



VOSS



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

Release 23.3

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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.

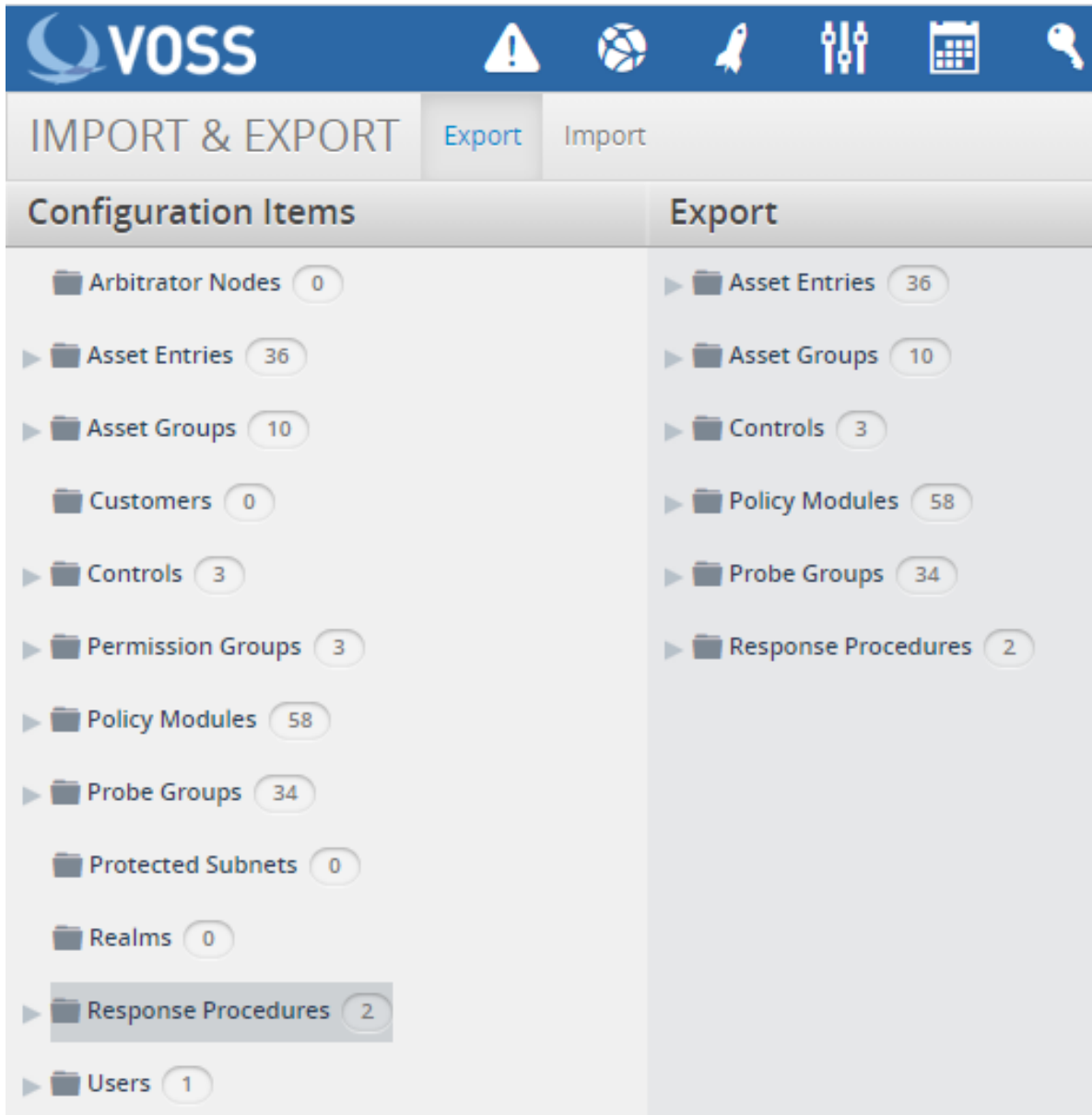
1.3. Backup Dashboards before upgrades

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 .ixtr** blue button on the top right.
6. Click the **Download** button, then save to your local computer or a secure network location.

