



# VOSS Automate Upgrade Guide with Delta or Patch Bundle

Release 25.2

August 22, 2025

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# 1. Introduction

The *Upgrade Guide with Delta or Patch Bundle* (this document) is a guide for upgrades to:

- a *minor release* (Delta bundle), for example, 25.1 to 25.2, and so on.
- a *maintenance release* (Patch bundle), for example, 24.2-PB1 to 24.2-PB2, and so on.

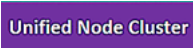
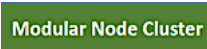

The *Upgrade Guide with ISO and Template* is a guide for *upgrades to a major version release*, for example, 24.x to 25.x, and so on.

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**Note:**

- For all fresh installs (covered in the *Installation Guide*) or for upgrades, review the *Release and Upgrade Notes* accompanying the relevant release.
  - A *Method of Procedure (MOP)* document is published on the client portal (<https://voss.portalshape.com>) together with the individual patch it refers to (in the same directory, for example, **Downloads > VOSS Automate > 24.2 > Patches > [patch name]**). These are patches that may be delivered between (major or maintenance) releases. The MOP accompanying a patch provides download and install details specific to the patch.
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Each section of this guide includes labels to indicate the relevant topologies:

- Unified node cluster topology: 
- Modular node cluster topology: 
- Single unified node topology: 

You can find out more about the Automate deployment topologies in the *Automate Architecture and Hardware Specification Guide*.

## 2. Prepare for Upgrade

### 2.1. Upgrade Path and Dependencies

Unified Node Cluster

Modular Node Cluster

Single Unified Node

The supported upgrade paths to release 25.2 using this Delta Bundle upgrade:

25.1 > 25.2

Installing this Delta Bundle has the following dependencies:

- Automate 25.1

For the upgrade steps to Automate release 25.1 (ISO upgrade), refer to:

- [Release 25.1 Upgrade Guide with ISO and Template](#)

### 2.2. Delta Bundle Overview

Unified Node Cluster

Modular Node Cluster

Single Unified Node

The Delta Bundle patch details are as follows:

- **Patch Name:** 25.2-Delta-Bundle-patch.script
- **Features included:** See the Release and Upgrade Notes for the version for details
- **SHA256 Checksum:** The value in 25.2-Delta-Bundle-patch.script.sha (available in the download location)

### 2.3. Important Information

Unified Node Cluster

Modular Node Cluster

Single Unified Node

This section provides important information for the upgrade. Please review all of the following before starting this upgrade.

### Microsoft customers: run PowerShell proxy server setup script

Microsoft customers: Before proceeding with the upgrade, ensure that you have the required version of Windows PowerShell installed.

For details, refer to [Run PowerShell proxy server setup script](#) in the Automate Core Feature Guide.

### Snapshots

It is recommended that you take snapshots of all nodes that are part of the cluster before applying the patch. These snapshots can be used in case you need to roll back. See *Rollback* in this document.

### Adaptations

It is recommended that you verify the compatibility of any installed adaptations with this patch bundle, in a lab, before installing in production.

Some adaptations might need to be re-installed post patch bundle installation.

### screen Command

It is recommended that commands in installation steps are run in a terminal opened with the `screen` command. Note that after this upgrade, the `screen` command is replaced with the `tmux` command. Refer to the Platform Guide for more details.

### Post-upgrade patch installs

Ensure that you perform any mandatory post-upgrade patch installs (if required) for all deployment types.

### Provisioning Cisco VG410 Gateway?

If you're going to be provisioning Cisco VG410 Gateway, you will need to re-import the device/cucm/GateType model to support this new VG410 Gateway after upgrading to this release.

## 2.4. Download Location

Unified Node Cluster

Modular Node Cluster

Single Unified Node

This delta bundle patch is available at the following location:

Server name	<a href="https://voss.portalshape.com">https://voss.portalshape.com</a>
Path	<b>Downloads &gt; VOSS Automate</b>
Folder	<b>25.2</b>
Patch file	<b>25.2-Delta-Bundle-patch.script</b>

## 3. Upgrade (all topologies)

### 3.1. Delta Bundle Upgrade

#### 3.1.1. Download patch script and checks

Unified Node Cluster

Modular Node Cluster

Single Unified Node

**Note:** It is recommended that the file download is done prior to the maintenance window.

Download the following file to the **media** folder on the node relevant to your topology:

25.2-Delta-Bundle-patch.script

Topology	The node on which to download the file
Unified Node Cluster	Download the file on the <i>primary unified node</i>
Modular Node Cluster	Download the file on the <i>primary application node</i>
Single Unified Node	Download the file on the <i>single node</i>

**Note:**

Unified Node Cluster

Modular Node Cluster

This note is relevant only to a *unified node cluster* topology and a *modular node cluster* topology since, in a *single unified node* environment, the application and database primary is on the same node.

To determine where the current primary application and database node is running:

1. Log in on any node.
2. Run the following command: `$ cluster run application cluster primary role application`
3. Record the node entry where *is\_primary: true*, for example:

```
----- VOSS-UN-1, ip=192.168.100.3, role=webproxy,application, loc=cpt
is_primary: true
```

3.1.2. Verify SHA256 checksum

- Unified Node Cluster
- Modular Node Cluster
- Single Unified Node

To verify SHA256 checksum for the patch, run the following command on the node the script was downloaded to:

```
system checksum media/25.2-Delta-Bundle-patch.script
```

The expected output is the value in **25.2-Delta-Bundle-patch.script.sha**, available in the download location.

