



# **CSPC Collection Platform Software Upgrade User Manual**

August 2023

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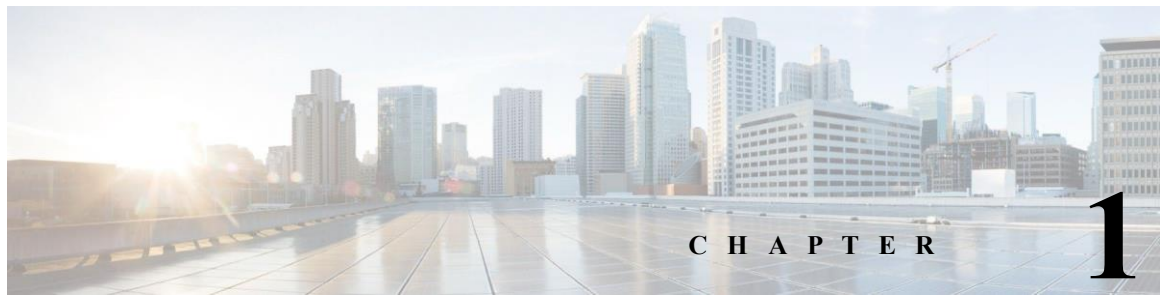
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# Introduction

The Cisco Common Service Platform Collector (CSPC) is an SNMP-based tool that discovers and collects information from the Cisco devices installed on your network. The CSPC software provides an extensive collection mechanism to gather various aspects of customer device data. Information gathered by the collector is used by several Cisco Service offers, such as Smart Net Total Care, Partner Support Service, and Business Critical Services. The data is used to provide inventory reports, product alerts, configuration best practices, technical service coverage, lifecycle information, and many other detailed reports and analytics for both the hardware and operating system (OS) software.

Cisco releases Collection Platform Software upgrades periodically. These upgrades include new features, support for new devices, improved performance, or improved security for already deployed collectors at customer/partner locations. Users can apply these upgrades through the Software Updates tab of the collector user interface (UI) or admin shell (CLI). Collector versions 2.3.8 and later are eligible to upgrade to latest version without having to redeploy a new image on their collector appliances.



Note

It is highly recommended to upgrade the Collection Platform software to the latest version.

## Upgrade Requirements

Connection to the list of Cisco servers (IP's and ports) in the below table is needed for the collector to communicate with them. In addition, the CCO login credentials that is registered and associated to the service contract is also needed.

- Before upgrading make sure the date and time of the collector appliance is accurate with respect to the installed location time zone or else the appliance might be at risk to fail communicating with Cisco.

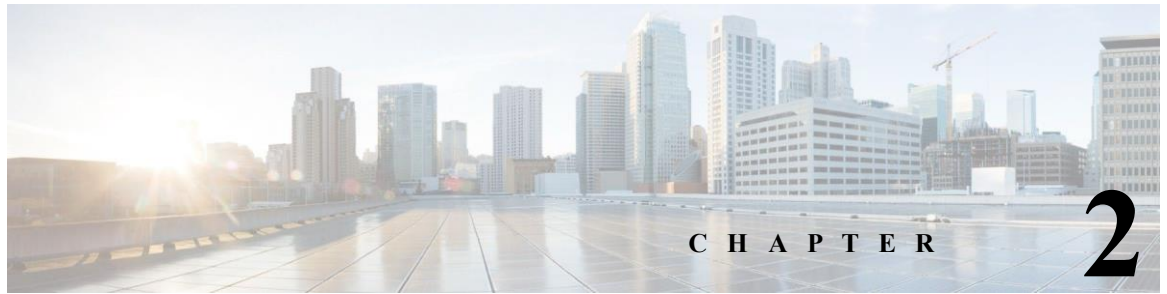
*Table 1-1 Requirements*

Host Name	IP Address	Port
concsoweb-prd.cisco.com	72.163.7.113	HTTPS (TCP/443) outbound
dl.cisco.com	72.163.7.60	HTTP (TCP/80) and HTTPS (TCP/443) outbound
dl1.cisco.com	72.163.7.60	
dl2.cisco.com	173.37.146.12	
sso.cisco.com	173.37.144.208	HTTPS (TCP/443) outbound

## ■ Upgrade Requirements

**Note**

The reference to service above represents any of the Cisco Services products (PSS, SNTC, and others).



## Enable Auto Upgrade Capability

---

Following are the recommended options for collector upgrades to enable the Software Updates tab. This tab provides the capability to schedule automated upgrades and perform manual upgrades directly in the UI. There are alternative approaches for the upgrade noted below.

### Upgrade a collector version older than CSPC 2.10

---

**Step 1** Perform a new collector installation with either 2.10.0.1 OVA, 2.10 ISO or 2.10.0.2 ISO. Login with CCO Credential to navigate to the [Download center](#) for available images.

### Upgrade a collector from version 2.9.x and later

Use the Software Updates tab in the CSPC UI to update the software to latest available CSPC version. Refer to [Upgrade Using UI](#).



