶ Probe Groups 34
- Protected Subnets 0
- Realms 0
- ▶ Response Procedures 2
- ▶ Users 1

- ▶ Asset Entries 36
- ▶ Asset Groups 10
- ▶ Controls 3
- ▶ Policy Modules 58
- ▶ Probe Groups 34
- ▶ Response Procedures 2

4. Click **Export**



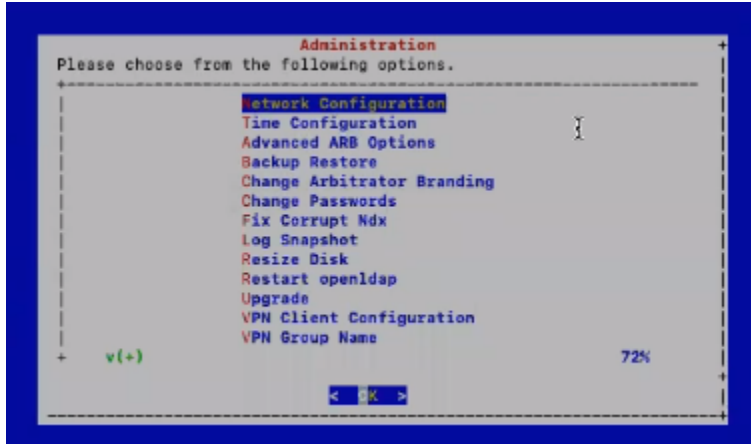
5. Click **Download**. Store the file in a safe place.

1.3.1. Command Line Backup (Arbitrator or Dashboard)

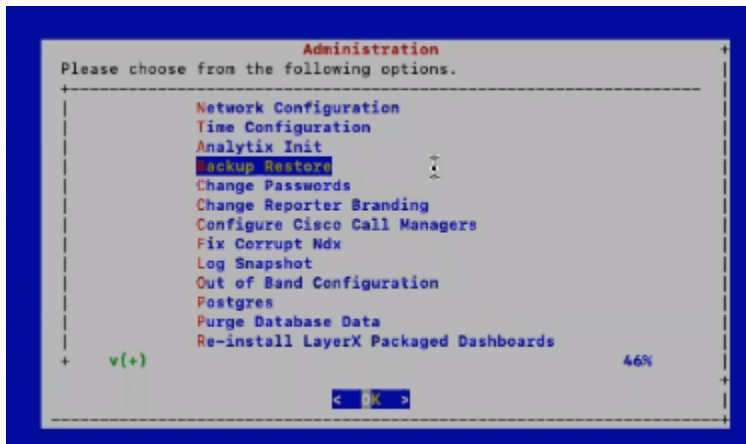
This backup method applies to both Insights Arbitrator or Dashboard.

From the command line **Administration** menu:

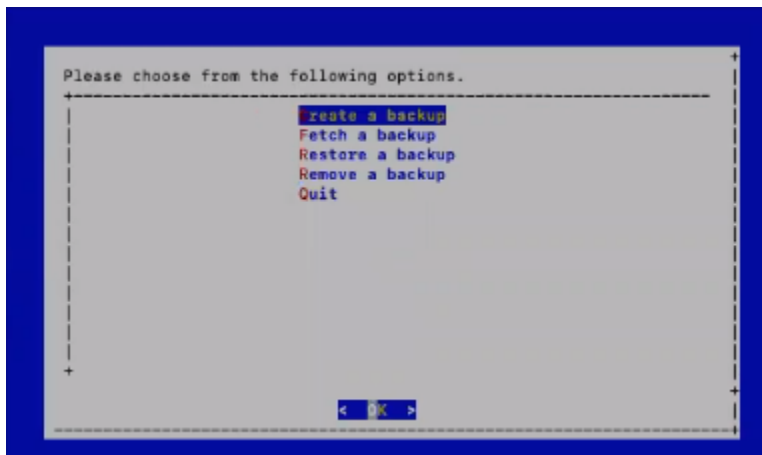
Arbitrator



or Dashboard

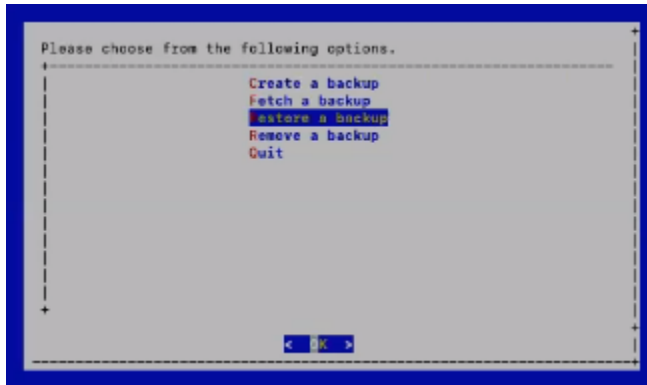


choose **Backup Restore**, and then choose **Create a backup**.