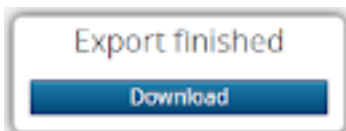
1.4. Backup Arbitrator Before Upgrade

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



4. Click **Export**

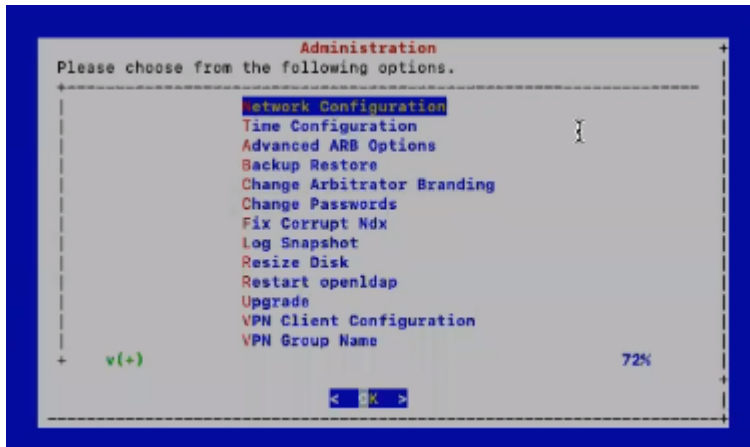


5. Click **Download**, then save to your local computer or a secure network location.

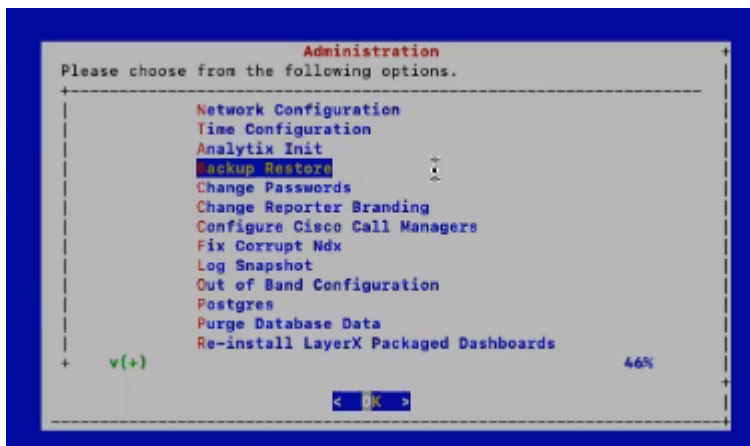
1.4.1. Admin Menu Backup (Arbitrator or Dashboard)

