

APMAX Upgrades

Do it your self upgrades



APMAX Upgrades

Upgrade Advantages:

- Simple interactive UI interface
- Allows Staging of files for planned upgrade
- Do on your own schedule
- Eliminates manual intervention
- Support rep not needed to run upgrade
- Detailed logging

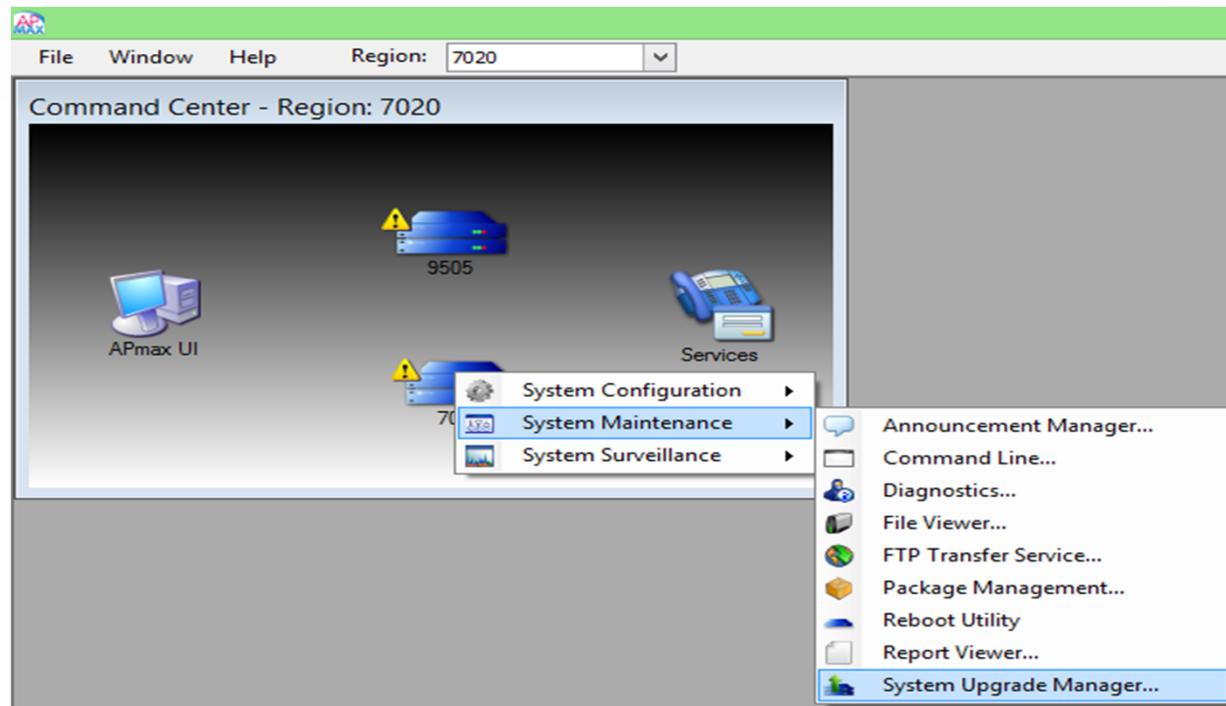


APMAX Upgrades

Getting Started:

The UI now allows system Technicians to access System Upgrade Manager from the System Maintenance menu.

System Maintenance | System Upgrade Manager



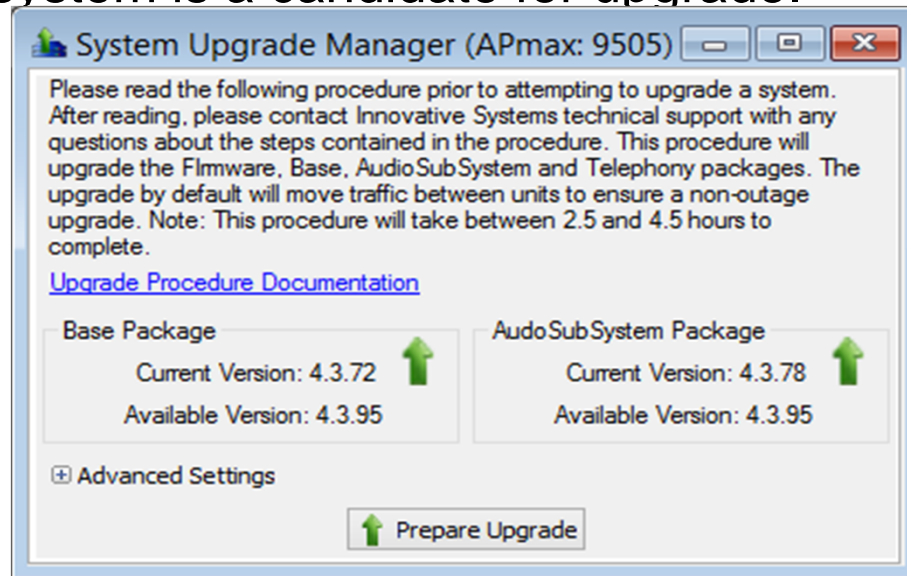
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System Upgrade Introduction:

