



VOSS Insights Dashboard and Arbitrator Maintenance and Upgrade Guide

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1. Upgrade

1.1. Pre Checks

- 1. Verify your access to the UI, then verify the application version via the profile menu (your username), for example, **admin** (top right).
- 2. Verify available storage of the disk of the server, via system/stats dashboards.

1.2. Backup VM Before Upgrade

If the application is a Virtual Machine (VM), then a pre-upgrade snapshot is recommended.

1.3. Backup Dashboards before upgrades

- 1. Log in to the UI as admin (superuser).
- 2. Click on the System Configuration icon (Cog), then select Import/Export Wizard.
- 3. Click the Export tab.
- 4. Select all the dashboards.
- 5. Click the **Export .lxtr** blue button on the top right.
- 6. Click the **Download** button, then save to your local computer or a secure network location.

1.4. Backup Arbitrator Before Upgrade

- 1. Log in to the UI as admin.
- 2. Click on the System Configuration icon (Cog), then select Import/Export.
- 3. Drag the following items from the **Configuration Items** pane to the **Export** pane:
 - Asset Entries
 - Asset Groups
 - Controls

- Policy Modules
- Probe Groups
- Response Procedures

QVOSS			4	îţî		٩
IMPORT & EXPORT	Export	Import				
Configuration Items			Export			
Arbitrator Nodes 0			🕨 💼 Asse	t Entries(36	
Asset Entries 36			🕨 📰 Asse	t Groups (10	
Set Groups 10			🕨 💼 Cont	trols 3		
Customers 0			Polic	y Modules	58	
▶ 💼 Controls 3			Prob	e Groups	34	
▶ 💼 Permission Groups 3			🕨 💼 Resp	onse Proc	edures 2)
Policy Modules 58						
▶ The Groups 34						
Protected Subnets 0						
Realms 0						
Response Procedures 2						
▶ 💼 Users 1						
Click Export						

- Export finished
- 5. Click **Download**, then save to your local computer or a secure network location.

1.4.1. Admin Menu Backup (Arbitrator or Dashboard)

- 1. Log in to server using *Putty* via the admin account.
- 2. From the admin account 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.

If needed, then the Administration menu can be used to restore a selected backup.

	Create a backup Fetch a backup estore a backup Remove a backup Guit	
 +		

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



1.5. Upgrade

1.5.1. Upgrade Timings

- Arbitrator = Approx 20-30 Mins
- Dashboard = Approx 20-60 Mins

1.5.2. Upgrade Arbitrator or Dashboard

- 1. Using *Winscp* and the drop account, copy the file (example file for the arbitrator insights-arbitrator-<from>-<to>.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. Select the Check and Upgrade option.



1.5.3. Upgrade DS9

This procedure upgrades DS9.

Pre-requisites:

• Using *Winscp* and the drop account, copy the *.1xsp file to be used for the upgrade into the drop account's *lxt_upgrade* sub-directory.

Note: The naming convention for Insights upgrade files means that the system is able to detect the file to use for the upgrade. For Insights products, *.1xsp file is copied into the drop account's *lxt_upgrade* sub-directory, and the system fetches the file from that location.

1. Connect to the DS9 server using an SSH client on port 22 and login using the admin credentials to access the **Administration** menu.

Please choose f	Administration rom the following options.
	Time Configuration Time Configuration Change Passwords DS9 Configuration NRS System Power Off Reboot Quit
+	< IK >

2. Select System > Software Upgrade.

	System
Please cho	ose from the following options.
1	Product Registration
	oftware Upgrade
i	Backup and Restore
i	Health Check
i i	Commands
1	Create tarball for support
1	Increase storage disk
1	About
1	Back
1	
!	
	< K >

3. Select Check and Upgrade.



1.6. Patch Install Steps

- 1. Using *Winscp* and the drop account, copy the file (example file for the arbitrator insights-arbitrator-<from>-<to>.lxsp) to the lxt_upgrade directory.
- 2. Log on to the server using Putty and the admin user credentials
- 3. Navigate down to Upgrade

Please choose from	Administration n the following options.	+
	Network Configuration	
	Time Configuration	1
	Advanced ARB Options	
	Backup Restore	1
	Change Arbitrator Branding	
	Change Passwords	11
	Fix Corrupt Ndx	
	Log Snapshot	
	NRS	
	Resize Disk	
1	Restart openldap	1
	Upgrade	
	VPN Client Configuration	
+v(+)		-68%+
+ 	< 0 <mark>K ></mark>	+
+		+

4. Select Check and Upgrade:

+		+
1	Check and Upgrade	
1	Download and Check Only	
1	Get Version Info	
1	Download Specified Package	
1	Back	
1		
i i		
i i		
i i		
i i		
+		

(Optional) Select **Perform Checksum** and enter the downloaded filename. This step will verify the downloaded file against its .sha256 file.

