AirDefense Services Platform 9.1.0 Service Module

Installation Guide

Contents

1   Introduction

This document provides step-by-step instructions on how to install the AirDefense Services Platform (ADSP) 9.1.0 Service Module.

Document Conventions

The following graphical alerts are used in this document to indicate notable situations:

NOTE   This symbol indicates something of special interest or importance to the reader. Failure to read the note will not result in physical harm to the reader, equipment or data.

CAUTION   This symbol indicates that if this information is ignored, it is possible that damage to data or equipment may occur.

WARNING!   This symbol indicates that if this information is ignored, it is possible that serious personal injury may occur.

2   Before You Begin

Verify / Upgrade Software Version

The 9.1.0-35 version is upgradeable from 9.0.3 and 9.1.0-24 along with other beta versions 9.1.0-26, 9.1.0-28 and above. A direct upgrade from any other version is not supported.

Important   If you are running an ADSP version earlier than 9.0.3, you must upgrade in the correct staging order before you can upgrade to 9.1.0-35.

The staging order depends on the version of ADSP you are currently running. For example: If you are running 9.0.1-12, you would need to upgrade to 9.0.2-14, 9.0.3-23, and finally 9.1.0-35.

Before you upgrade your appliance, verify the version you currently have installed. Then, depending on your current version, upgrade to the subsequent versions following the exact staging information provided below.

Important   All builds must be loaded in this exact order before applying version 9.1.0-35.

ADSP 9.00-23

1   Extract version 9.00-23 as an ISO image and copy it to a blank DVD that is bootable. (If the appliance does not have a DVD drive, you can use 2 CDs.)

2   Insert the DVD or CD into the CD Drive on the AirDefense Appliance and power on.

3   When prompted "Do you want to install the AirDefense Software?" select **Yes**.

4   When prompted, select **Use Defaults**. This loads the appliance clean.

5   When you have successfully loaded the 9.00-23 version, you are prompted to restart. Select **Yes**.

ADSP 9.0.1-12

This is a service module load using the WINSCP program. Restart the system after the service module is loaded.

ADSP 9.0.2-14

This is a service module load using the WINSCP program. Restart the system after the service module is loaded.

ADSP 9.0.3-23

This is a service module load using the WINSCP program. Restart the system after the service module is loaded.

ADSP 9.1.0-35

This is a service module load using the WINSCP program. Restart the system after the service module is loaded.

Follow the preceding steps to ensure proper ADSP 9.1.x software staging on all AirDefense Appliance models. You can reference associated installation guides at http://support.symbol.com (go to Product Manuals > AirDefense > AirDefense Services Platform.)

Back Up Configuration

You will need to back up your system configuration before beginning the upgrade process. (If you already have a recent configuration backup, you can skip this procedure.)

Important To avoid losing your system configuration, be sure to back up your configuration to your local workstation. During the upgrade process you are required to use system defaults, so other configurations are lost. You can then restore your original configuration after the upgrade.

Follow these steps to back up your system configuration:

1 Log in to the ADSP GUI as an administrator.

2 Go to **Configuration** > **Appliance Manager** > **Configuration Backup**.

3 Click the **Backup Now** button. The Backup Now window displays.

4 When the backup file is ready, a window displays that indicates the backup file is ready for download. Click the **Download** button and the **Select location for download** window displays.

5 Navigate to the directory where you want to store your server configuration backup file.

6 Click **Save** to store the file in the selected destination.

7 Log out of the ADSP GUI.

Launch Command Line Interface

To install the ADSP 9.1.0-35 service module, you must log into the command line interface remotely using SSH and the **ADSPadmin** utilities. Leave **ADSPadmin** open until all steps are complete.

Prerequisites

To launch the command line interface, you must have the default command line user name and password for your system. You must also know the ADSP appliance IP address.

1 Launch your SSH client and connect to the ADSP appliance's IP address.

> ✓ **NOTE** You must have a client that supports SSH protocol 2 installed on the remote workstation used to connect to the ADSP appliance. If your client attempts to use SSH protocol 1, you will receive protocol error messages in syslog.

Example:

    12/21/201216:45:22 sshd(pam_unix) LOGGED:
    authentication failure, logname= uid=0 euid=0 tty=NODEVssh ruser= rhost=tparker-pc.hitest.com user=root

2 At the login prompt, enter **smxmgr** as your command line user name, followed by your command line user password. The **ADSPadmin** main screen appears.

