Cisco 9300: IOS-XE/Firmware Upgrade (Install Mode)

NOTE:

- This procedure is aimed at Cisco 9300 switch ONLY.
- IOS-XE Bundle Mode is not covered.
- 3850, 9500 (vanilla & high-performance), ISR 1k, ISR 4k and ASR is not covered.
- Router(s) & switch(es) running "classic" IOS is not covered.

A Word from our Sponsors:

There is a very fine line between writing something short-and-sweet and writing something comprehensive while losing the target "market" in the process. I have done all I can to make this document as "digestible" as possible without losing much of the important content but still maintaining some forward momentum.

Introduction:

Switch and/or router firmware had (past tense) a simple procedure, however, for IOS-XE each platform has different commands, process & procedures, and "gotchas". Because of this, I have broken up the process into different sections: 3850, 9500 and routers.

Section 1: General Procedure

Section 2: Install SMU Section 3: GOTCHA

Section 4: Emergency-Install

Section 1: General Procedure

- 1. Read the Release Notes very carefully.
- 2. Usually, IOS-XE firmware & SMU have a filename extension of "bin".
- 3. Clean the flash: install remove inactive
- 4. Copy the file into the switch/stack.
- 5. Make sure the boot-variable string is pointing to "packages.conf" file.

6. Initiate Install Mode (Non-Disruptive/Does NOT Reboot):

request platform software package install switch all file flash: filename.bin on-reboot new auto-copy verbose

```
Jum 25 05:01:50.621; NINSTALL-5-OPERATION_START_INFO: Switch 1 R0/0: provision: Started install package flash:cat9k_iosxe.17.03.03.SPA.bin[x]; Expanding file

Jum 25 05:02:12.665; NINSTALL-5-OPERATION_START_INFO: Switch 1 R0/0: packtool: Started expand package flash:cat9k_iosxe.17.03.03.SPA.bin[x]; Finish SUCCESS: Finished expanding all-in-one software package.

... expand successful

[x]: Performing install

Jum 25 05:03:18.8 944; NINSTALL-S-OPERATION_COMPLETED_INFO: Switch 1 R0/0: packtool: Completed expand package flash:cat9k_iosxe.17.03.03.SPA.bin SUCCESS: Starting list of software package changes ----

old files list:

Removed cat9k-cz-srdriver_16.12.05b.SPA.pkg
Removed cat9k-epsbase.10.10.20b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.16.12.05b.SPA.pkg
Removed cat9k-spbase.17.03.03.SPA.pkg
Added cat9k-spbase.17.03.03.SPA.
```

IMPORTANT:

- If the file extraction is successful (or not), the last two lines will display the result.
- Go to the GOTCHA section if the following (image below) appears:

```
#request plat soft package expand file bootflash:c1100-universalk9.16.12.05.SPA.bin over verb

Jun 22 09:15:23.615 %INSTALL-5-OPERATION_START_INFO: R0/0: packtool: Started expand package bootflash:c1100-universalk9.16.12.05.SPA.bin

Verifying parameters

Expanding superpackage bootflash:c1100-universalk9.16.12.05.SPA.bin

... parameters verified

Validating package type

... package type validated

Copying package files
    c1100-firmware_c1100_gfast.16.12.05.SPA.pkg
    c1100-firmware_c1100_shdsl.16.12.05.SPA.pkg
    c1100-firmware_c1100_shdsl.16.12.05.SPA.pkg
    c1100-firmware_c1100_valsl.16.12.05.SPA.pkg
    c1100-firmware_p_1t.5.12.05.SPA.pkg
    c1100-firmware_p_1t.5.12.05.SPA.pkg
    c1100-rppboot.16.12.05.SPA.pkg

WARNING: Overwrite option specified, running subpackage mode, skip the overwrite

WARNING: A different version of provisioning file packages.conf already exists in bootflash:

WARNING: The provisioning file from the expanded bundle will be saved as

WARNING: bootflash:c1100-universalk9.16.12.05.SPA.conf

... package files copied

SUCCESS: Finished expanding all-in-one software package.

Jun 22 09:17:44.367 %INSTALL-5-OPERATION_COMPLETED_INFO: R0/0: packtool: Completed expand package bootflash:c1100-universalk9.16.12.05.SPA.bin
```