The UI will launch showing an introduction screen. This screen displays a general warning and links to our current upgrade documentation. It also displays the current Base and AudioSub versions on the system. The current available versions, and available versions will be displayed to the user if their system is a candidate for upgrade.



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System upgrade:

- Note: The upgrade button will be disabled if the system is up-to-date.





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System upgrade:

- Note: IS techs can bypass the upgrade window if they need to re-upgrade the system to the current version or a non released version.

The screenshot shows a dialog box titled "Upgrade Files". It contains two radio buttons: "Download Automatically" (unselected) and "Specify Local Files" (selected). Below the radio buttons, there are two text input fields. The first field is labeled "TAR File:" and contains the path "P:\APmax Pre-Release Packages\Upgrade Packages\4.x to 4.3 Upgrade\UpgradeFiles_43_unified.tar". To the right of this field is a "Browse..." button. The second field is labeled "Package:" and contains the path "P:\APmax Pre-Release Packages\Upgrade Packages\4.x to 4.3 Upgrade\Prestage 4_3 unified upgrade-1.0.6.apex". To the right of this field is another "Browse..." button.



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Advanced Settings:

- To and From Versions
- Perform Backups
- Download from IS
- Specify file location
- Email settings for progress messages
- Upgrade both units or one at a time
- Require confirmation

System Upgrade Manager (APmax: 9056)

Please read the following procedure prior to attempting to upgrade a system. After reading, please contact Innovative Systems technical support with any questions about the steps contained in the procedure. This procedure will upgrade the Firmware, Base, AudioSubSystem and Telephony packages. The upgrade by default will move traffic between units to ensure a non-outage upgrade. Note: This procedure will take between 2.5 and 4.5 hours to complete.

[Upgrade Procedure Documentation](#)

Base Package	AudioSubSystem Package
Current Version: 4.3.95	Current Version: 4.3.95
Available Version: 4.3.95	Available Version: 4.3.95

☐ Advanced Settings

Databases

☒ Perform Database Backup

Upgrade Files

☒ Download Automatically

☐ Specify Local Files

TAR File:

Package:

Progress Emails

☒ Send Progress Emails

Email Server:

To:

From:

Upgrade Process

☐ Upgrade Units Simultaneously

☒ Require Upgrade Confirmation



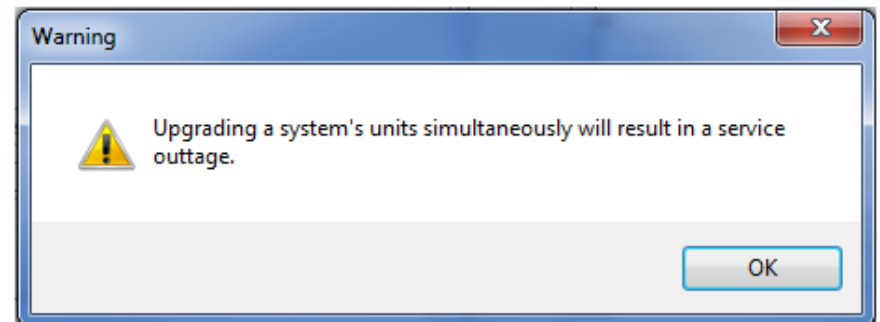
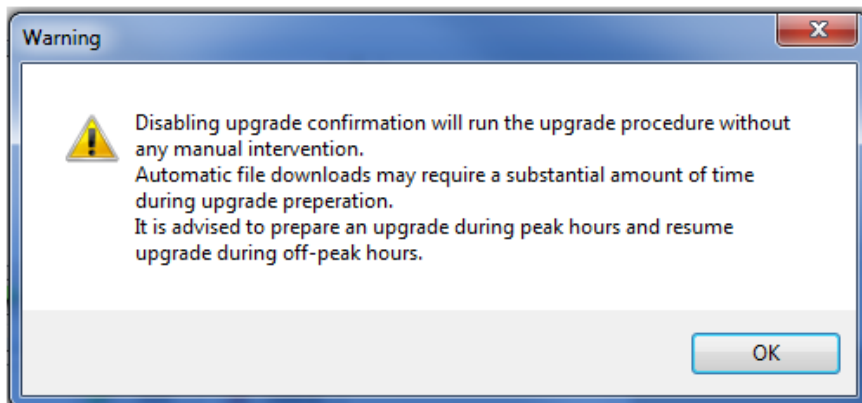
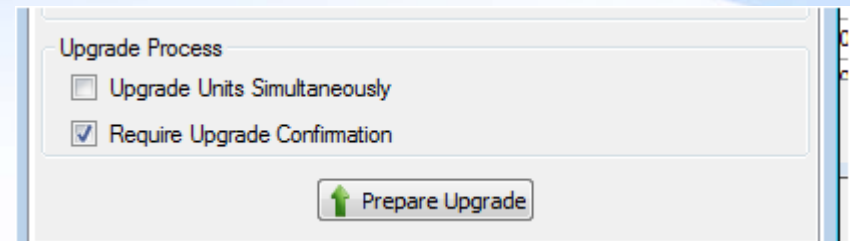
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Advanced Settings:

- Upgrade both Simultaneously
- Require Upgrade Confirmation

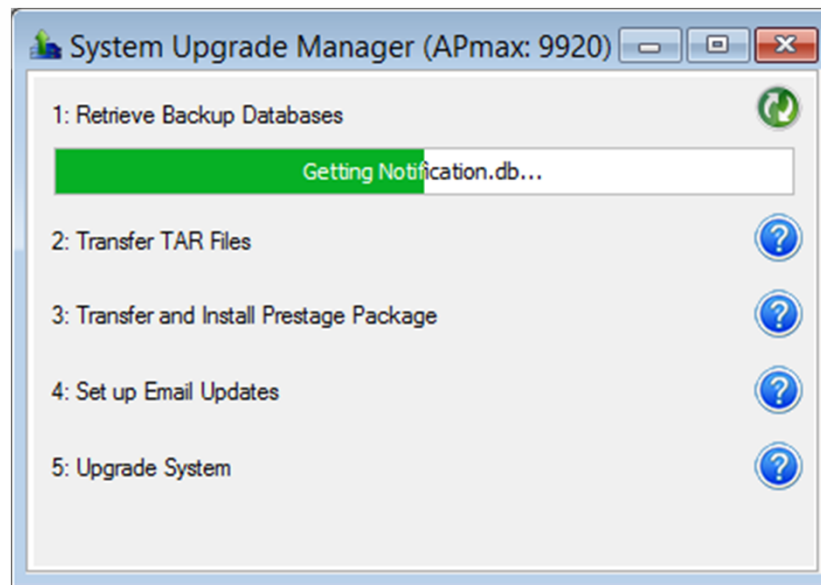




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Starting Upgrade:

Once the Upgrade button has been pushed, the introduction screen will flip to the upgrade screen. This screen displays the steps required to finish an upgrade and the current status of each step.