**Note**

If you are on CSPC 2.9 or 2.9.1 and if you try upgrade, there is a chance of facing a scenario with download fail. You can see logs in `/opt/LCM/logs/install` file as shown below

---

```
"jeos-30.1.0-1-lnx64.zip =====
[Fri Nov 16 09:30:36 EST 2018] Starting download operation jeos-30.1.0-1-
lnx64.zip ++++++++
~~~~~

ASD-DOWNLOAD: Getting File details from the server

/opt/LCM/tmp/downloads/jeos-30.1.0-1-lnx64.zip~~~~~

% Total    % Received % Xferd Average Speed Time        Time       Time Current
                               Dload  Upload Total   Spent Left   Speed
```

104 839 104 839 0 0 2064 0 ---:---:-- --:---:-- --:---:--  
18644

RetVal:0

ASD-DOWNLOAD: Checksum error. Downloaded file is corrupted.  
(5cbfed16c7e93db9a6c829cd7a825723, 6f7907d0fbaa6f860aa32a1642155d50) "

To resolve, contact support team [cspc-l4@cisco.com](mailto:cspc-l4@cisco.com)

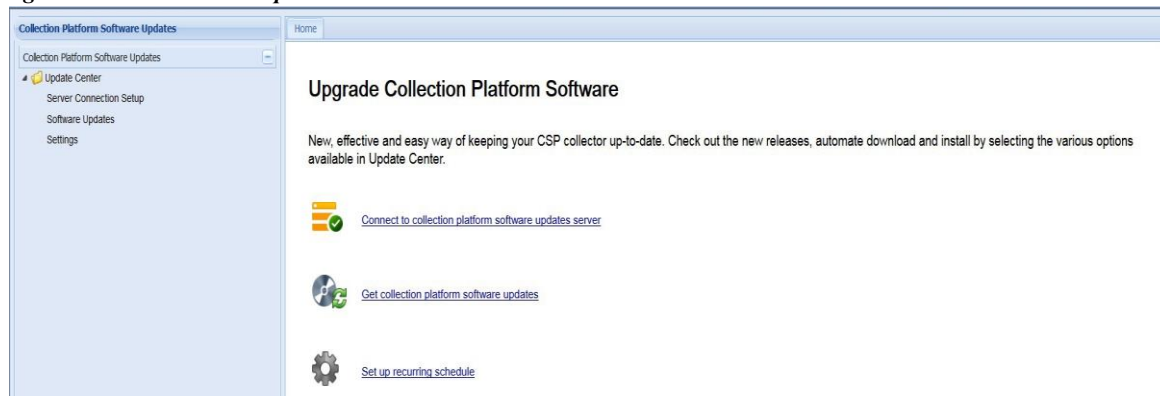
# Software Update Available Notification

You get a notification in CSPC 2.9.x and later versions after you login if new software update is available.

## Upgrade Using UI

Use the Software Updates tab or the links on the Home screen to set up the server connection, update the collector version, and schedule the updates.

**Figure 2-1**      *Menu Option*



The options provided in collection platform software updates are:

- i. Server Connection Setup
- ii. Software Updates Tab
- iii. Configure Automatic Updates

**Note:**

As some of the Auto-upgrade backend API's became obsolete, CSPC could not be upgraded to 2.10.0.7 via CSPC GUI "Software Upgrade" functionality. The only option to upgrade a collector from any 2.10.x version to 2.10.0.7 is manual method.

## Server Connection Setup

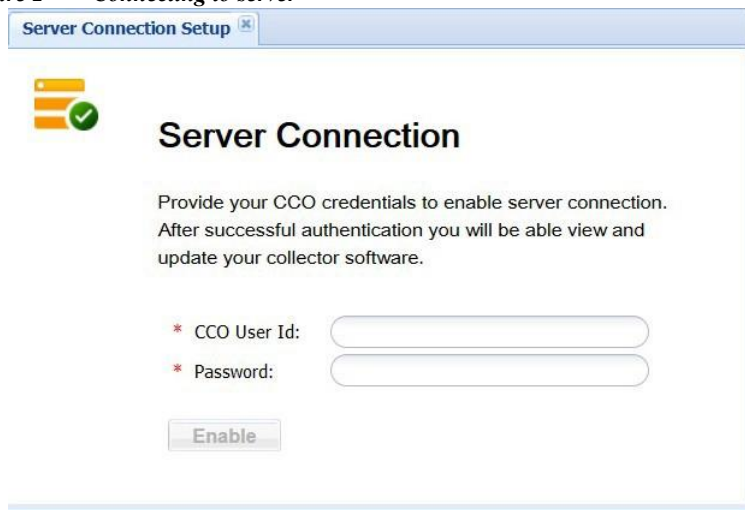
Before downloading a software image, you must first establish the connection to the Cisco server that provides the software images.

To verify the connection to Cisco's image server, perform the following steps:

- 
- Step 1**      Click the **Connect to collection platform software updates** server link, then enter your CCO ID credential.



Figure 2 Connecting to server



**Server Connection**

Provide your CCO credentials to enable server connection. After successful authentication you will be able view and update your collector software.

\* CCO User Id:

\* Password:

**Enable**

**Step 2** Click **Enable**. Once the connection is established successfully the below screen appears.

**Step 3** Click **Disable** to cut the connection.

Figure 2-3 Connected to Server



**Server Connection**

CCO credentials are authenticated successfully for User Id :

Server Connection is now enabled to receive software updates. Disabling the server connection shall clear the CCO credentials and you will not be able to view or update your software collector.

**Disable**

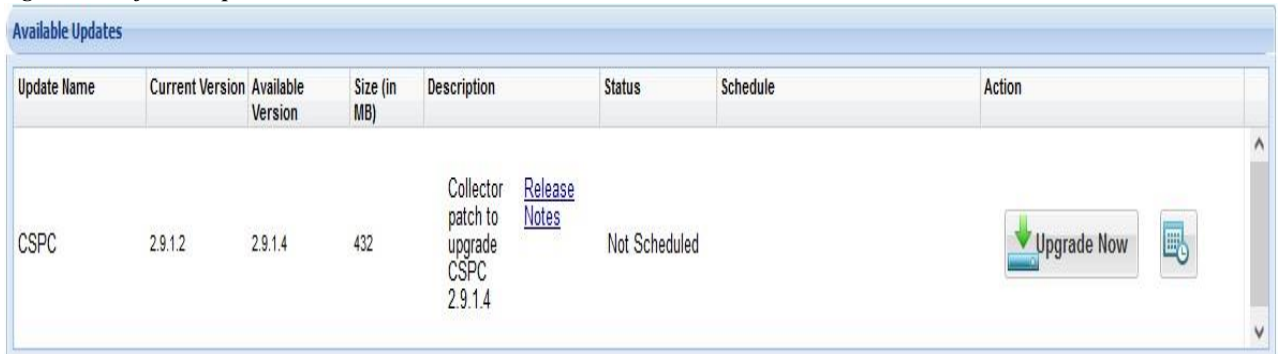


**Note** The CCO ID and password prompt is to comply with export regulations. Cisco's server software repository uses the CCO ID authentication to block attempted image downloads to any restricted country. This credential is not same as the CSPC login. Only users who have a download enabled CCO ID can access the software updates page.

# Software Updates Tab

The Software Updates tab displays all available updates for the CSPC version. You can install updates immediately or schedule it for later. This is a silent install.