7. Inspect the contents "packages.conf" file. Is this the intended version or not? If NO, go to the GOTCHA section. Command: more flash:packages.conf | begin for CAT

IMPORTANT:

• If the switches are in a stack, inspect the "packages.conf" of each switch stack member.

```
more flash-1:packages.conf | begin for CAT
more flash-2:packages.conf | begin for CAT
more flash-3:packages.conf | begin for CAT
...
more flash-8:packages.conf | begin for CAT
...
more flash-16:packages.conf | begin for CAT
```

• For standalone switch, the command is:

more flash:packages.conf | begin for CAT

```
Switch#more flash:packages.conf | begin for CAT
# This is for CAT9k
                                  cat9k-rpboot. 16.12.05b. SPA.pkg
boot
      rp 0 0
                rp_boot
      rp 0 0
                                  cat9k-rpbase 16.12.05b SPA.pkg
iso
                rp_base
                                  cat9k-rpbase 16.12.05b.SPA.pkg
cat9k-rpbase 16.12.05b.SPA.pkg
      rp 0 0
iso
                rp_daemons
      rp 0 0
                rp_iosd
iso
      rp 0 0
                rp_security
                                  cat9k-rpbase 16.12.05b SPA.pkg
iso
      rp 0 0
                                  cat9k-wlc.16.12.05b SPA.pkg
iso
                rp_wlc
      rp 0 0
                                  cat9k-webui. 16.12.05b SPA.pkg
iso
                rp_webui
                                  cat9k-srdriver.16.12.05b SPA.pkg
iso
      rp 0 0
                srdriver
                                  cat9k-guestshell. 16.12.05b. SPA.pkg
      rp 0 0
                guestshell
iso
```

- 8. REBOOT the switch/stack.
- 9. [RECOMMENDED][OPTIONAL] Clean the flash: install remove inactive
- 10. DONE.

Section 2: Install SMU

Software Maintenance Update (aka "patch")

WARNING:

- Only routers and switches running IOS-XE support SMU.
- Router(s) & switch(es) running "classic" IOS do not support SMU.
- IMPORTANT: Always treat SMU update as disruptive (reboots the switch/stack).
- IMPORTANT: SMU file is platform-specific.
- **IMPORTANT**: SMU file is version-specific.

```
Cat9k_iosxe. 16.12.04 CSCvu95137 SPA. smu.bin CSCvv22101 SPA. smu.bin smeant to fix/patch smeant to fi
```

Image (above): Sample SMU filename

```
witch
"un 25 04:55:02.635; XDSIALL-5-DSIAL_START_DED: Switch 1 R0/0: install_engine: Started install one-shot (Tash:cat3k_caa-universalk9.16.12.04,CSCvv28324.5PA.smu.bin
"un 25 04:55:03.173; XDSIALL-5-DRAIDK_SROK_PSSAGE: Switch 1 R0/0: install_engine: bailed to install_add_activate_commit package (Tash:cat3k_caa-universalk9.16.17.04,CSCvv28324.5PA.smu.bin, Frror: File
Tash:cat3k_caa-universalk9.16.12.04,CSCvv28324.5PA.smu.bin is corrupt or is not a valid package.

Jun 25 04:55:03.156; XDSIALL-5-OPERAIDK_PSROK_PSSAGE: Switch 1 R0/0: install_engine: bailed to install_add_activate_commit package (Tash:cat3k_caa-universalk9.16.12.04,CSCvv28324.5PA.smu.bin, Error: install_add_activate_commit package (Tash:cat3k_caa-universalk9.16.12.04,CSCvv28324.5PA.smu.bin, Error: install_add_activate_commit commit commit
```

