

AirDefense Services Platform 9.0.3-23a7 Hotfix Installation Guide



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1 Introduction

This document provides step-by-step instructions on how to install AirDefense Services Platform 9.0.3-23a7 Hotfix.

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, the possibility of data or material damage may occur.



WARNING! This symbol indicates that if this information is ignored the possibility that serious personal injury may occur.


2 Before You Begin

ADSP 9.0.3-23a7 Hotfix can only be applied to a system running AirDefense Services Platform 9.0.3-23, including Xen and VMWare based virtual platforms supported by AirDefense Solutions. If you are running a version earlier than 9.0.3-23, you must upgrade to 9.0.3-23 before you apply 9.0.3-23a7.

Back Up Configuration

Before you upgrade your server software, you should back up your configuration to your local workstation. If you already have a recent configuration backup, you can skip this procedure.

✓ **NOTE** This backup will not be used during the Hotfix installation. It is intended as an emergency backup in case the installation is not completely successful.

1. Log into the AirDefense Services Platform GUI as an administrator.
2. Go to **Menu > Appliance Manager > Backups**.
3. Click the **Backup Now** button.
The **Backup Now** window displays.
4. Click the  button to open a window where you can select your destination directory (folder).
5. Navigate to the directory where you want to back up your server configuration.
6. Click **Select** to select the destination.
The destination path displays in the **Destination Directory** field.
7. Click **Next**.
The configuration is saved in the selected directory.
8. Click **Close** and then log off.

Launch the Command Line Interface

To install the ADSP 9.0.3-23a7 Hotfix, 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:

```
01/31/201316:45:22 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 displays.

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.

Important If your system usage is 60% or higher for /home, or 80% or higher for /var, DO NOT PROCEED WITH THIS HOTFIX INSTALLATION. Contact Enterprise Mobility Support. See Enterprise Mobility Support Center at the end of these instructions.

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

3 Install the Hotfix

Do the following to install the Hotfix on your ADSP appliance.

1. Download the ADSP 9.0.3-23a7 Hotfix file from the Enterprise Mobility Support Website and SCP (Secure Copy Protocol) it to a directory on your ADSP appliance, such as /usr/local/tmp. Go to <http://supportcentral.motorola.com/> to request the download site credentials to obtain the Hotfix file.

Important Some browsers may modify the filename. The Hotfix file name must exactly match the file name as shown below. If your browser changes the name, you must change it back before proceeding.
AD-upgrade-9.0.3-23a7.tar

2. On the **ADSPAdmin** main screen, type **servmod**, then press <Enter>. At the prompt, you are asked to enter the fully-qualified directory name where the Hotfix resides on the appliance file system.
3. Enter the directory name, for example, **/usr/local/tmp/**, then press <Enter>. A numbered list of the available Service Modules (Hotfixes) appears.

```

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

Service modules available in /usr/local/tmp:

(1) AD-service-SM1-9.0.1-124.tar
(2) AD-service-SM2-9.0.2-14.tar
(3) AD-service-SM3-9.0.3-23.tar
(4) AD-upgrade-9.0.3-23a7.tar

Enter line number of service module to use
(<Q> to return to previous menu)
-> 4

```

4. Enter the line number of the Hotfix (in this case **4**), and then press <Enter>. This action initiates the installation of the Hotfix. When the following message appears:

Continue installing service module /usr/local/tmp/AD-upgrade-9.0.3-23a7.tar? (yes/no)

 Type **yes** and then press <Enter>. After the Hotfix 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.

- ✓ **NOTE** The ADSP platform license (SP-SWSV-P-1) must be applied manually to enable ADSP 9.0.3 functionality on the following systems:
- NX-9500 appliance.
 - SV-12xx and SV-36xx appliances that do not have LCD front panel.
 - SV-12xx and SV-36xx appliances that have LCD front panel but do not display IP address.
 - Legacy appliances such as SV-1150.

4 Check the System Status

When the Hotfix 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. Select **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 AirDefense Services Platform 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 the 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 AirDefense Services Platform graphical 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`

The login page displays.



3. 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 into ADSP.

The following page displays. This is where you download the ADSP Toolkit.



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://supportcentral.motorola.com/>.

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://supportcentral.motorola.com/> provides information and online assistance including developer tools, software downloads, product manuals, support contact information and online repair requests.

Manuals

<http://supportcentral.motorola.com/support/product/manuals.do>



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