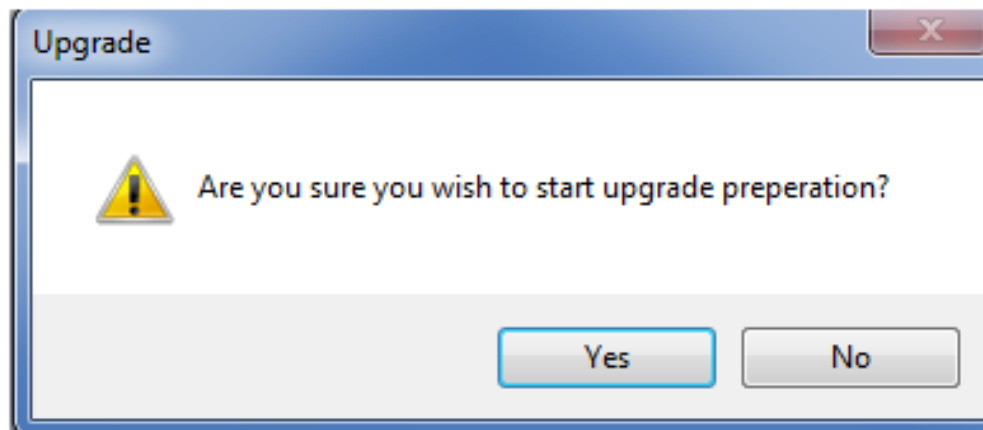




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Starting Upgrade:

Note: If the upgrade confirmation setting is checked the UI will pause after step 4 finishes and a button will appear below the "Upgrade System" step. This allows the user to resume upgrading at their discretion. This feature works well for technicians that want to stage the upgrade files ahead of time and then resume later.

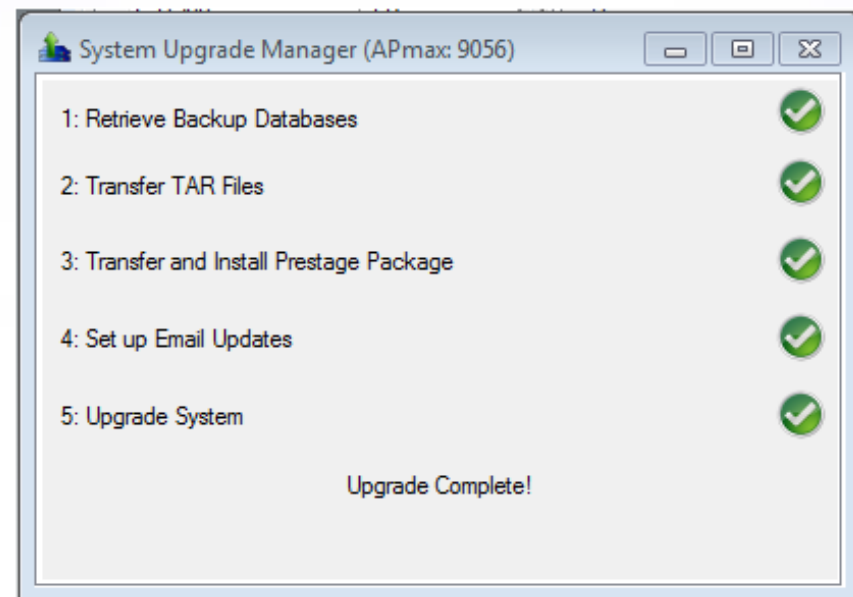
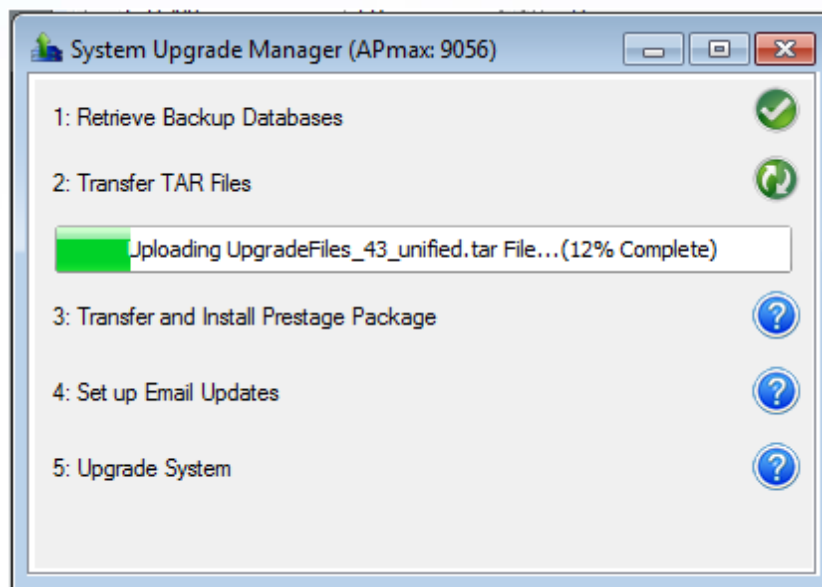




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Starting Upgrade:

As the upgrade steps complete they will be displayed with a Green Check mark.