Image (above): Sample of a failed SMU install due to hardware mismatch.

```
SwitchSit:cat9k.iosxe.16.12.04.CSCvu95137.SPA.smu.bin activate commit install add activate commit: SIAME Fin Jun 25 04:57:43 UIC 2021 install add activate commit: SIAME Fin Jun 25 04:57:43 UIC 2021 install add activate commit: SIAME Fin Jun 25 04:57:43 UIC 2021 install add activate commit: Checking shelp and solve and solve
```

Image (above): Sample of a failed SMU install due to incompatible version

Proceedure

- 1. Read the Release Notes very carefully.
- 2. Usually, SMU firmware have a filename extension of "bin".
- 3. Copy the SMU file into the switch.
- 4. Install the SMU:

```
install add file flash: SMU filename. bin activate commit
```

WARNING: Immediately after entering "y" may/will cause the router &/or switch to reboot.

- 5. Verify the SMU has been successfully installed.
 - Fast Method: sh version | begin Active SMU

```
sh version | begin Active SMU

Active SMU Information:
State (St): C - Committed, U - Uncommitted

Type Defect_ID Version St Filename

SMU CSCvu95137 16.12.4.0 C cat9k_iosxe.16.12.04.CSCvu95137.SPA.smu.bin
SMU CSCvv22101 16.12.4.0 C cat9k_iosxe.16.12.04.CSCvv22101.SPA.smu.bin
```

• Slow Method: sh install summary

6. DONE.

If the message (image below) appears at the end of the package extraction process be aware THIS
IS NOT A FALSE POSITIVE.

2. Check the contents of the flash/bootflash and compare the date stamp of the extracted packages against the date stamp of the "packages.conf" file (see image below).

3. Look in the flash/bootflash directory for two (2) files with an extension of "conf". (Image below)

```
154739 -rw- 14763020 Sep 11 2020 15:22:45 +10:00 c1100-firmware_c1100_gfast.16.12.04.SPA.pkg
57014 -rw- 8455172 Jun 23 2021 11:42:36 +10:00 c1100-firmware_p_lt.16.12.05.SPA.pkg
57015 -rw- 497845272 Jun 23 2021 11:42:38 +10:00 c1100-mono-universalk9.16.12.05.SPA.pkg
154740 -rw- 11527180 Sep 11 2020 15:22:45 +10:00 c1100-firmware_c1100_shds1.16.12.04.SPA.pkg
154741 -rw- 6337548 Sep 11 2020 15:22:45 +10:00 c1100-firmware_c1100_vads1.16.12.04.SPA.pkg
154742 -rw- 8455172 Sep 11 2020 15:22:45 +10:00 c1100-firmware_p_lt.16.12.04.SPA.pkg
154743 -rw- 497972248 Sep 11 2020 15:22:47 +10:00 c1100-mono-universalk9.16.12.04.SPA.pkg
154744 -rw- 41960840 Sep 11 2020 15:23:53 +10:00 c1100-mono-universalk9.16.12.04.SPA.pkg
57010 -rw- 7141 Jun 23 2021 11:43:40 +10:00 c1100-universalk9.16.12.05.SPA.conf
2885718016 bytes total (807911424 bytes free)
```

- 4. First, rename "packages.conf" to, say, "packages.conf.bak".
- 5. Next, rename the firmware.conf to "packages.conf" (see below).