Check File System Usage

Follow these steps to check file system usage:

1   On the **ADSPadmin** main screen, type **m**, then press <**Enter**>. The **Manage** screen appears.

2   Type **status**, then press <**Enter**>.

3   Type **d**, then press <**Enter**>.

The system displays the current system status, including the usage of the /var partition, in percentage values.

✓   *NOTE*   If your system usage is s 60% or higher for /home, or 80% or higher for /var, DO NOT PROCEED
WITH THIS SERVICE MODULE INSTALLATION. Contact Motorola Solutions customer support.
(For more information, see Chapter 6 of this document, "Support and Sales.")

4   Press <**Enter**> to return to the **Manage** screen.

5   Type **q**, then press <**Enter**> to return to the **ADSPadmin** main screen.

3   Install Service Module

Follow these steps to install the service module on your ADSP appliance:

1   Go to http://support.symbol.com/support/ to request the download site credentials to obtain the Service Module file.

2   Download the ADSP 9.1.0-35 Service Module file from the Motorola Solutions Support website and SCP (Secure Copy Protocol) it to a directory on your ADSP appliance, such as /usr/local/tmp.

> **Important**   Some browsers may modify the filename. The service module file name must exactly match the file name as shown below. (For example: AD-service-SM4-9.1.0-35.tar.) If your browser changes the file name, you must change it back before proceeding.

3   On the **ADSPadmin** main screen, type **servmod** and then press <**Enter**>. At the prompt, you are asked to enter the fully-qualified directory name where the service module resides on the appliance file system

4   Enter the directory name, such as /usr/local/tmp/, and then press <**Enter**>. A numbered list of the available service modules appears.

```
                    Enter fully-qualified directory name
                    Where service module bundle resides
                    (<C> if on CDROM) - This option is not available
                    (<> to return to previous menu)
                    -> /usr/local/tmp


Service modules available in /usr/local/tmp:

    (1)     AD-service-SM1-9.0.1-12.tar
    (2)     AD-service-SM3-9.0.3-23.tar
    (3)     AD-service-SM5-9.1.0-34.tar
    (4)     AD-service-SM5-9.1.0-35.tar

                    Enter line number of service module to use
                    (<> to return to previous menu)
                    ->
```

5   Enter the line number of the service module (in this case **4**), and then press <**Enter**>. This action initiates the installation of the service module.

6   When the following message appears:

Continue installing service module /usr/local/tmp/AD-service-SM4-9.1.0-35.tar? (yes/no)," type <**yes**> and then press <**Enter**>.

7   After the service module is successfully loaded to the ADSP appliance, press <**Enter**>, then type **q**<**Enter**> twice to exit **ADSPadmin**.

✓   *NOTE*   The ADSP processes are restarted. If you receive a message stating **Pulse Shared Memory did not clear**, do not be alarmed. This message is informational only.

4   Check System Status

When the service module installation is complete, perform the following steps:

1   Using SSH, re-login to **ADSPadmin**.

2   Type **m**, and then press <**Enter**>.The **Manage** screen appears.

3   Type **status**, and then press <**Enter**>. The system displays two choices: **Process Status** and **Disk Status**.

4   Type **p** to display the process status.The system displays the release, build number and lists the status of all system processes.

> **Important**   Do not launch the ADSP GUI until the following system processes indicate **RUNNING**: Health Monitor, Action Manager, RMI Registry, License Manager, Report Server, Backup Server, Schedule Server, Device Management Server, RF Modeling Engine, Protocol Analysis Engine, Database, postmaster, and Graphical User Interface. If any of these processes indicate **Stopped**, press <**Enter**> to go back to the **Manage** screen, type **restart**, and then type **yes** to continue. Check the system Process Status again. If one or more processes are still Stopped, contact Motorola Customer Support.

5   Press <**Enter**> to return to the **Manage** screen.

6   Type **q**, then press <**Enter**> to return to the **ADSPadmin** main screen.

5   Install ADSP Toolkit

The ADSP Toolkit is required to run some of the advanced features of ADSP. When attempting to access a feature which requires the toolkit, the browser will download a launcher file "adeapp.adx" and use the toolkit to run it. If the toolkit is not installed, the file will download but the feature selected will not be able to run.
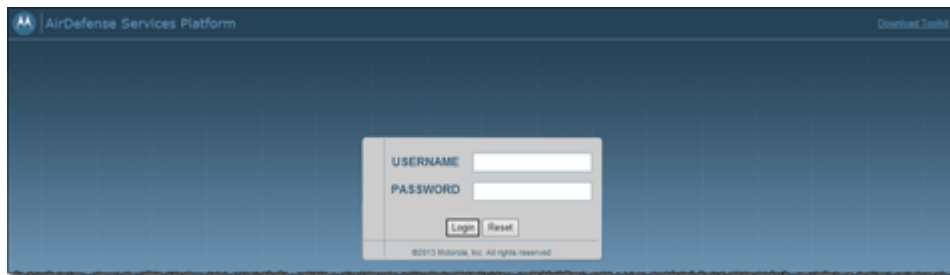
You must access the ADSP login page to install the ADSP Toolkit. Follow these steps:

1   Launch your web browser.

2   Type the IP address or URL you assigned to the computer hosting ADSP.
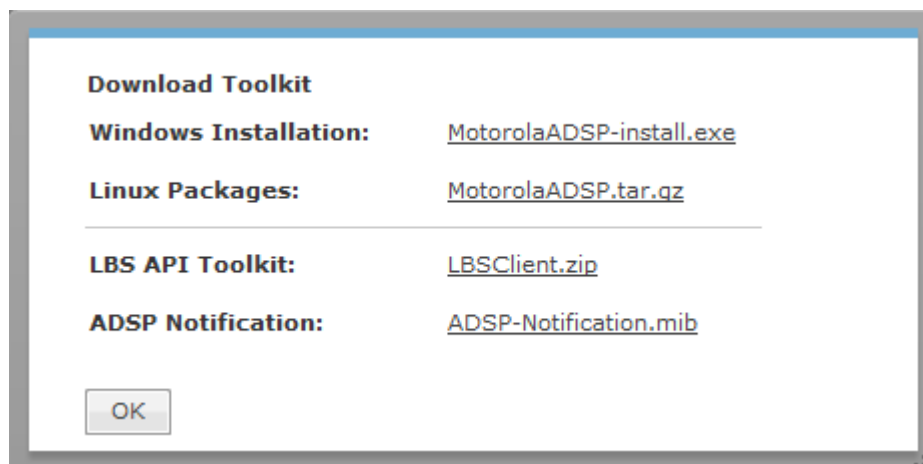**Example:**

https://<server_ip_address>:8543
https://<server_name>:8543

3   The login page displays.

4   Click the **Download Toolkit** link in the top right-hand corner of the login page. You may also click **Menu**>
Download Toolkit if you are logged in to ADSP. The following page displays, providing the tools to download the ADSP Toolkit for Windows Installation.

For Windows Installation

1 Click **MotorolaADSP-install.exe**. A **Security Warning** window displays.

2 Click **Run** to install the ADSP Toolkit. A **Download Status** window displays. Then, another security window displays.

3 Click **Run** to verify that you want to install the application. A **License Agreement** displays.

4 Read the License Agreement and then click **I Agree**. The installation location window appears.

5 Accept the default location or browse to another location, and then click **Install**. An **Installation Status** window displays. Then, the **Complete Installation** window displays.

6 Click **Finish**.

For Linux Installation

1 Click **MotorolaADSP.tar.gz**. A dialog window displays prompting you to open or save the file.

2 Save the file to a directory on your Linux system.

3 Unpack MotorolaADSP.tar.gz using the following command:
tar xzvf MotorolaADSP.tar.gz

The unpack files are placed in the ADSP installation directory. When you attempt to access an ADSP application that is part of the toolkit, your browser will prompt you on what to do with the file *adeapp.adx*. Select **Open with** and specify **adsp**. Make sure the **Do this automatically for files like this from now on** checkbox is checked, and then click **OK**. Now, when you attempt to open an ADSP application that is part of the toolkit, it will open automatically.

6   Support and Sales

Motorola Solutions Support Center

If you have a problem with your equipment, contact support for your region. Support and issue resolution is provided for products under warranty or that are covered by a Motorola Solutions Services agreement. Contact information and web self-service is available by visiting http://support.symbol.com/support/

When contacting support, please provide the following information:

- Serial number of the unit
- Model number or product name
- Software type and version number

Motorola Solutions responds to calls by email or telephone within the time limits set forth in support agreements. If you purchased your business product from a Motorola Solutions business partner, contact that business partner for support.

Customer Support Website

Motorola Solutions Support website, located at http://support.symbol.com/support/ provides information and online assistance including developer tools, software downloads, product manuals, support contact information and online repair requests.

Manuals

http://support.symbol.com/support/product/manuals.do

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