*Figure 2-4 Software Updates*

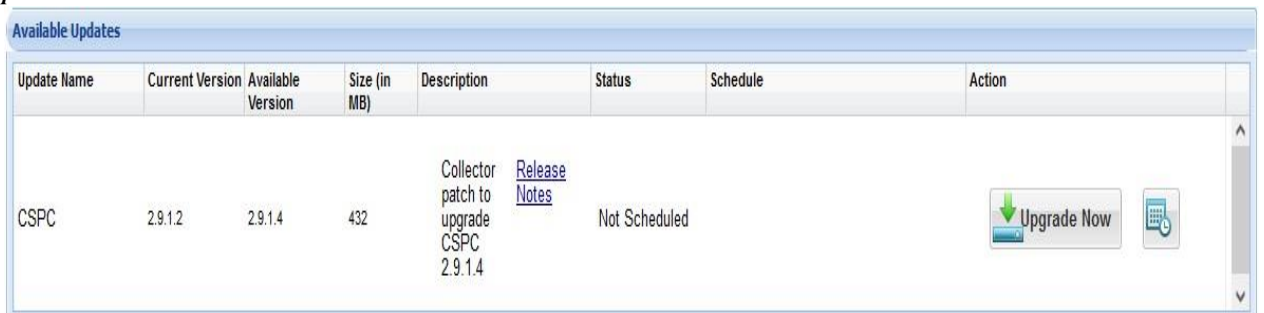


There are two ways to upgrade the collector software:

- Upgrade Now- users indicate that they want to download and apply the software image now.
- Schedule Update - user configures a policy that specifies a certain time frame when they want the updates checked, downloaded and applied as per schedule.

To install now select Upgrade Now or select **Schedule** and select date and time to install it later, then accept both agreements. Both agreements appear only once, either when choosing upgrade now or when scheduling the install.

*Figure 2-5 Software Updates*



*Figure 2-6 Software Update Parameters*

Parameters	Description
Update name	Software name

Current Version	Version installed on the collector
Available Version	Latest collector version to which collector can be upgraded
Size (in MB)	Software update file size in MB
Description	Brief description about the patch
Auto refresh Status	<p>These are various auto refresh status of the patch installation:</p> <ul style="list-style-type: none"> <li>• Initiated</li> <li>• Downloading</li> <li>• Download-failed</li> <li>• Downloaded</li> <li>• Apply-In-Progress</li> <li>• Apply-Failed</li> <li>• Installed</li> </ul>
Schedule	Displays the date and time scheduled for the collector or patch to be upgraded automatically. If any auto-upgrade schedule is present prior to this date, then that schedule will be considered.
Action	You can directly download and update or you can schedule the upgrade at a later date and time. This is only for a particular patch.
Installed Updates	Displays history of all the updates done on the CSPC.



## State Transitions



Note

The below screens illustrate the steps automatically taken to update the CSPC software.



**Figure 2-7** *Initiated*

Available Updates							
Update Name	Current Version	Available Version	Size (in MB)	Description	Status	Schedule	Action
CSPC	2.9.1.2	2.9.1.4	432	Collector patch to upgrade CSPC 2.9.1.4	Initiated		 

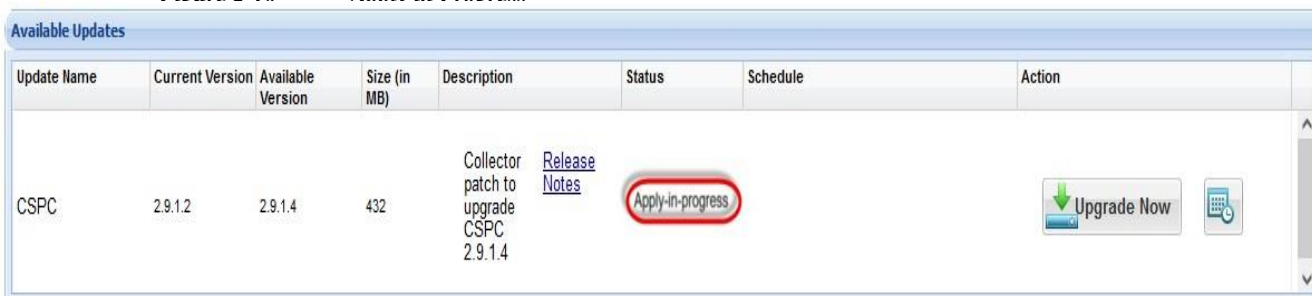
**Figure 2-8** *Downloading*

Available Updates							
Update Name	Current Version	Available Version	Size (in MB)	Description	Status	Schedule	Action
CSPC	2.9.1.2	2.9.1.4	432	Collector patch to upgrade CSPC 2.9.1.4	Downloading		 

**Figure 2-9** *Downloaded*

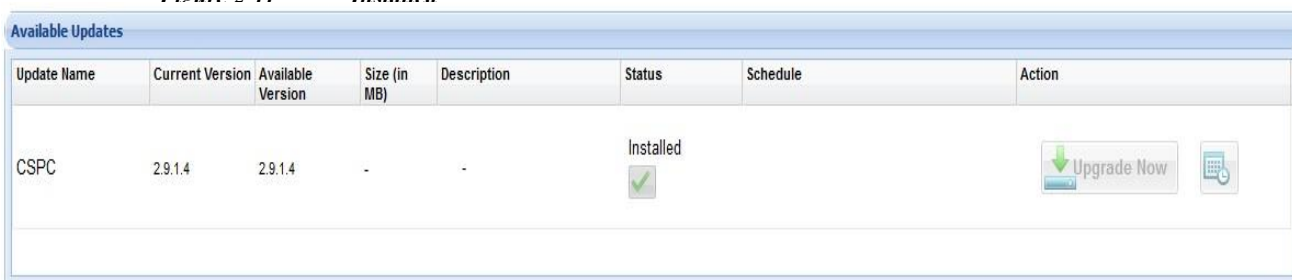
Available Updates							
Update Name	Current Version	Available Version	Size (in MB)	Description	Status	Schedule	Action
CSPC	2.9.1.2	2.9.1.4	432	Collector patch to upgrade CSPC 2.9.1.4	Downloaded		 

**Figure 2-10** *Apply in Progress*



Update Name	Current Version	Available Version	Size (in MB)	Description	Status	Schedule	Action
CSPC	2.9.1.2	2.9.1.4	432	Collector patch to upgrade CSPC 2.9.1.4	Apply-in-progress		Upgrade Now

**Figure 2-11** *Installed*



Update Name	Current Version	Available Version	Size (in MB)	Description	Status	Schedule	Action
CSPC	2.9.1.4	2.9.1.4	-	-	Installed		Upgrade Now



- Note**
- If user is using N-1 version, then available versions for update are N and N-1.x versions.
    - If user is using below N-1, then available version for update is N.
  - Where N is as follows:
    - N = 2.10.0.7
    - N-1 = 2.10.0.5
    - N-2 = 2.9
    - N-3 = 2.8
    - N-3.x = 2.8.x/2.8.x.x