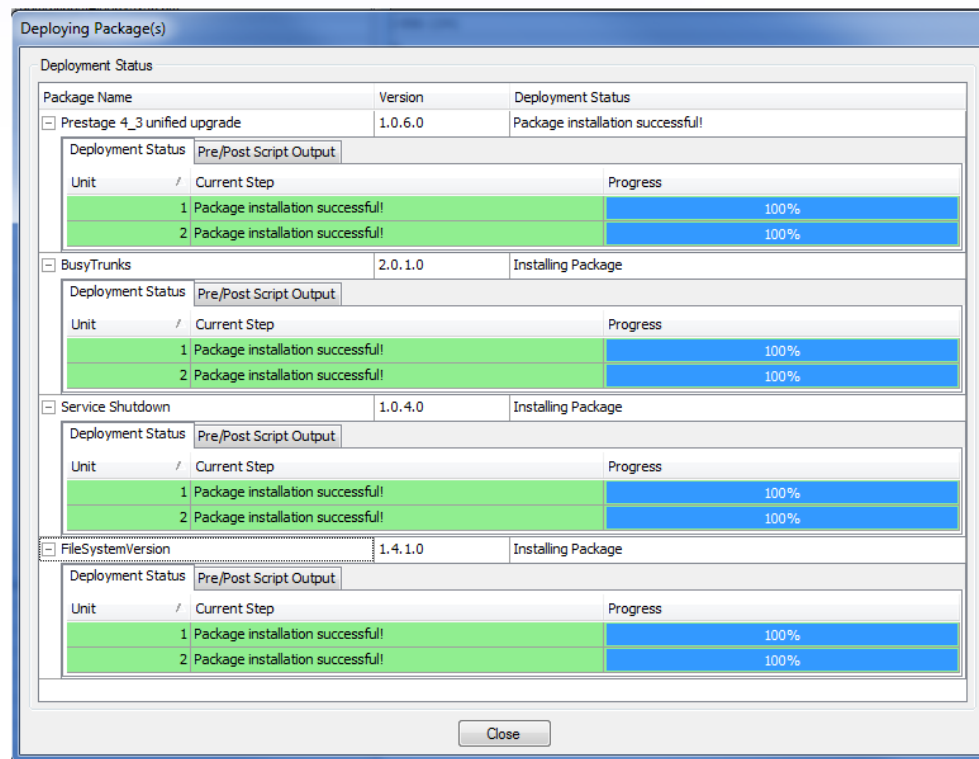




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Starting Upgrade:

During the upgrade the APMAX UI | Package Manager window will also display the progress of each package being installed.





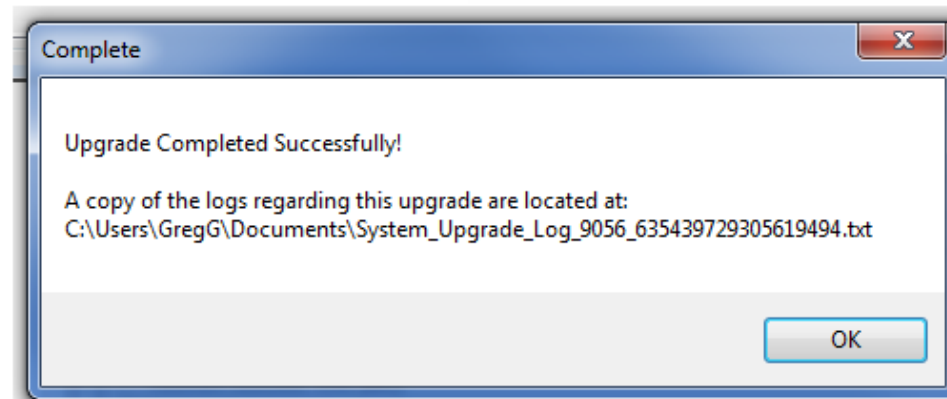
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Upgrade complete / Logging Upgrade:

For support debugging purposes a log file is created for each attempted upgrade. It can be located in the My Documents folder (Ex: C:\Users\UpgradeMaster\Documents\System_Upgrade_Log_635423102245683083.txt).

This is also the directory all remotely downloaded files are located.

Note: Automatically downloaded files should be deleted automatically on successful upgrade.