1. Log in to server using *Putty* via the admin account.
2. From the admin account **Administration** menu:

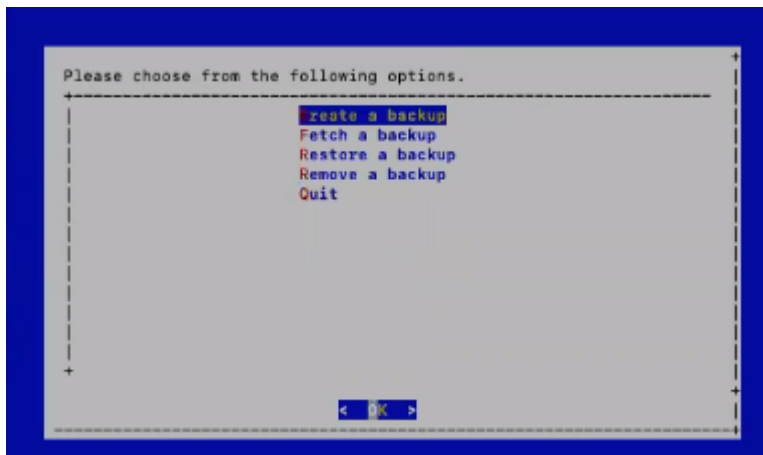
Arbitrator



or Dashboard

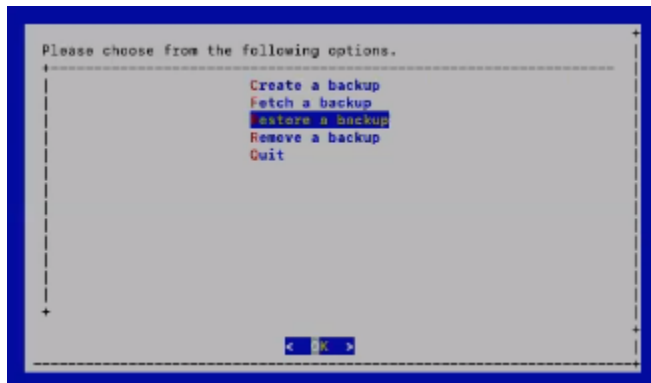


choose **Backup Restore**, and then choose **Create a backup**.



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.