This backup creates a backup `tar.bz2` file in the `lxt_archive/` directory. Such backups can also be scheduled with `cron` or created manually.

When required, the **Administration** menu can be used to restore a selected backup.



Note: If any themes were present on the system, these are also backed up and will also be available from the restore list.

```
self
Please choose a data type to restore:
1. All
2. Avaya
3. CISCO
4. Config
5. DEM
6. Identity
7. NDX
8. Pexip
9. Polycom
10. Themes
11. UHE
12. VDF
13. Webex
14. Zoom
15. DBDATA_ONLY
0. (cancel)
```

1.4. Upgrade timings

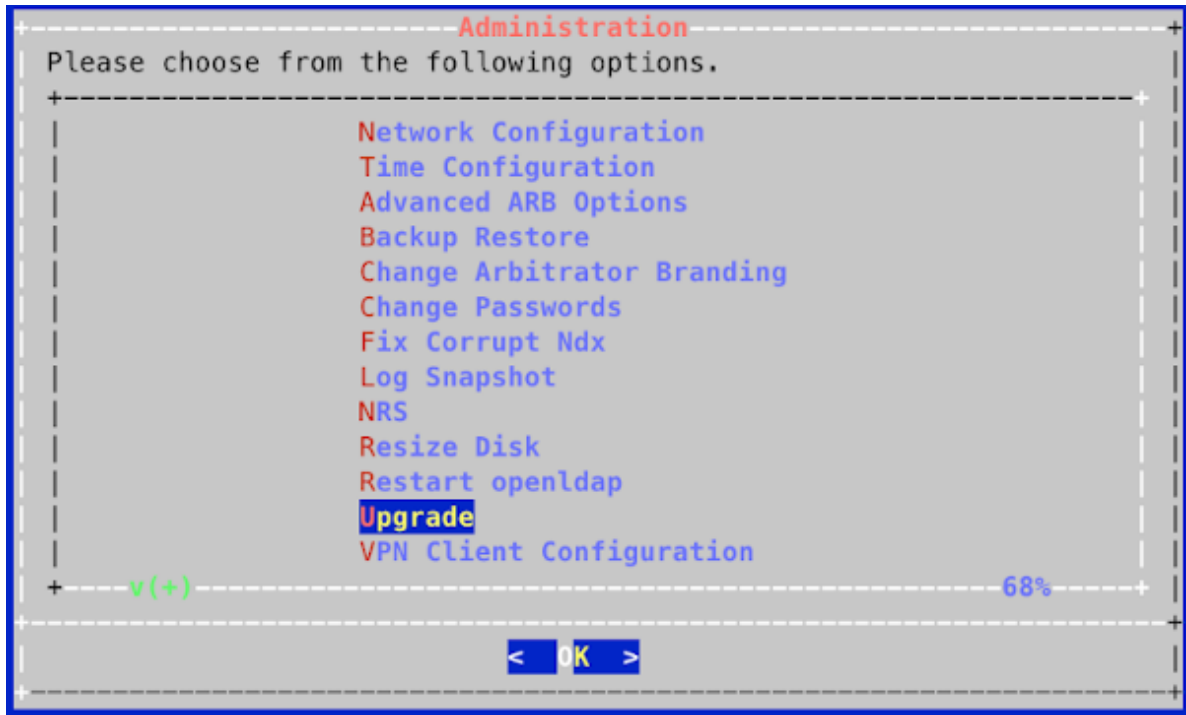
- Arbitrator = Approx 20 Mins
- Dashboard Server = 20-60mins depending on resources