## Configure Automatic Updates

Settings help you schedule the updates automatically to download and install. This option lets the user configure a policy that specifies certain parameters that identify when they want the updates to be checked, downloaded, and installed automatically. Cisco refers to this capability as Life-Cycle Management (LCM).



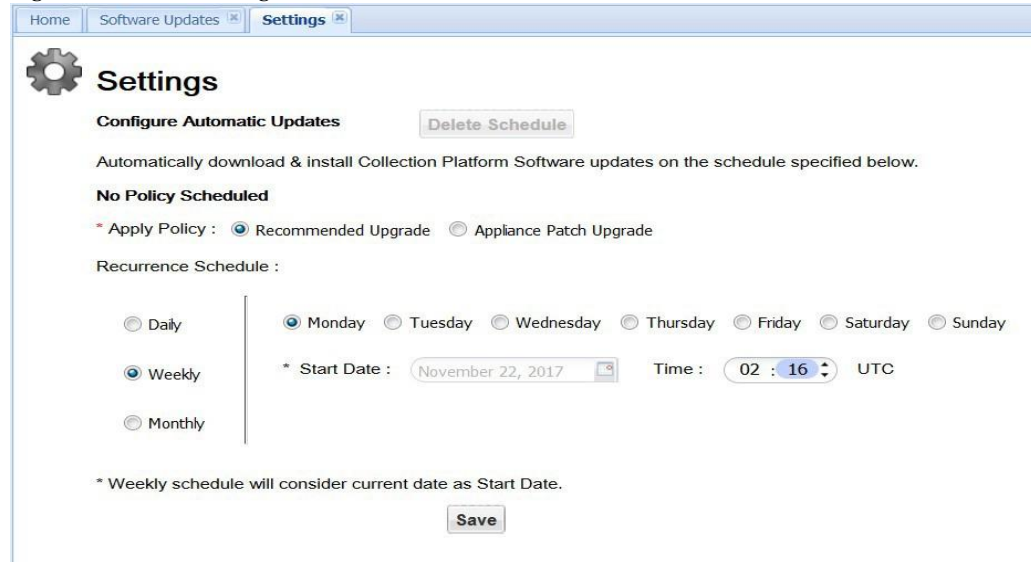
**Note** By default, the Auto-Update feature is disabled. Users may enable the Auto-Update feature to reduce the maintenance time of the collector.

To schedule the updates, perform the following:

- Step 1** Select the **Apply Policy** as **Recommended Upgrade** or **Appliance Patch Upgrade**.
- Step 2** Select **Daily**, **Weekly**, or **Monthly** and specific day if weekly is selected or date if Daily or Monthly is selected to schedule.

**Step 3** Select the **Date** and **Time** and click **Save**. To delete the existing schedule click **Delete Schedule**.

**Figure 2-12** Settings



The screenshot shows a web interface for configuring automatic updates. At the top, there are navigation tabs for 'Home', 'Software Updates', and 'Settings'. Below the tabs is a gear icon and the title 'Settings'. The main section is titled 'Configure Automatic Updates' and includes a 'Delete Schedule' button. A descriptive sentence states: 'Automatically download & install Collection Platform Software updates on the schedule specified below.' Below this, it says 'No Policy Scheduled'. The 'Apply Policy' section has two radio buttons: 'Recommended Upgrade' (selected) and 'Appliance Patch Upgrade'. The 'Recurrence Schedule' section has three radio buttons: 'Daily', 'Weekly' (selected), and 'Monthly'. Under 'Weekly', there are radio buttons for each day of the week, with 'Monday' selected. To the right of the day selection, there is a 'Start Date' field with a calendar icon, showing 'November 22, 2017', and a 'Time' field with a dropdown menu showing '02 : 16' and 'UTC'. A note at the bottom states: '\* Weekly schedule will consider current date as Start Date.' A 'Save' button is located at the bottom right of the form.

**Recommended Upgrade:** Latest available collector update irrespective of the software version.

**Appliance Patch Upgrade:** Latest available collector update based on the current software version.

## Upgrade Using Admin Shell

Steps to apply the Service Pack (SP) for all services using the Admin Shell (CLI).

- 
- Step 1** Login to collector appliance as collectorlogin.
  - Step 2** Switch to root using su – command.
  - Step 3** Login to adminshell using su admin command.

- Step 4** To download the patch execute the command.  
#download <SP Patch>
- Step 5** To check download status execute the command.  
#show download
- Step 6** Once the download completes you can use the apply command to apply the patch.  
#apply <SP Patch>
- Step 7** To check the apply status run:  
#show apply



**Note** • The download might take several minutes to hours depending on several factors such as size of the patch, network speed/latency and so on. And patch installation might take 60 to 90 minutes.

- LCM has the intelligence of automatically downloading and applying dependent patches Example: jeos-30.0.6-0-1nx64.
- The system automatically reboots after installing all the patches.

**Figure 2-13 Sample Logs**