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. DBOATA_ONLY
0. (cancel)
```

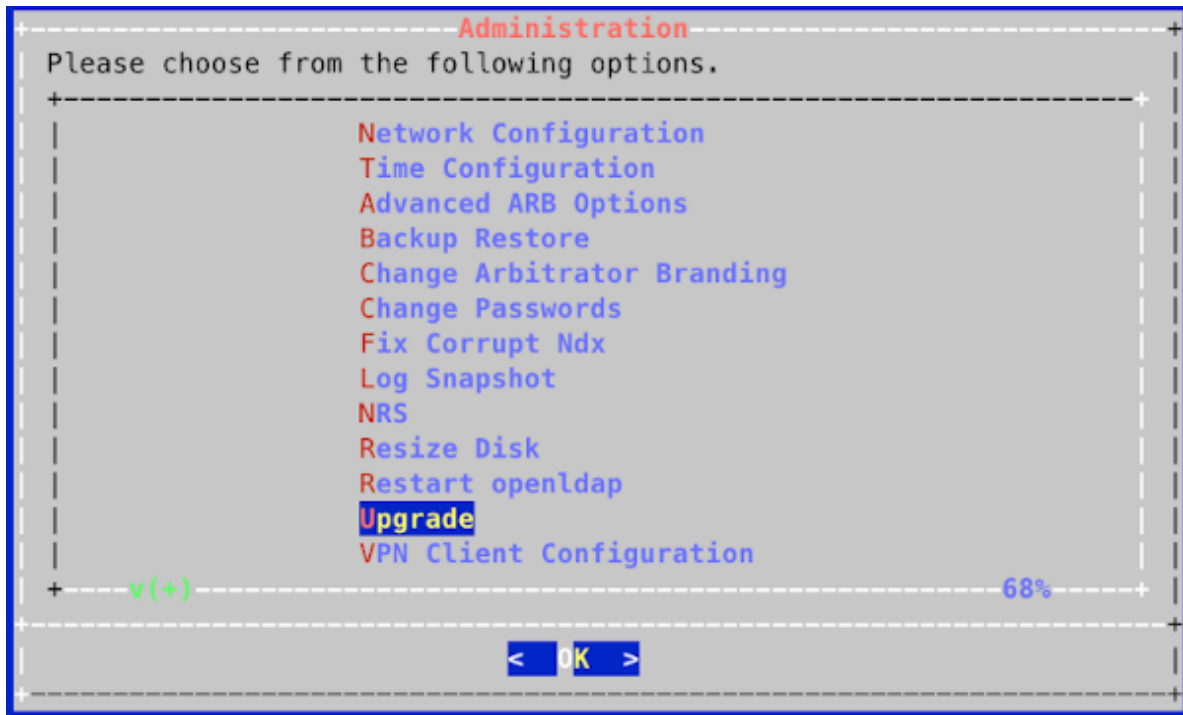
1.5. Upgrade

1.5.1. Upgrade Timings

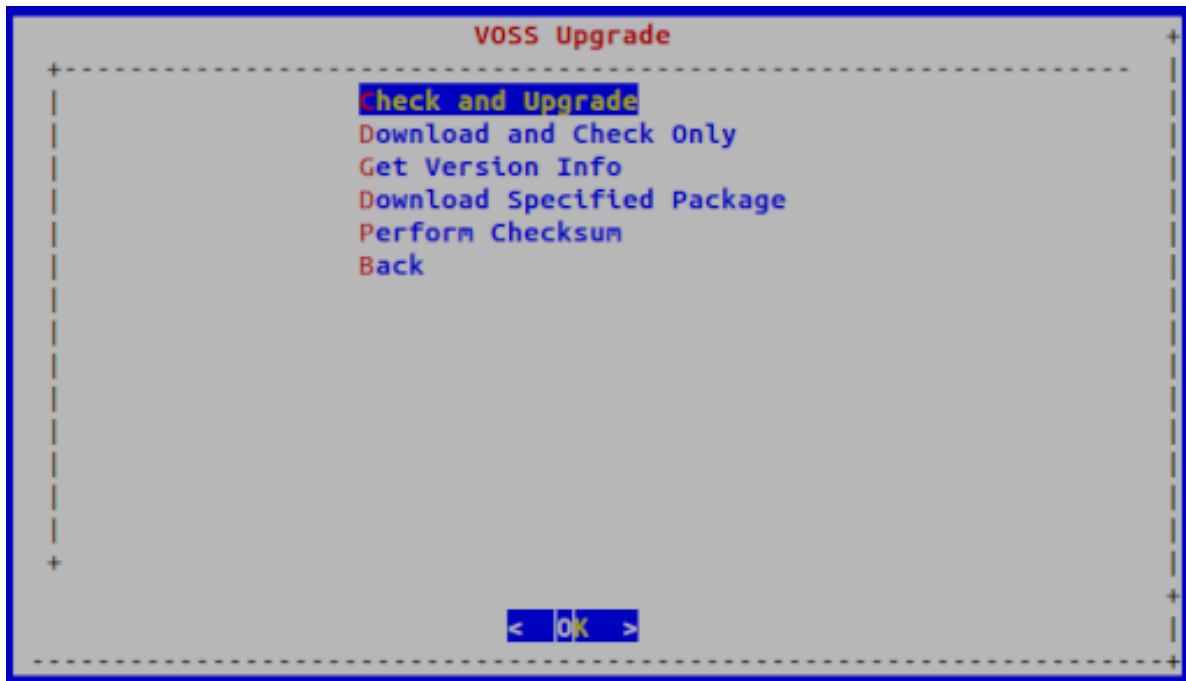
- Arbitrator = Approx 20-30 Mins
- Dashboard = Approx 20-60 Mins

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>.lxdp) 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

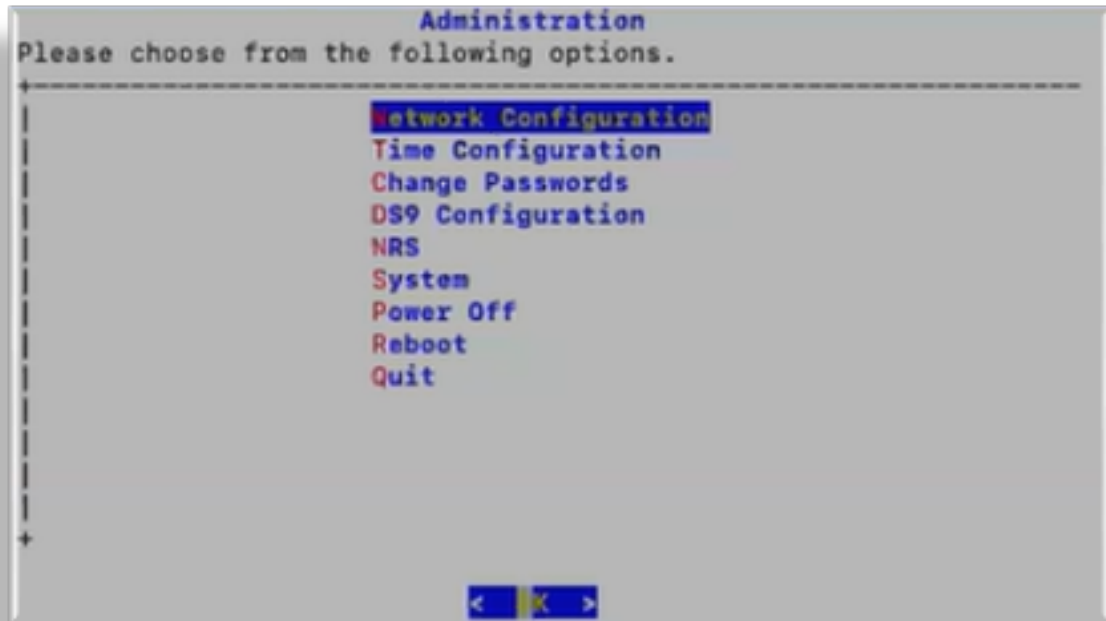
This procedure upgrades DS9.

Pre-requisites:

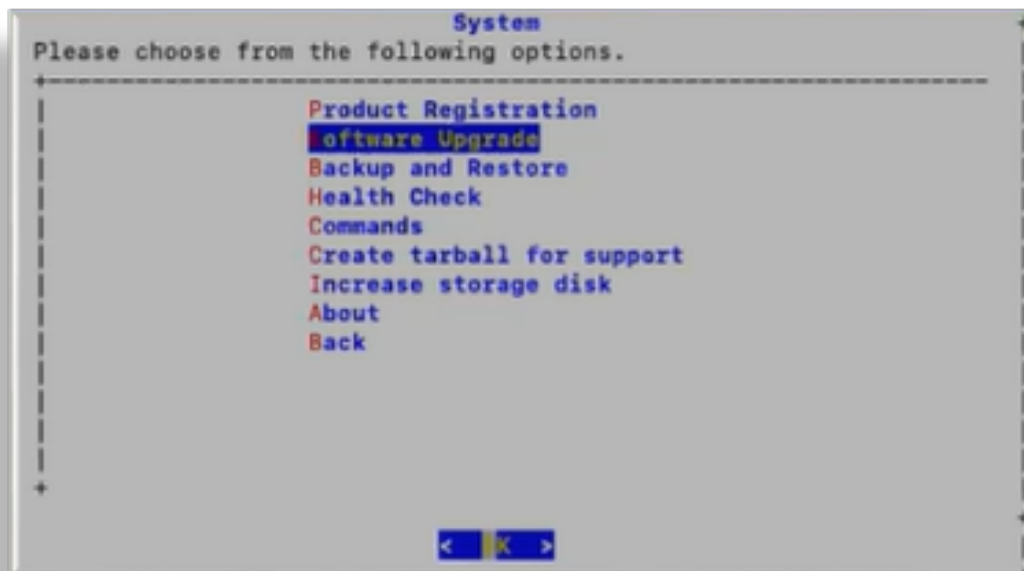
- Using *Winscp* and the drop account, copy the *.1xsp file to be used for the upgrade into the drop account's *lxt_upgrade* sub-directory.

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.

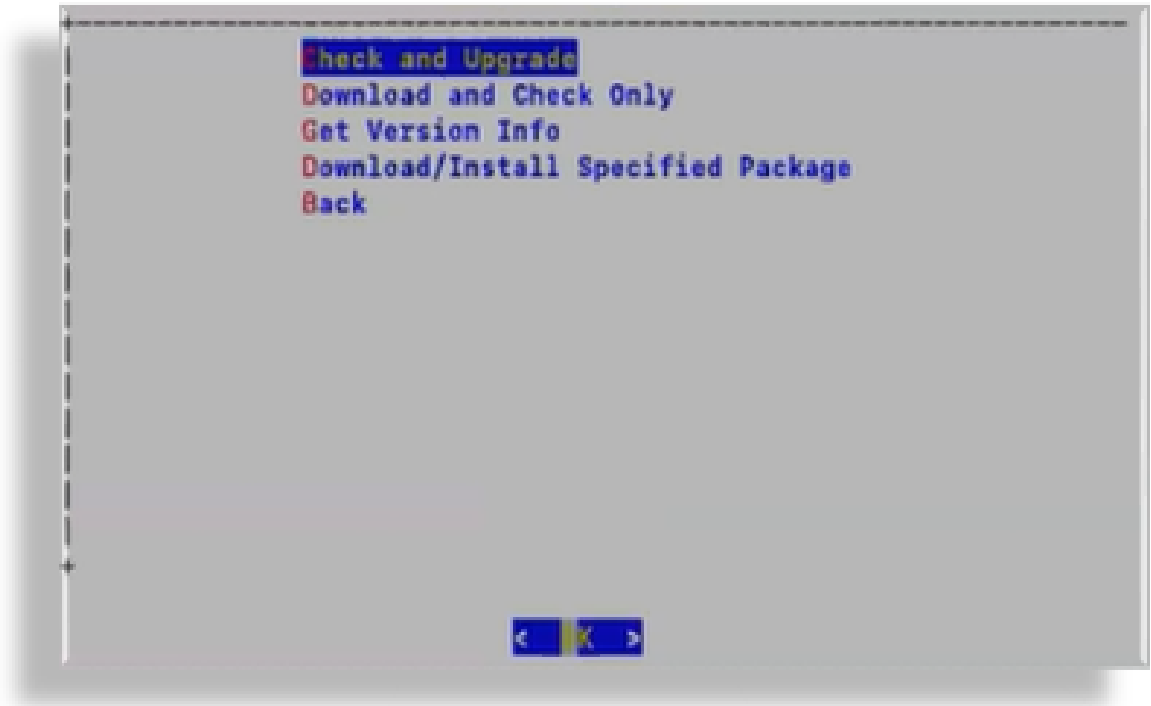
1. Connect to the DS9 server using an SSH client on port 22 and login using the admin credentials to access the **Administration** menu.



2. Select **System > Software Upgrade**.