6. Check the contents of the new "packages.conf" file.

```
#more flash:packages.conf | begin firmware
                                            c1100-firmware_p_1t.16.12.05.SPA.pkg
rp 0 0
             firmware_p_1t
                                              c1100-firmware_p_1t.16.12.05.SPA.pkg
rp 0 1
              firmware_p_1t
            firmware_c1100_vadsl c1100-firmware_c1100_vadsl 16.12.05 SPA.pkg
firmware_c1100_vadsl c1100-firmware_c1100_vadsl 16.12.05 SPA.pkg
firmware_c1100_gfast c1100-firmware_c1100_gfast 16.12.05 SPA.pkg
firmware_c1100_gfast c1100-firmware_c1100_gfast 16.12.05 SPA.pkg
firmware_c1100_shdsl c1100-firmware_c1100_shdsl 16.12.05 SPA.pkg
firmware_c1100_shdsl c1100-firmware_c1100_shdsl 16.12.05 SPA.pkg
rp 0 1
rp 0 0
                                       c1100-mono-universalk9.16.12.05.SPA.pkg
c1100-mono-universalk9.16.12.05.SPA.pkg
cc 0 0
                                       c1100-mono-universalk9.16.12.05 SPA.pkg
                                       c1100-mono-universalk9.16.12.05.SPA.pkg
                          c1100-mono-universalk9.16.12.03.5.
c1100-mono-universalk9.16.12.05.SPA.pkg
c1100-mono-universalk9.16.12.05.SPA.pkg
                                       c1100-mono-universalk9.16.12.05.SPA.pkg
cc 0 0
             cc_spa
cc 0 2
            cc_spa
           cc_spa
cc 0 4 cc_spa
cc 0 5 cc_spa
                                      c1100-mono-universalk9.16.12.05.SPA.pkg
c1100-mono-universalk9.16.12.05.SPA.pkg
                                       c1100-mono-universalk9. 16.12.05. SPA.pkg
              cc_spa
                                       c1100-mono-universalk9.16.12.05.SPA.pkg
              cc_spa
                                       c1100-mono-universalk9. 16.12.05. SPA.pkg
                                       c1100-mono-universalk9.16.12.05.SPA.pkg
              cc_spa
```

- 7. Inspect the contents of each "packages.conf" file of every member of the stack.
- 8. Make sure the boot-variable string is pointing to the "packages.conf" file.
- 9. DONE.

Section 4: Emergency-Install

WARNING: Emergency-Install command will erase the flash/bootflash of the appliance.

(Make sure the config is stored somewhere else.)

- Emergency-Install is to be used when the router or switch boots into ROMMON.
- The "emergency-install" command can only be used in ROMMON.
- 3. Command: emergency-install usbflash0:filename.bin

WARNING: Emergency-Install command will erase the flash/bootflash of the appliance.

```
switch: Emergency-install usbflash0:cat9k_iosxe.16.12.05b.SPA.bin
WARNING: The system partition (bootflash:) will be erased during the system recovery install process.
Are you sure you want to proceed? [y y/n [n]: y
Starting system recovery (usbflash0:cat9k_iosxe.16.12.05b.SPA.bin) ...
boot: attempting to boot from [sda9:cat9k-recovery.SSA.bin]
boot: reading file cat9k-recovery.SSA.bin

PLATFORM_TYPE C9300 speed 9600

Booting Recovery Image 16.6.1

Initiating Emergency Installation of bundle usbflash0:cat9k_iosxe.16.12.05b.SPA.bin...

Platform bundle usbflash0:cat9k_iosxe.16.12.05b.SPA.bin...

Validating bundle usbflash0:cat9k_iosxe.16.12.05b.SPA.bin...

Validating bundle usbflash0:cat9k_iosxe.16.12.05b.SPA.bin...

Validating bundle usbflash0:cat9k_iosxe.16.12.05b.SPA.bin...

Package cat9k-cc_srdriver.16.12.05b.SPA.pkg /temp//stage/cat9k-cspase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-espbase.16.12.05b.SPA.pkg /temp//stage/cat9k-espbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-espbase.16.12.05b.SPA.pkg /temp//stage/cat9k-sipbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-sipbase.16.12.05b.SPA.pkg /temp//stage/cat9k-sipbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-webui.16.12.05b.SPA.pkg /temp//stage/cat9k-sipbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-septone.16.12.05b.SPA.pkg /temp//stage/cat9k-sipbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-webui.16.12.05b.SPA.pkg /temp//stage/cat9k-sipbase.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-webui.16.12.05b.SPA.pkg /temp//stage/cat9k-webui.16.12.05b.SPA.pkg is Digitally Signed Package cat9k-webui.16.12.05b.SPA.pkg /temp//stage/cat9k-webui.16.12.05b.SPA.pkg is Digitally Signed Package
```

4. DONE.