```

Installation of software package of type "JeOS" completed successfully
--Component--CASP--CASP |Component |JeOS          |CASP component |1512571283--
else block of status update
update version--
--Component--ConcsoTgw--ConcsoTgw |Component |JeOS |1.7.2 |Connectivity TGW component |1512571283--
else block of status update
update version--1.7.2--
--Component--AdminShell--AdminShell |Component |JeOS |1.7 |AdminShell component |1512571283-
else block of status update
update version--1.7--
--Component--LCM--LCM |Component |JeOS |1.7 |LCM component |1512571283--
else block of status update
update version--1.7--
--Component--Hardened CentOS--Hardened CentOS |Component |JeOS |6.8 patch#0 |Hardened CentOS |1512571283--
else block of status update
update version--6.8 patch#0--
--JeOS--JeOS--JeOS |JeOS | |Appliance Base Package patch update |1528347034--
else block of status update
update version--
status db updation completed

```



## Manual Upgrade

Manual upgrade consists of two packs as follows:

- JeOS Pack upgrade: JeOS Pack upgrades all the OS components and must be confirmed installed before applying the Service Pack upgrade.
- Service Pack upgrade: Service Pack upgrades all the application components.

### Upgrade Sequence from previous versions

Noted below are the upgrade paths required to bring supported collector versions to current.

*Table 3-1 Upgrade Path for noted versions using root Shell*

Sl. No.	Upgrade Path
1	2.10.0.6>JeOS 2.10.0.7 > SP 2.10.0.7> 2.10.0.7
2	2.10.0.5>JeOS 2.10.0.7 > SP 2.10.0.7> 2.10.0.7
3	2.10.0.4>JeOS 2.10.0.7 > SP 2.10.0.7 > 2.10.0.7
4	2.10.0.3>JeOS 2.10.0.7 > SP 2.10.0.7 > 2.10.0.7
5	2.10.0.2>JeOS 2.10.0.7 > SP 2.10.0.7 > 2.10.0.7
6	2.10.0.1>JeOS 2.10.0.7> SP 2.10.0.7 > 2.10.0.7
7	2.10 >JeOS 2.10.0.7 > SP 2.10.0.7 > 2.10.0.7



**Note**

- 2.10.0.7 upgrade is supported from 2.10, 2.10.0.1, 2.10.0.2, 2.10.0.3, 2.10.0.4, 2.10.0.5, 2.10.0.6
- 2.9.1.5 upgrade is supported from 2.9.1.x

## Confirm the Current versions

To confirm the current version of CSPC using UI, perform the following:



- Step 1** Login to CSPC UI using credentials.
- Step 2** Once you are logged into CSPC, click **Help** menu > **About** > **View Versions**.

To confirm the current version of CSPC using CLI, perform the following.

- Step 1** Login to CSPC CLI as admin.
- Step 2** Enter the `show_version.sh` command to see version.

## Apply JeOS Package 2.10.0.7

Steps to apply the JeOS package as the first step to update the collector software for all services to 2.10.0.7 Once confirmed installed, go to [Apply Service Pack \(SP\) 2.10.0.7](#) to complete the upgrade.



---

**Note** Allocate 20-30 minutes for installation to complete. The system will automatically reboot after installation.

---

- Step 1** Login with CCO credentials and download the `collector_2.10.0.7_Build-04.zip` from the [Download Center](#) onto to your local box.
- Step 2** Copy the downloaded `collector_2.10.0.7_Build-04.zip` file to the collector appliance in the directory `/opt`.
- Step 3** Login to collector appliance as `collectorlogin`.
- Step 4** Switch to root using `su -` command.
- Step 5** Run `cd /opt` command as root.
- Step 6** Unzip the downloaded `collector_2.10.0.7_Build-04.zip` file and ensure JeOS and SP are extracted using `ls` command.
- Step 7** Apply JeOS using the below command (installation runs in background). Provide the confirmation when prompted.  
`./install.sh JeOS jeos-30.3.0-7-lnx64.zip`
- Step 8** Monitor the installation by executing the following command:  
`tail -f /opt/LCM/logs/apply`  
After successfully applying the patch in `/opt/LCM/logs/apply`, below logs are shown.