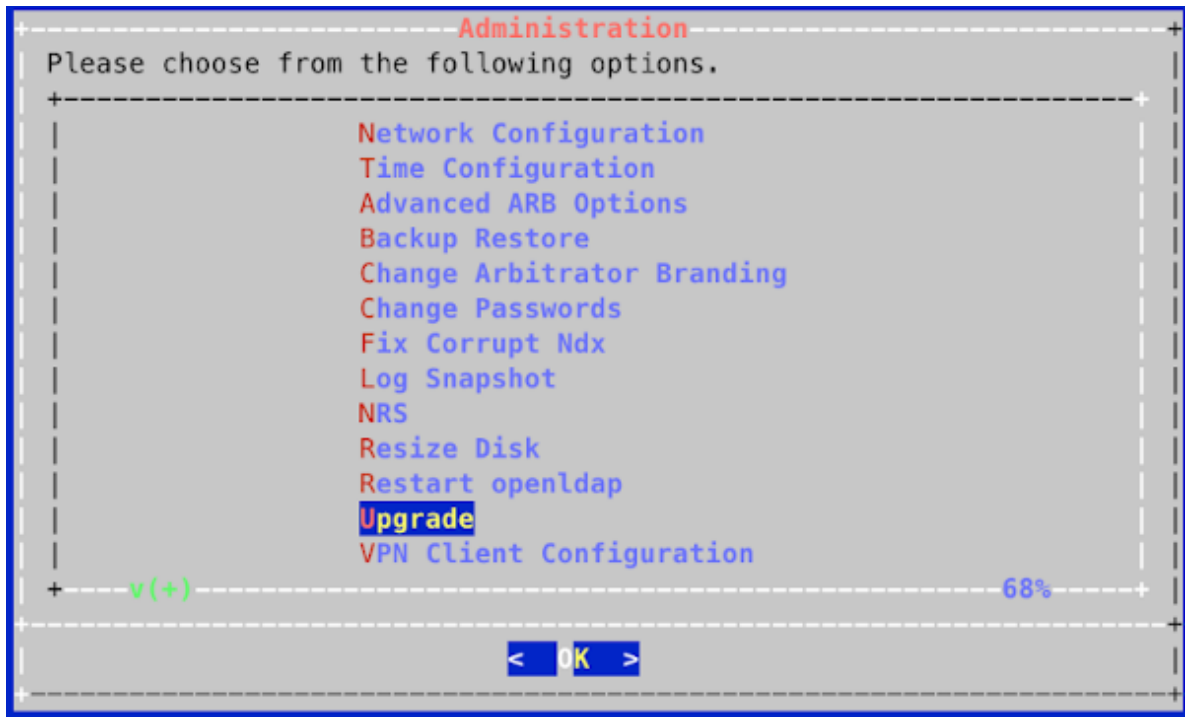


3. Select **Check and Upgrade**.

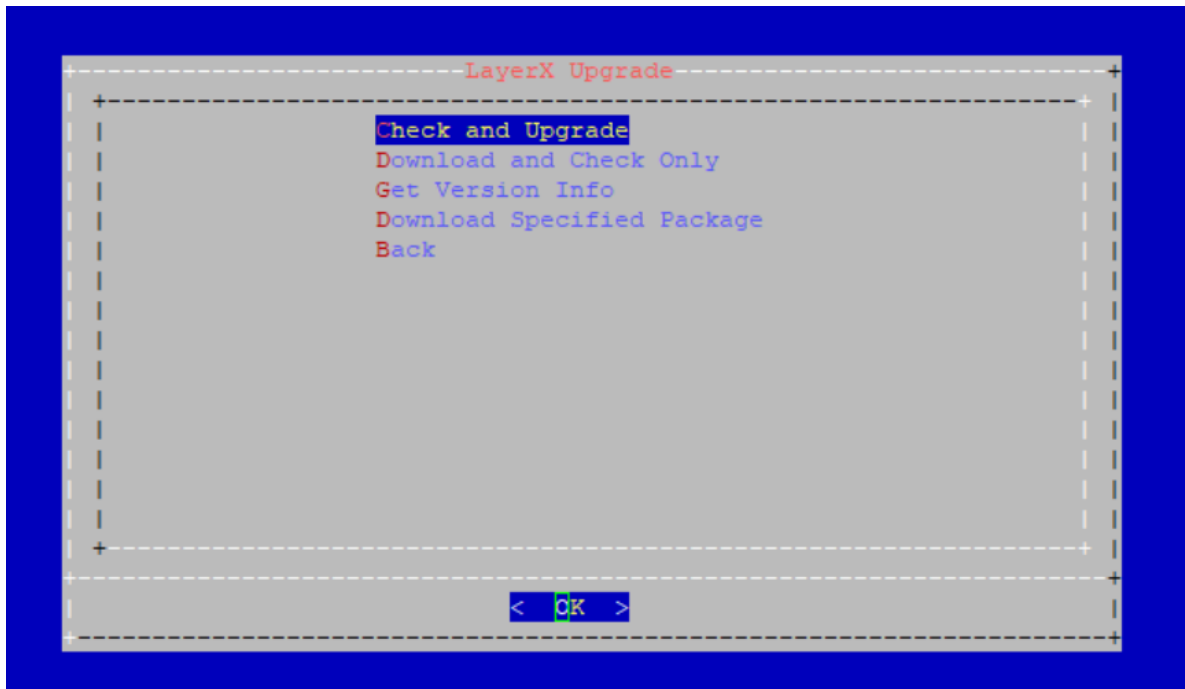


1.6. Patch Install Steps

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**



4. Select **Check and Upgrade**:

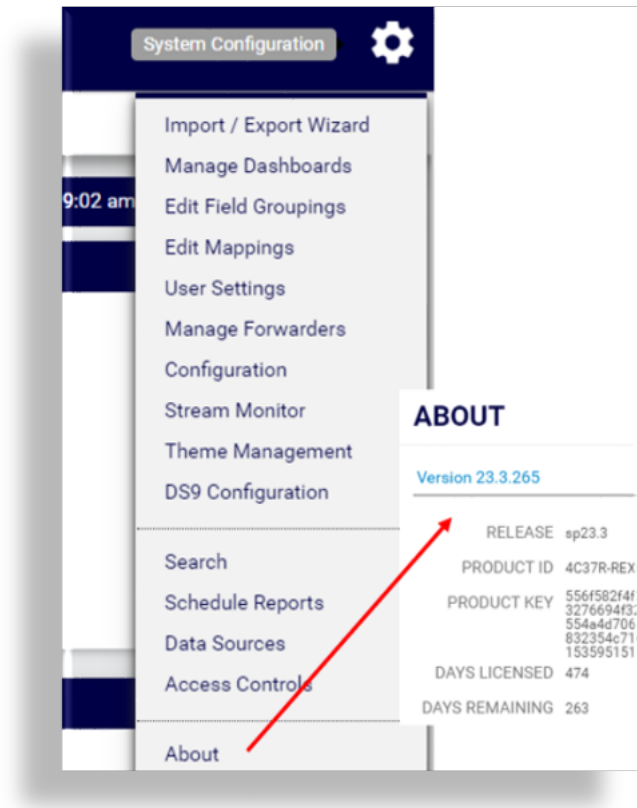


(Optional) Select **Perform Checksum** and enter the downloaded filename. This step will verify the downloaded file against its .sha256 file.

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

1.7. Post Checks