5. After the upgrade is complete, reboot the server and log in again to verify.

1.7. Post Checks

Check the system's version by selecting the About menu in the UI (via the System Configuration icon (Cog).



Note: If the version does not appear to be updated, clear your browser's cache and reconnect.

2. Add or Update Certificates

Users can now update SSL Certificates and SSL keys from the Admin console menu.

•	 Network Configuration
What would you like	to configure?
+	
1	Interface Settings
	DNS Settings
	Hostname
	Apache Certs
1	Apache Config
1	SSH Config
i i	SSHD Config
1	Ouit
i i	
· -	
	< <mark>DK ></mark>

2.1. Add Certificates

To add your own certificate, you will need both the certificate and private key.

- 1. SSH to the system using admin account
- 2. Select Network Configuration
- 3. Select Apache Certs
- 4. Select Insert Cert
- 5. Paste in customer certificate

A certificate has the following header and footer

```
--BEGIN CERTIFICATE--
--END CERTIFICATE--
```

DAVIDUOOTDAVI				
WDATDVQQTDAV	JZXhhczEPMA	ØGA1UEBwwGSXJ	2aW5nMQ0wCwYDVQ	QK
wCgYDVQQLDANI	<zxywhhcnmji< td=""><td>MwMjA2MjM10DM</td><td>12WhcNMjgwMjA1Mj</td><td>M1</td></zxywhhcnmji<>	MwMjA2MjM10DM	12WhcNMjgwMjA1Mj	M1
wCQYDVQQGEwJ	VUzEOMAwGA1	JECAwFVGV4YXM	kDzANBgNVBAcMBk	ly
GA1UECgwEVm9;	zczEMMAoGA1	JECwwDZGV2MII	BIjANBgkqhkiG9w	ØB
AMIIBCgKCAQE	AnPxELbSPyk	X+ZUKVgrQZ9YY	meHn5Qe3SyIxhPY	'5L
ufh6S1LXhNbI	5BtV+Y∨a+NB	pxbk8JHLPscTT	5IDx47aU2xwHBM6	Z6
/5WØW5cMqoQU	OkiERjC/nwo	6qbtUxDrIiAjl	yCsaH1h9Jt7/GQu	ieK
+VNzkGdhMg1H	TXYcLMxdkEs	6Csryi+wUX4Q8	EzN+j7hH3DX5Hao	3g
0g07GqAPxbdH	gpJ+2YB4/MU	qUGQ6D+MExZC6	8RPwkmo+5jHMf/+	en
DzB0v077VBrpl	74lccrjLz6	gie7afMAXJSwI	DAQABo1AwTjAdBg	NV
r/Dw0izcxoft	ed5isoBzveW	QwHwYDVR0jBBg	wFoAUCMVr/Dw0iz	cx
	wCgYDVQQLDAN wCQYDVQQGEwJV GAIUECgwEVm9: AMIIBCgKCAQE/ lufh6SlLXhNb1C /SW0W5cMqoQU /VVNzkGdhMglH Og07GqAPxbdHg DzB0v077VBrp /r/Dw0izcxoftd	wCgYDVQQLDANkZXYwHhcNMjH wCQYDVQQGEwJVUzEOMAwGA1U GAIUECgwEVm9zczEMMAoGA1U AMIIBCgKCAQEAnPxELbSPyk lufh6SlLXhNbI6BtV+Yva+NB i/SWWWScMqoQUOkiERjC/nwol i/VWakGdhMglHTXYcLMxdkEst Og07GqAPxbdHgpJ+2YB4/MU iDzB0v077VBrpL74lccrjLz6 ir/Dw0izcxofted5isoBzveW	wCgYDVQQLDANkZXYWHhcNMjMvMjA2MjM10DM wCQYDVQQGEwJVUzEOMAwGA1UECAwFVGV4YXM GA1UECgwEVm9zczEMMAoGA1UECwwDZGV2MII AMIIBCgKCAQEAnPxELbSPyKX+ZUKVgrQZ9YY UrfhGSLLXhNbIGBtV+Yva+NBpxbk8JhLPscTT //SWØWSCMqoQUOkiERjC/nwo6qbtUxDrIiAj1 '+VNzkGdhMglHTXYcLMxdkEsGCsryi+WUX4Q8 Og07GqAPxbdHgpJ+2YB4/MUqUGQ6D+MEx2C6 DzB0v077VBrpL741ccrjLzGgie7afMAXJSwI 'r/Dw0izcxofted5isoBzveWQwHwYDVR0jBBg	wCgYDVQQLDANkZXYwHhcNMjMMMjA2MjM10DM2WhcNMjgwMjA1Mj wCQYDVQQGEwJVUzEOMAwGA1UECAwFVGV4YXMxDzANBgNVBAcMBk GA1UECgwEVm9zczEMMAoGA1UECwwDZGV2MIIBIjANBgkqhkiG9w AMIIBCgKCAQEAnPxELbSPykX+ZUKVgrQZ9YYmeHn5Qe3SyIxhPY lufh6SlLXhNbI6BtV+Yva+NBpxbk8JHLPscTTSIDx47aU2xwHBM6 //SW0W5CMqoQUOkiERjC/nwo6qbtUxDrIiAjlyCsaH1h9Jt7/GQu +VNIzkGdhMg1HTXYcLMxdkEs6Csryi+wUX4Q8EzN+j7hH3DX5Hao Qg07GqAPxbdHgpJ+2YB4/MUqUGQ6D+MEXZC68RPwkmo+5jHM7+ DzB0v077VBrpL741ccrjLz6gie7afMAXJSwIDAQABo1AwTjAdBg /r/Dw0izcxofted5isoBzveWQwHwYDVR0jBBgwFoAUCMVr/Dw0iz