3.1.3. Pre-installation version check

- Unified Node Cluster
- Modular Node Cluster
- Single Unified Node

To check the version pre-install:

1. Log in to the Admin Portal GUI.
2. Verify the information contained in **About > Version > Release**.  
The release version must be 25.1

3.1.4. Pre-installation and health checks

- Unified Node Cluster
- Modular Node Cluster
- Single Unified Node

1. Place the system in maintenance mode and suspend any scheduled transactions.  
On the *primary* node of the system, run: `cluster maintenance-mode start`  
Scheduled transactions that are in progress will be allowed to complete.  
For details on this command, refer to the System Maintenance Mode topic in the Platform Guide.  
To verify the maintenance mode status, run: `cluster maintenance-mode status`
2. Verify network connectivity, disk status, NTP.
  - a. Run the following commands:  
`cluster check`  
`cluster status`
  - b. Check status - details for this step depend on your topology:

Unified Node Cluster	On the <i>primary application</i> node, run:
Modular Node Cluster	<code>cluster run all diag disk</code>
Single Unified Node	On the single node, run: <code>diag disk</code>



- c. Clean up disk space, if required.

If there is any sign that the paths below are over 80% full, a clean-up is needed on every node to avoid risk of, for example, full logs occurring during upgrade. Clean-up steps are indicated next to the paths:

Path	Resolution
/	Contact VOSS Support if over 80%
/var/log	Run <code>cluster run all log purge</code> to execute on every node
/opt/platform	Log in to each node individually and remove any unnecessary files from the /media directory
/tmp	Reboot

3. Shut down servers and take snapshots from VMWare or Azure VHD, as applicable - details for this step depend on your topology:

Unified Node Cluster	On the <i>primary unified</i> node, run: <code>cluster run notme system shutdown</code> After one minute, run: <code>system shutdown</code>
Modular Node Cluster	On the <i>primary application</i> node, run: <code>cluster run notme system shutdown</code> After one minute, run: <code>system shutdown</code>
Single Unified Node	On the <i>single</i> node, run: <code>system shutdown</code>

### 3.1.5. Patch installation

Unified Node Cluster	Modular Node Cluster	Single Unified Node
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1. Install the patch. The details for this step depends on your topology:

Unified Node Cluster	On the <i>primary unified</i> node, run: <code>screen</code> <code>app install media/25.2-Delta-Bundle-patch.script</code>
Modular Node Cluster	On the <i>primary application</i> node, run: <code>screen</code> <code>app install media/25.2-Delta-Bundle-patch.script</code>
Single Unified Node	On the <i>single</i> node, run: <code>screen</code> <code>app install media/25.2-Delta-Bundle-patch.script</code>

**Note:** Before the patch installation starts, the following prompts display - in each case, use the actions indicated for each prompt to remove the prompt:

**Prompt:**

Continue **with** the installation.

**Action:** Append the `--force` parameter to remove this prompt.

**Prompt:**

Delete **or** keep the patch script **in** the media directory after installation.

**Action:** Append the `delete-on-success` parameter with a `yes|no` value to the command to remove this prompt.

To remove all prompts, use the command and parameters:

```
app install media/25.2-Delta-Bundle-patch.script delete-on-success yes --force
```

2. Close screen.

### 3.1.6. Post-installation, security and health checks

Unified Node Cluster

Modular Node Cluster

Single Unified Node

1. Verify that the cluster is stable after the upgrade. Run the following on the primary node:

```
cluster check
```

Any errors that are reported need to be corrected prior to resuming the upgrade.

2. The message: `*** Reboot Required - New Kernel Installed vmlinuz-x.xx.x-xxx-generic ***` may be displayed at the bottom after the upgrade.

Reboot the cluster. The details for this step depend on your topology:

Unified Node Cluster

Modular Node Cluster

To reboot all nodes, run: `cluster run notme system reboot`

If the following node messages display, these can be ignored: `<node name> failed with timeout`

Then run: `system reboot`

Single Unified Node

On the *single* node, run: `system reboot`

**Note:** Since all services will be stopped, this step takes some time.

3. End the system maintenance mode. On an *application* node of the system, run:

```
cluster maintenance-mode stop
```

Verify maintenance mode status, run: `cluster maintenance-mode status`

For details on this command, refer to the System Maintenance Mode topic in the Platform Guide.

4. Run `cluster check`.

Inspect the output for warnings and errors. You can also use `cluster check verbose` to see more details, for example, to check that `avx` is enabled.

For troubleshooting and resolutions, also refer to the *Health Checks for Cluster Installations Guide* and the *Platform Guide*. Contact VOSS Support for assistance, if required.

5. Verify the upgrade:

- a. Log in on the Admin Portal, and check version details in **About > Version**.

If your web browser can't open the user interface, clear your browser cache before trying to open the interface again.

- b. Confirm that versions are upgraded (where XXX is the release version).

- Release should display XXX
- Platform version should display XXX

- c. Check that themes on all roles are set correctly.

## 4. Post Upgrade

### 4.1. Post-install checks

Unified Node Cluster

Modular Node Cluster

Single Unified Node

1. Ensure that all services are running on *all* nodes. Run `app status`
2. Log in to the Admin Portal of all nodes, then go to **About > Version > Patches**, and ensure that '25.2 Delta Bundle' is displayed.

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**Note:**

- Log in to the Admin Portal of all nodes using an administrator account.
  - Log in to the Self-service portal of all the nodes using a Self-service account.
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### 4.2. Rollback

Unified Node Cluster

Modular Node Cluster

Single Unified Node

A VMWare or Azure VHD snapshot of Automate instance is taken under the maintenance window, just before the upgrade activities start. If rollback is needed during the same change window as the upgrade, use the VMWare snapshot to revert Automate to its original state and bring the services back.