1.5. Upgrade Method of Procedure (MOP)

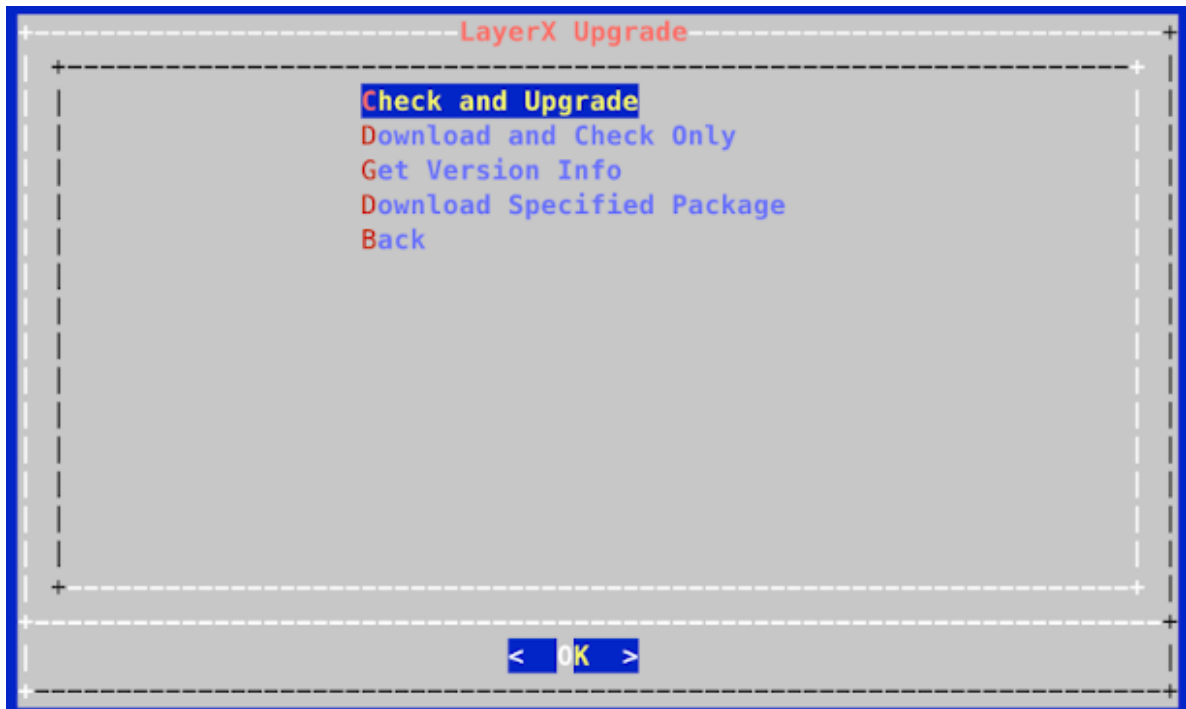
Upgrade check, download and install:

- The server will need access to the internet on port 443
1. Using *Winscp* and the drop account, copy the patch file (example patch file for the arbitrator `layerX-arbitrator-sp19-sp20.lxsp`) to the `lxt_upgrade` directory.
 2. Log in to server using *Putty* via the admin account.