- 6. Select Insert Private Key
- 7. Paste in customer private key

A private key has the following header and footer

BEGIN PRIVATE KEY END PRIVATE KEY
Please Enter New PRIVATE KEY
BEGIN PRIVATE KEY
Iungi 5+yX9dRytDVym9k9JvDQ8xq/ezqsv/n0NJHeDb8+A5FFGILQMkY8mE
] JX3qbX891C0K1HZGWIWaXIX1Y41ZhBrLJCVSaKDP0JNnKaeK1FZ1JXU8WG7 8ToNp86EihvF8YamH9VwLtArI39wbtz8EDUqIfk6dNHTGA2ZtIKwqhE9Cwyy
fqUv4Ya1pITAgBhsItMg5aJJzdVCFtVnaHkKPQLPVSOHffACINhWK+Gp9S+ l2TsszHt6rIRcWR4oc58IUipc0os56KHhnGRsKpORPJnS0s+ifHDCYIMz+OC
t0P1xyo1AgMBAAECggEAXS52cfwa7YcbL5eHVAAu2ydmA3IV4BNjiYHMhxxM lld99duMKkIftk2BwoSrcitbK/i7ENx039reXmt6hUspaBZEaIaa&+4n4&nDU
IUzUeYLi3FmHzz6rZhMHiTeBCJuUrs+QYN01Ha63iyiVupZ/SPHp1w0+1130
I CHZKZET //SEETCJ1974/1444aanCSNDUORQ4Q1KUZJKXVVUTP2//XXUEV/ I Q+V7eA8Bhu9rGEIed9HjHr2XHox+wrGu7a01H8/UT8aQrNEVXaRWcjI0qdJ1
IZBaQZR301 SZVChZLmL5XctkC1 ± IRYo0acMHKPZh1 a0KBa0DraHz3BPKEuCv

RVdpK4FYmYkIYOLd1+QxcKad/zvWHMfg7OGltuqqXCQ9yGS7Tyy1yXybLex/ADbR

8. Select Display Cert Details to view certificate details.

< 0K >

- 9. Select **Back** and exit the menu.
- 10. Refresh the browser. The system should be using the new certificate.

<Cancel>

2.2. Update Certificates

If you want to generate a new unsigned certificate or to reset a certificate and private key:

TE8

DiI8

a+Rh 0fwM v∕u5 d0TX

- 1. SSH to the system using admin account
- 2. Select Network Configuration
- 3. Select Apache Certs
- 4. Select Generate New Unsigned Cert

5. When prompted, fill in the information requested.



- 6. Select **Back** and exit the menu.
- 7. Refresh browser. The system should be using the new unsigned certificate.

3. Free Up Disk Space on Arbitrator

This topic describes how to free up disk space on the Arbitrator when running out of space.

Note: Perform these steps if you notice errors related to low disk space, such as when the device inventory is no longer visible or accessible, which would impact the system's ability to monitor devices.

You will also need to free up disk space if you notice a high percentage utilization.

It is recommended that you perform regular health checks on your devices to prevent issues relating to low disk space.

1. Identify tables with the biggest size:

/root/bin/ dbTableSizes.v2.sh

2. Print the psql commands and the table names. No deletes are performed yet. Verify that this is an appropriate delete list, else, adjust the search and date for your requirements:

~/bin/dropTables.sh CISCO_CUCM_RIS_PHONESTATUS_TREND p2022_0 <Table date - YYYY_MM>

Note: The command in this example searches for RIS data (CISCO_CUCM_RIS_PHONESTATUS_TREND p2022_0) for a particular year and month.

3. Delete relevant data. For example, to delete RIS data 2202_03:

```
~/bin/dropTables.sh CISCO_CUCM_RIS_PHONESTATUS_TREND 2022_03 | grep DROP | grep_

→partitions | psql sca
```

CISCO_CUCM_RIS_PHONESTATUS_TREND_p2021_11 CISCO_CUCM_RIS_PHONESTATUS_TREND_p2022_03 isdnbeareroperstatustable_p2022_02