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Logging Upgrade:

Emails delivered by the Upgrade Manager

All Unread		Search APMAX UPGRADES (Ctrl+E)		Current Folder ▾	
FROM	SUBJECT	RECEIVED	5.		
ApMaxUpgrade	System 9056, unit 2: Upgrade Upgrade Complete <end>	Mon 8/18/2014 5:33 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Upgrade Attempting to convert tcp triggers <end>	Mon 8/18/2014 5:32 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Upgrade Restarting trunks and cleaning up. <end>	Mon 8/18/2014 5:32 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Upgrade Reboot complete, running stage 4 <end>	Mon 8/18/2014 5:31 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Upgrade Upgrade Complete <end>	Mon 8/18/2014 5:30 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Upgrade Attempting to convert tcp triggers <end>	Mon 8/18/2014 5:30 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Upgrade Restarting trunks and cleaning up. <end>	Mon 8/18/2014 5:30 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Upgrade Reboot complete, running stage 4 <end>	Mon 8/18/2014 5:30 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Upgrade Packages installed: Going for unit reboot <end>	Mon 8/18/2014 5:26 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Upgrade Packages installed: Going for unit reboot <end>	Mon 8/18/2014 5:24 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Installing Package Install of package FileSystemVersion-1.4.0.5_to_1.4.1.0.apex Done. <end>	Mon 8/18/2014 5:24 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Installing Package Install of package FileSystemVersion-1.4.0.5_to_1.4.1.0.apex Done. <end>	Mon 8/18/2014 5:23 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Installing Package FileSystemVersion-1.4.0.5_to_1.4.1.0.apex <end>	Mon 8/18/2014 5:20 PM	5.		
ApMaxUpgrade	System 9056, unit 2: Installing Package Install of package Service Shutdown-1.0.4.apex Done. <end>	Mon 8/18/2014 5:20 PM	5.		
ApMaxUpgrade	System 9056, unit 1: Installing Package FileSystemVersion-1.4.0.5_to_1.4.1.0.apex <end>	Mon 8/18/2014 5:19 PM	5.		



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Logging Upgrade:

Log file info from Upgrade Manager

```
(8/18/2014 3:29:32 PM) *** Initializing System Upgrade ***
(8/18/2014 3:29:32 PM) *** Upgrade Initiated by - Windows: gregg - APMAX - apmax ***
(8/18/2014 3:29:32 PM) Unit 1 - Setting up RTStatus...
(8/18/2014 3:29:32 PM) Unit 2 - Setting up RTStatus...
(8/18/2014 3:29:32 PM) Retrieving Upgrade Files Location
File...http://updates.innovsys.com/APBaseUpdates/
(8/18/2014 5:08:28 PM) Unit 2 - Upgrading...Running PreBoot script, Shutting down trunks - can
take 10 minutes
(8/18/2014 5:08:29 PM) Unit 1 - Upgrading...Running PreBoot script, Shutting down trunks - can
take 10 minutes
(8/18/2014 5:08:49 PM) Unit 1 - Upgrading...PreBoot: Going for unit reboot
(8/18/2014 5:08:56 PM) Unit 2 - Upgrading...PreBoot: Going for unit reboot
(8/18/2014 5:14:44 PM) Unit 1 - Upgrading...Shutting down services
(8/18/2014 5:15:40 PM) Unit 2 - Upgrading...Shutting down services
(8/18/2014 5:24:17 PM) Unit 1 - Upgrading...Packages installed: Going for unit reboot
(8/18/2014 5:25:55 PM) Unit 2 - Upgrading...Packages installed: Going for unit reboot
(8/18/2014 5:29:42 PM) Unit 1 - Upgrading...Reboot complete, running stage 4
(8/18/2014 5:29:43 PM) Unit 1 - Upgrading...Restarting trunks and cleaning up.
(8/18/2014 5:30:09 PM) Unit 1 - Upgrading...Attempting to convert tcap triggers
(8/18/2014 5:30:23 PM) Unit 1 - Upgrading...Upgrade Complete
(8/18/2014 5:30:23 PM) Unit 1 - Upgrade Complete Check via RTStatus
(8/18/2014 5:31:07 PM) Unit 2 - Upgrading...Reboot complete, running stage 4
(8/18/2014 5:31:54 PM) Unit 2 - Upgrading...Restarting trunks and cleaning up
```



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Questions:

???



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