```

Current JeOS :
Service Name : COLLECTOR
Hostname : localhost.localdomain
Timezone : IST
Replaced scripts with Derby statements
[Fri Jun 16 17:09:54 IST 2023] Executed post-install scripts
[Fri Jun 16 17:09:54 IST 2023] Installation of software package of type "JeOS" completed successfully
[Fri Jun 16 17:09:54 IST 2023] --Component--CASP--CASP |Component |JeOS |2.10.0.7 |CASP component |1681201968--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:54 IST 2023] else block of status update
[Fri Jun 16 17:09:54 IST 2023] update version--2.10.0.7---CASP---Component-----
[Fri Jun 16 17:09:55 IST 2023] --Component--ConcsoTgw--ConcsoTgw |Component |JeOS |1.8.5 |Connectivity TGW component |1681201969--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:55 IST 2023] else block of status update
[Fri Jun 16 17:09:55 IST 2023] update version--1.8.5---ConcsoTgw---Component-----
[Fri Jun 16 17:09:56 IST 2023] --Component--AdminShell--AdminShell |Component |JeOS |1.9.8 |AdminShell component |1681201970--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:56 IST 2023] else block of status update
[Fri Jun 16 17:09:56 IST 2023] update version--1.9.8---AdminShell---Component-----
[Fri Jun 16 17:09:57 IST 2023] --Component--LCM--LCM |Component |JeOS |1.9.8 |LCM component |1681201971--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:57 IST 2023] else block of status update
[Fri Jun 16 17:09:57 IST 2023] update version--1.9.8---LCM---Component-----
[Fri Jun 16 17:09:57 IST 2023] --Component--Hardened CentOS--Hardened CentOS |Component |JeOS |7.9 patch#0 |Hardened CentOS |1681201971--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:57 IST 2023] else block of status update
[Fri Jun 16 17:09:57 IST 2023] update version--7.9 patch#2009---Hardened CentOS---Component-----
[Fri Jun 16 17:09:58 IST 2023] --JeOS--JeOS--JeOS |JeOS | |jeos-30.3.0-7-lnx64 |Appliance Base Package patch update |1686915392--jeos-30.3.0-4-lnx64--
[Fri Jun 16 17:09:58 IST 2023] else block of status update
[Fri Jun 16 17:09:58 IST 2023] update version--jeos-30.3.0-7-lnx64---JeOS---JeOS-----
[Fri Jun 16 17:09:58 IST 2023] status db updation completed

```

## Apply Service Pack (SP) 2.10.0.7



- Note** • Allocate 2-4 hours for the installation, depending on your network size. The algorithm runs only once to optimize storage and reduces the time required in future upgrades. System will automatically reboot after installing the patch.
- Make sure collector 2.10.0.7 JeOS patch is installed successfully before proceeding further with Service Pack (SP) 2.10.0.7 installation.

Steps to apply the Service Pack (SP) 2.10.0.7 for all services if existing the collector version is 2.10.0.4.

- Step 1** Login to collector appliance as collectorlogin.
- Step 2** Switch to root using `su -` command.
- Step 3** Run `cd /opt` command as root.
- Step 4** Apply SP using the below command (installation runs in background). Provide the confirmation when prompted.  
`./install.sh SP sp-30.3.0-7-0-lnx64.zip`
- Step 5** Monitor the installation by executing the following command:  
`tail -f /opt/LCM/logs/apply`

After successfully applying the patch in `/opt/LCM/logs/apply`, below logs are shown.

```

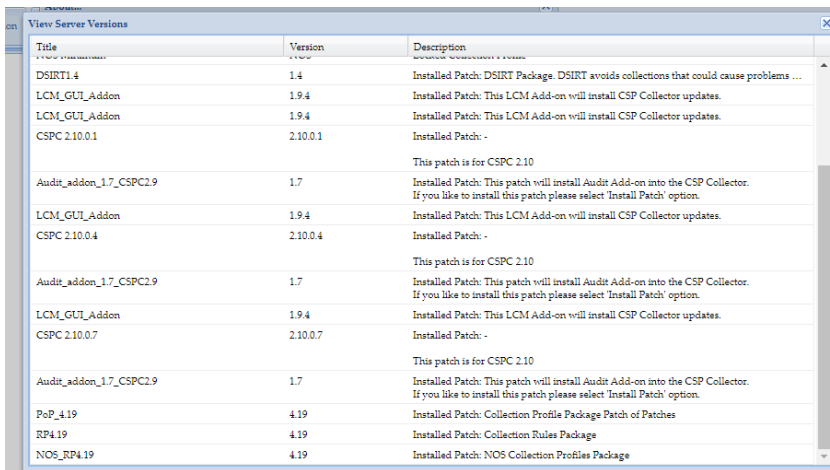
[Fri Jun 16 18:19:29 IST 2023] Executing post-install scripts
[Fri Jun 16 18:31:01 IST 2023] Executed post-install scripts
[Fri Jun 16 18:31:01 IST 2023] Installation of software package of type "SP" completed successfully
[Fri Jun 16 18:31:02 IST 2023] --Component--CSPC Base--CSPC Base |Component |SP |2.10.0.4 |CSPC Base component |1681204093--sp-30.3.0-4-0-lnx64--
[Fri Jun 16 18:31:02 IST 2023] else block of status update
[Fri Jun 16 18:31:02 IST 2023] update version--2.10.0.7---CSPC Base---Component-----
[Fri Jun 16 18:31:03 IST 2023] --SP--SP--SP |SP | |sp-30.3.0-4-0-lnx64 |Service Pack maintenance update |1686915392--sp-30.3.0-4-0-lnx64--
[Fri Jun 16 18:31:03 IST 2023] else block of status update
[Fri Jun 16 18:31:03 IST 2023] update version--sp-30.3.0-7-0-lnx64---SP---SP-----
[Fri Jun 16 18:31:03 IST 2023] status db updation completed

```

## Tomcat and Java versions:

```
root@localhost bin]# bash version.sh
Jusing CATALINA_BASE: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Jusing CATALINA_HOME: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat
Jusing CATALINA_TMPDIR: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/temp
Jusing JRE_HOME: /opt/java/jre
Jusing CLASSPATH: /opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/bootstrap.jar:/opt/cisco/ss/adminshell/applications/CSPC/webui/tomcat/bin/tomcat-juli.jar
server version: Apache Tomcat/8.5.85
server built: Jan 11 2023 00:09:15 UTC
server number: 8.5.85.0
OS Name: Linux
OS Version: 3.10.0-1160.90.1.el7.x86_64
Architecture: amd64
JVM Version: 1.8.0_371-b11
JVM Vendor: Oracle Corporation
root@localhost bin]#
```

## RP version:



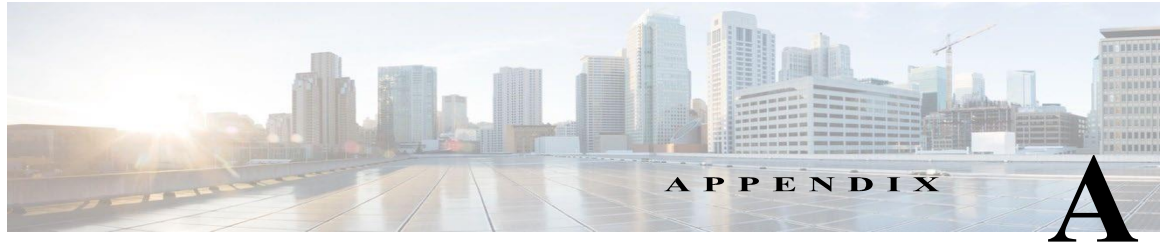
Title	Version	Description
DSIRT1.4	1.4	Installed Patch: DSIRT Package. DSIRT avoids collections that could cause problems ...
LCM_GUI_Addon	1.9.4	Installed Patch: This LCM Add-on will install CSP Collector updates.
LCM_GUI_Addon	1.9.4	Installed Patch: This LCM Add-on will install CSP Collector updates.
CSPC 2.10.0.1	2.10.0.1	Installed Patch: - This patch is for CSPC 2.10
Audit_addon_1.7_CSPC2.9	1.7	Installed Patch: This patch will install Audit Add-on into the CSP Collector. If you like to install this patch please select 'Install Patch' option.
LCM_GUI_Addon	1.9.4	Installed Patch: This LCM Add-on will install CSP Collector updates.
CSPC 2.10.0.4	2.10.0.4	Installed Patch: - This patch is for CSPC 2.10
Audit_addon_1.7_CSPC2.9	1.7	Installed Patch: This patch will install Audit Add-on into the CSP Collector. If you like to install this patch please select 'Install Patch' option.
LCM_GUI_Addon	1.9.4	Installed Patch: This LCM Add-on will install CSP Collector updates.
CSPC 2.10.0.7	2.10.0.7	Installed Patch: - This patch is for CSPC 2.10
Audit_addon_1.7_CSPC2.9	1.7	Installed Patch: This patch will install Audit Add-on into the CSP Collector. If you like to install this patch please select 'Install Patch' option.
PoP_4.19	4.19	Installed Patch: Collection Profile Package Patch of Patches
RP4.19	4.19	Installed Patch: Collection Rules Package
NOS_RP4.19	4.19	Installed Patch: NOS Collection Profiles Package

## Other Versions:

```
To see the list of all the commands press '?'
admin# show version -d
Build-name : Collection Platform Software 2.10.0.7

Package-type : ServicePack
Version : sp-30.3.0-7-0-lnx64
Component : CSPC Base
Version : 2.10.0.7
Package-type : JeOS
Version : jeos-30.3.0-7-0-lnx64
Component : AdminShell
Version : 1.9.8
Component : LCM
Version : 1.9.8
Component : CASP
Version : 2.10.0.7
Component : ConcsoTgw
Version : 1.8.5
Component : Hardened CentOS
Version : 7.9 patch#2009