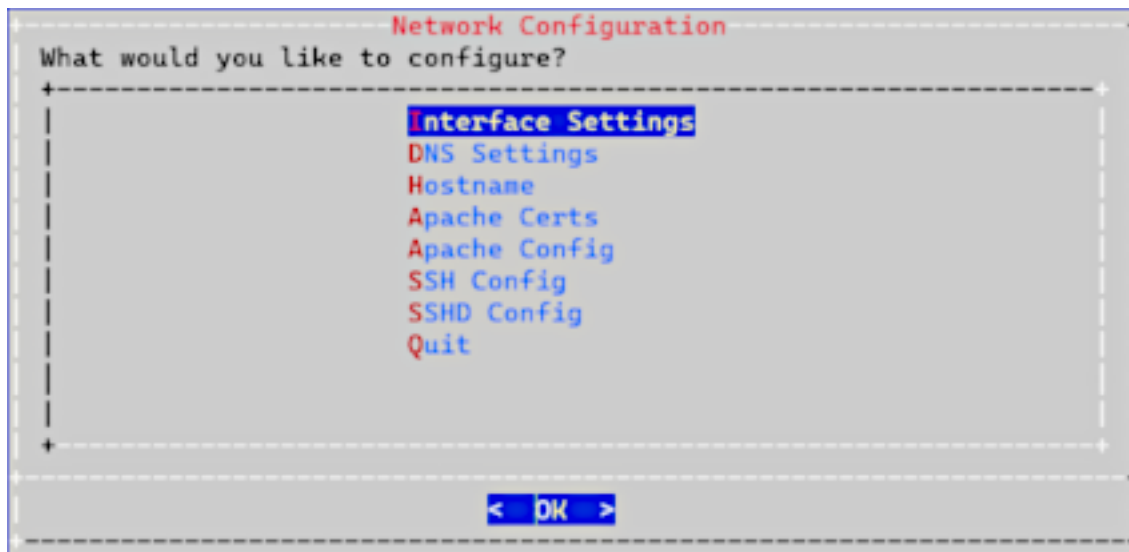
Check the system's version by selecting the **About** menu in the UI (via the **System Configuration** icon (Cog)).



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.



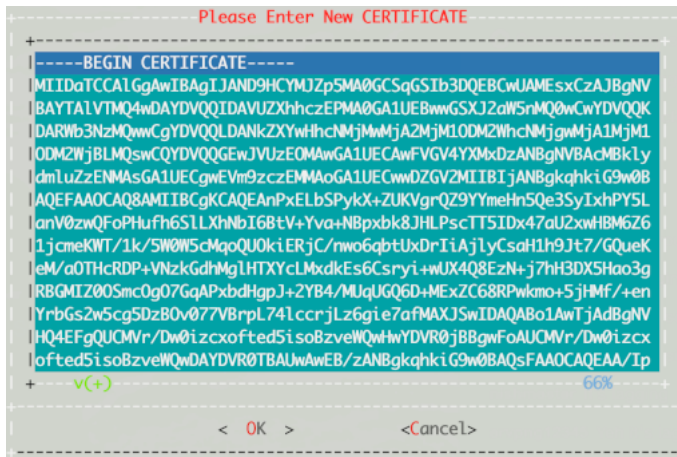
2.1. Add Certificates

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--
```



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--
```



8. Select **Display Cert Details** to view certificate details.

9. Select **Back** and exit the menu.

10. Refresh the browser. The system should be using the new certificate.

2.2. Update Certificates

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

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.

```
Generating a 2048 bit RSA private key
.....+
.....+
writing new private key to '/etc/apache2/server.key'
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:
```

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
```