3. Select **Upgrade** from the admin menu.



4. Click/enter **OK**
5. Select the **Check and Upgrade** option.



The server will go to the file repository and download the image to the local server.


```

Current system info: arbitrator-sp20, expecting layerX-arbitrator-sp20-sp21.lxsp
Could not find expected lxsp file locally, so attempting download from
https://www.layerxtech.com/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp20-sp21.
↪ lxsp
--2020-12-10 10:08:54--
  https://www.layerxtech.com/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp20-
↪ sp21.lxsp
Resolving www.layerxtech.com... 50.87.196.167
Connecting to www.layerxtech.com|50.87.196.167|:443... connected.
WARNING: cannot verify www.layerxtech.com's certificate, issued by
'CN=Let's Encrypt Authority X3,O=Let's Encrypt,C=US':
  Unable to locally verify the issuer's authority.
HTTP request sent, awaiting response... 200 OK
Length: 119664932 (114M)
Saving to: 'layerX-arbitrator-sp20-sp21.lxsp'

layerX-arbitrator-sp20-sp21.lxsp
 100%[=====>]
114.12M  10.7MB/s   in 12s

2020-12-10 10:09:09 (9.33 MB/s) - 'layerX-arbitrator-sp20-sp21.lxsp' saved
[119664932/119664932]

wget --no-check-certificate -O layerX-arbitrator-sp20-sp21.lxsp.md5sum
https://www.layerxtech.com/downloads/php/md5.php?
  filename=/home3/layerxte/www/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp20-
↪ sp21.lxsp
--2020-12-10 10:09:09--
https://www.layerxtech.com/downloads/php/md5.php?
  filename=/home3/layerxte/www/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp20-
↪ sp21.lxsp
Resolving www.layerxtech.com... 50.87.196.167
Connecting to www.layerxtech.com|50.87.196.167|:443... connected.
WARNING: cannot verify www.layerxtech.com's certificate, issued by
'CN=Let's Encrypt Authority X3,O=Let's Encrypt,C=US':
  Unable to locally verify the issuer's authority.
HTTP request sent, awaiting response... 200 OK
Length: unspecified [text/html]
Saving to: 'layerX-arbitrator-sp20-sp21.lxsp.md5sum'

layerX-arbitrator-sp20-sp21.lxsp.md5sum
[ <=> ]          97  --.-KB/s
  in 0s

2020-12-10 10:09:12 (7.70 MB/s) -
'layerX-arbitrator-sp20-sp21.lxsp.md5sum' saved [97]

Download completed. md5sum values match.
-rw-r--r-- 1 drop drop 119664932 Dec  7 23:31
/chroot/scp/pub/lxt_upgrade/layerX-arbitrator-sp20-sp21.lxsp

SUCCESS: Download and check specified. Not performing install.

```

(continues on next page)

(continued from previous page)

Press any key to return to the menu.

Press any key to continue the upgrade

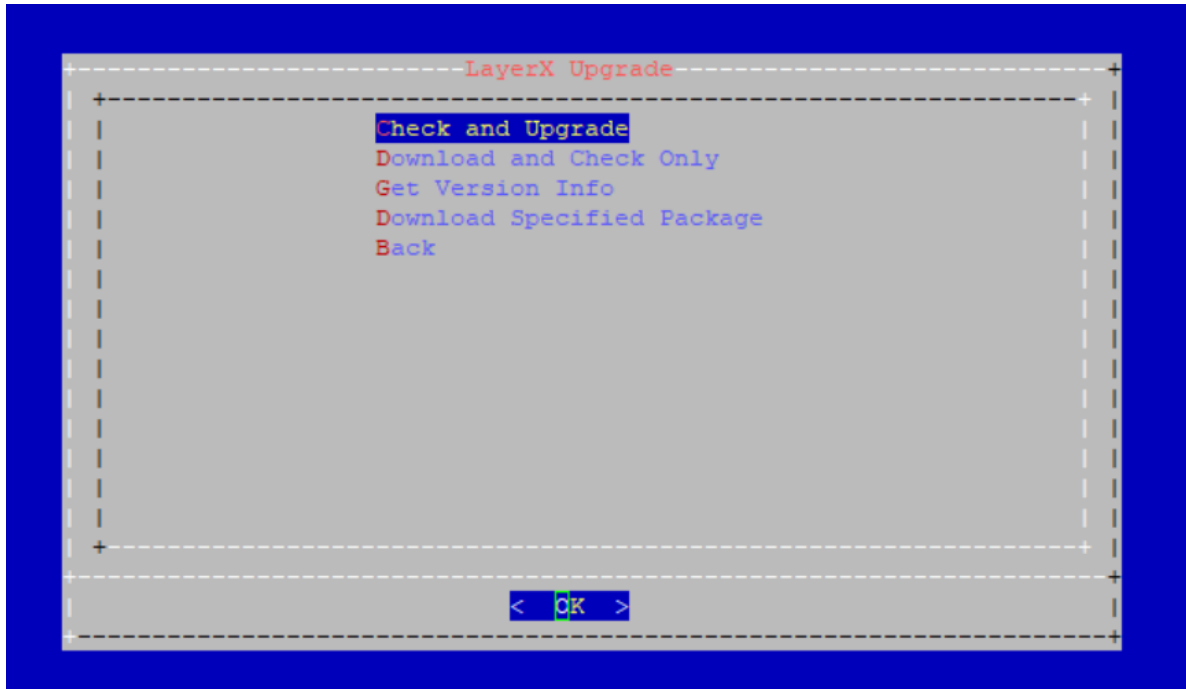
Note: the location where the upgrade files get placed ready for the upgrade is location here:
downloads file to:

/chroot/scp/pub/lxt_upgrade/

- The server will need access to the internet on port 443
1. Log on to the server using *Putty* and the admin user credentials
 2. Navigate down to **LayerX Upgrade**
 3. Click/enter **OK**



4. Select the **Download Specified Package**



Download Specified package - Enter the following information changing the <upgrade filename> with the actual file name:

```
https://www.layerxtech.com/downloads/arbitratorhawaii/updates/<upgrade filename>
```

E.g. layerX-arbitrator-sp19-sp20.lxsp

The file will continue to install

```
Please enter the path to download and install:
https://www.layerxtech.com/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp19-
↳sp20.lxsp
Fetching
https://www.layerxtech.com/downloads/arbitratorhawaii/updates/layerX-arbitrator-sp19-
↳sp20.lxsp
--2020-12-10 10:38:18--
  https://www.layerxtech.com/downloads/arbitratorhawaii/updates/layerX-arbitrator-
↳sp19-sp20.lxsp
Resolving www.layerxtech.com... 50.87.196.167
Connecting to www.layerxtech.com|50.87.196.167|:443... connected.
WARNING: cannot verify www.layerxtech.com's certificate, issued by
'CN=Let's Encrypt Authority X3,O=Let's Encrypt,C=US':
  Unable to locally verify the issuer's authority.
HTTP request sent, awaiting response... 200 OK
Length: 206254372 (197M)
Saving to: 'layerX-arbitrator-sp19-sp20.lxsp'

layerX-arbitrator-s 100%[=====>] 196.70M  11.1MB/s   in 20s

2020-12-10 10:38:38 (9.99 MB/s) - 'layerX-arbitrator-sp19-sp20.lxsp' saved
[206254372/206254372]
```

(continues on next page)

(continued from previous page)

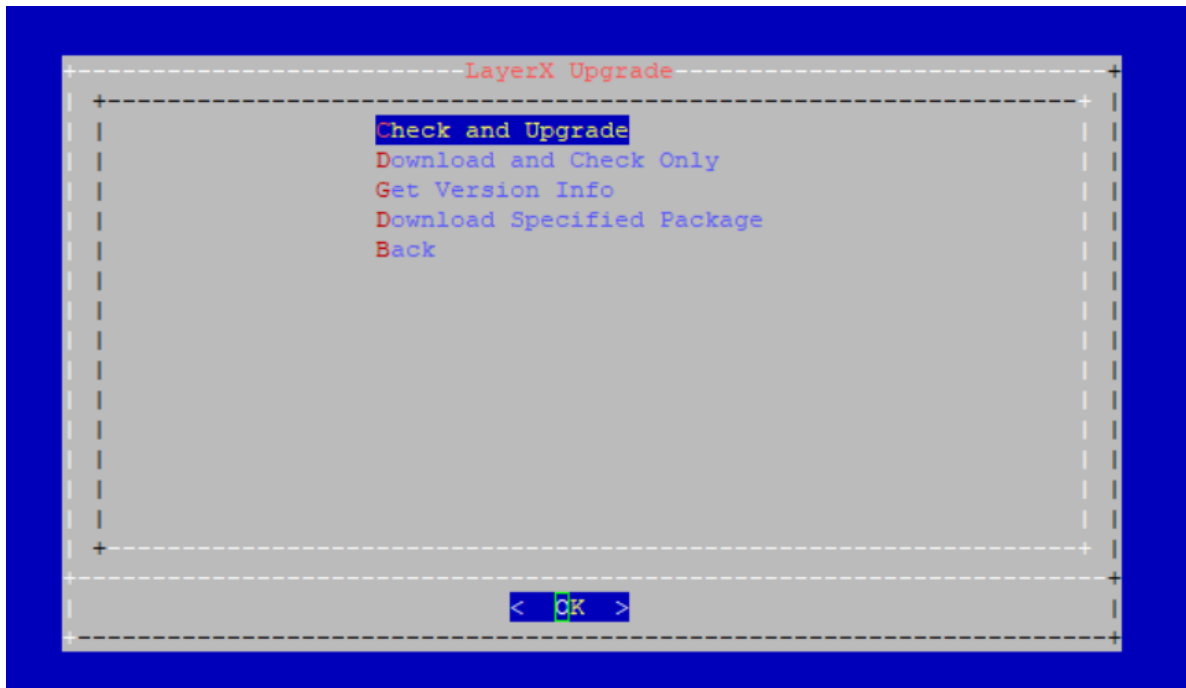
```
Download completed
Continuing with install
Thu Dec 10 10:38:43 GMT 2020: Validating service pack file.
Thu Dec 10 10:38:43 GMT 2020: Extracting service pack file.
Thu Dec 10 10:38:45 GMT 2020: Validating service pack phase 1.
Verified OK
Thu Dec 10 10:38:45 GMT 2020: Validating service pack phase 2.
Thu Dec 10 10:38:46 GMT 2020: Service pack validation complete.
Thu Dec 10 10:38:46 GMT 2020: Starting installation processes.
You cannot upgrade release sp20 => sp20.
The required release for this service pack is sp19 or sp19.1 or sp19.2 or
sp19.3 or sp19.4 or sp19.5 or sp19.6 or sp19.7 or sp19.8 or sp19.9 or
sp19.10.
Press any key to return to the menu.

Press the enter key to return to the menu
```