admin#
```



# Admin Shell Commands

Admin Shell Commands provides capabilities to apply, configure, download, and upgrade CSPC software.

## Software Update Commands

Table A-1 LCM Commands

Commands	Description
apply *	Displays help contents for apply command
<b>Options</b>	
apply last	Installs the last downloaded updates
apply last notify	Installs the last downloaded updates and notifies the user through mail
apply latest	Installs the latest available minor patch
apply latest notify	Installs the latest available minor patch and notifies the user through mail
apply <version>	Installs the specific version
apply <version> notify	Installs the specific version and notify
check appliance update	Checks availability of updates for Appliance specific components
check update [<level>] [-d -b -a] [-t -dt -bt -at] schedule-time notify <emailID>	Checks for the updates based on the options, schedule time and notifies the user through mail
<b>Options</b>	
-d	Displays the updates for both ServicePack and JeOS components
-b	Displays the updates for JeOS components only
-a	Displays All The Updates
-t notify	Schedule the job for update and notify the user

## Software Update

<b>Commands</b>	<b>Description</b>
<level>	Level can be one of these: major, minor, maintenance, patch, or data
conf autoupdate *	Configures auto-update policy
<b>Options</b>	
conf autoupdate [-i] [<level>] <schedule-time> [-W] [notify]	Configures auto-update policy based on level, schedule, and notifies the recipient through mail
conf defaultUpgrade	Configures the default upgrade policy job
conf polling-interval *	Configures the polling interval time or disables it
<b>Options</b>	
conf polling-interval enable	To configure and enable polling job on Agent to fetch tasks from Manager
conf polling-interval disable	To disable polling job that fetches task from Manager
conf server-connection *	Configures connection with server used for updates
delete autoupdate *	Deletes configured auto-update policy
<b>Options</b>	
delete auto [<level>]	Deletes auto-update policy as per level where level is one of these major, minor, maintenance, or patch
delete schedulejob *	Deletes the scheduled job details
delete schedulejob <requestId>	Deletes the scheduled job details for specified requestId
download *	Downloads the updates for appliance components
<b>Options</b>	
download <version> [-t] [schedule-time] [notify] <emailID>	Downloads the updates based on version, schedule time and notifies through mail
download <version>	Downloads the package for the specified version
download <version> -t notify	Schedules the on-demand job to download for the specified version
download <version> -t daily 12:00 AM notify	Schedules the job at the specified time to download for the specified version

## Software Update Commands

Commands	Description
logging-level *	Enables debug / info level logs for LCM agent
logging-level DEBUG	This sets log level to DEBUG. <b>Scenario 1:</b> If current level of logging is DEBUG. <b>Result:</b> Logger level is already set to DEBUG. <b>Scenario2:</b> If current level of logging is not DEBUG. <b>Result:</b> Logging level has been changed to DEBUG. <b>Log file location:</b> /opt/cisco/ss/adminshell/logs/lcmlog.log
logging-level INFO	This sets log level to INFO. <b>Scenario 1:</b> If current level of logging is INFO. <b>Result:</b> Logger level is already set to INFO. <b>Scenario2:</b> If current level of logging is not INFO. <b>Result:</b> Logging level has been changed to INFO. <b>Log file location:</b> /opt/cisco/ss/adminshell/logs/lcmlog.log
show apply *	Displays the status of apply operation
<b>Options</b>	
show apply <version>	Displays the status of apply operation based on Version
show apply progress	Displays the apply progress based on number of components installed
show autoupdate *	Displays details of configured auto-update policy
<b>Options</b>	
show auto <level> -h	Displays details of configured auto-update policy based on level. Where level is one of the following: major, minor, maintenance, or patch. -h option displays the last 5 deleted auto update policies.
show download *	Displays the status of download operation
<b>Options</b>	
show download <version>	Displays the status of download operation based on version
show download -c	Displays the information of the package for which download is completed

<b>Commands</b>	<b>Description</b>
show download progress	Displays the download progress of all the packages which are downloading
show download progress <version>	Displays the download progress of the package
show polling-interval	Displays the configured polling interval time in minutes.
show schedulejob *	Displays the scheduled job details
show schedulejob <jobtype>	Displays the scheduled job details for the specified job type
show server-connection	Displays the details of connection with server used for updates
show update history	Displays last five recently installed versions
show version *	Displays the version for ServicePack and JeOS
<b>Options</b>	
show version -d	Displays the version details of both ServicePack and JeOS components
show version -b	Displays the version details of JeOS components only
show version -s	Displays the version details of ServicePack components only
Upgrade *	Upgrades the appliance
<b>Options</b>	
upgrade [level   level latest] [-t] [schedule-time] [notify] <emailID>	Upgrades the appliance based on level, at the scheduled time, and notifies the users through mail.
upgrade	Upgrades the appliance with the version that user enters
upgrade level	Upgrades the appliance with the version that user enters and based on the level entered
upgrade level latest	Upgrades the appliance with the latest version and based on the level entered
upgrade level latest -t notify	Schedules the on-demand job for upgrade for latest version and notifies the user through mail



**Note** Only option is removed from download and apply command as it is not a valid case.

# Appliance Config Commands

*Table A-2 Appliance Config Command*

Commands	Description
?	Prints the list of available commands
about	Displays about appliance
clear history *	Purges command history for user/s
clrsr	Clears current screen/s
collector *	Collector start/stop/status/restart
conf component *	Configures the service
conf date *	Configures date and/or time
conf dhcp *	Configures DHCP
conf dns [-ad] *	Configures DNS server(s)
conf ip *	Configures static IPs of IPv4 and IPv6
conf proxy *	Configures proxy server for IPv4 and IPv6
conf service *	Configures the service
conf smtp	Configures the SMTP service
connectivity direct-mode *	Enables or Disables connectivity direct-mode
delete smtp	Deletes the SMTP details
dmidecode	View SMBIOS table
exit	Exits from this session
extract <packagename>	Extracts the package into the common build location
firewall <enable/disable>	Enables or Disables firewall rules
help	Prints the list of available commands
history-size <number> *	Sets the maxsize for history file
hostname <hostname>	Changes hostname
load keymap *	To load the Keyboard mapping to specific country
logout	To logout from this session
passwd	Changes user passwd
ping *	Viewing ping details
poweroff	Shutdown and power off the system
proxy <enable/disable/clear>	Enables or Disables or Clears proxy



pwdreset <user> <expiry_interval>	Resets cisco/admin user passwd to random string for a specified no. of days
reboot	Reboots the system
reload	Reloads the system
route [-ad] *	Adds static route to a network
show component *	Displays components versions
<b>Commands</b>	<b>Description</b>
show connectivity direct-mode	Displays status of connectivity direct-mode
show date	Displays date and time information
show firewall	Displays the firewall rules
show hostname	Displays hostname
show history *	Displays command history for user(s) and size of the history file
show ipconfig	Displays network configuration
show keymap	Displays the Keyboard mapping of available countries
show logs *	Displays logs
show monitor	Displays appliance status (cpu, memory, disk)
show process logs *	Displays addon/component install logs
show route*	Displays configured routes of IPv6
show service *	Displays addon versions
show smtp	Displays the SMTP details
show status *	Displays addon is installed or not
show timesync	Displays current NTP sync interval and last update time
show timezone	Displays current timezone
ssh <enable/disable>	Enables or Disables SSH access
sudo <command>	Run Linux command with sudo
telnet <enable/disable>	Enables or Disables telnet access
timesync *	Synchronizes system time with NTP server and configure NTP synchronization interval
timezone	Sets timezone information
traceroute <host>	Displays traceroute host