Note: the location where the upgrade files get placed ready for the upgrade is location here:
downloads file to:

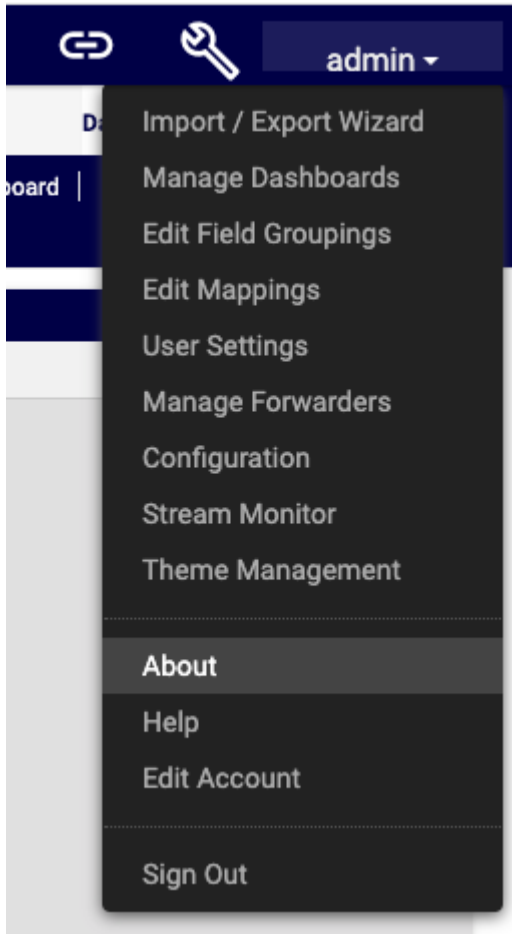
/chroot/scp/pub/lxt_upgrade/

5. After the upgrade is complete, reboot the server and log in again to verify.
6. On the menu select the **Get Version Info**

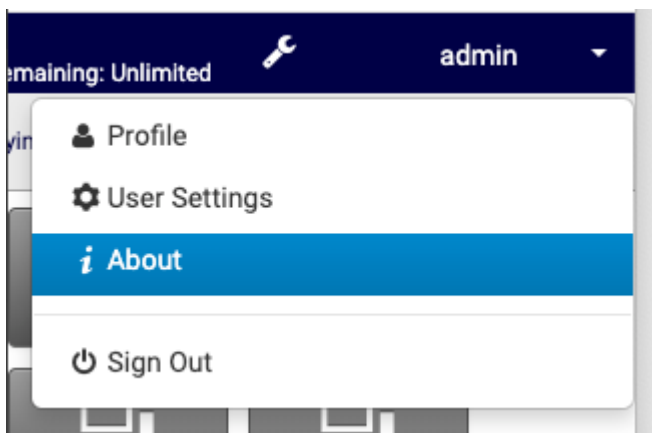


1.6. Post Checks

Check the patch version by selecting the **About** menu in the GUI, for example:



or



Check the version, for example:

ABOUT



Version 22.1.12

EDIT PRODUCT KEY

RELEASE sp22.1

2. Add Certificates

1. SCP the new `server.crt` and `server.key` files to the `etc/apache2/` directory on the system, overwriting the old certificate files.

Recommended: back up the current certificate files prior to overwriting them.

2. SSH to the system as `root` and restart the apache service using the **`sv restart apache`** command.
3. Clear browser cache.
4. Apache will now use the new signed certificate.