



# Avaya Fabric Orchestrator Upgrade Procedure – 1.0 to 1.1

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# AFO 1.0 to AFO 1.1 upgrade procedure

This Procedure is applicable only for upgrading from AFO 1.0 Appliance to AFO 1.1 Build.

The procedure for upgrading AFO 1.0 to AFO 1.1 has been updated and simplified since the release of AFO 1.1. As a result, **the upgrade procedure provided in the document Deploying Avaya Fabric Orchestrator (NN48100-101) is now obsolete.**

## **Prerequisites:**

- Download the following from PLDS to the client machine (laptop).
  - "AFO 1.0 to 1.1 Infrastructure and applications upgrade bundle", PLDS ID: **AFO00000012**
  - "AFO 1.0 to 1.1 Upgrade Utility", PLDS ID: **AFO00000014**
- After downloading the bundle from PLDS ensure checksum matches.

## **Procedure:**

**Step 1:** Using Winscp or FileZilla or SCP/SFTP client transfer the downloaded bundles from client machine (laptop) to AFO KVM server under **/opt/** folder as root user.

**Step 2:** Login to KVM using console as root user.

- Login using ILO or connect directly using monitor to server.

**Step 3:** Unzip the KVM Upgrade CLI Utility in the console.

```
#cd /opt
#unzip KVM-UPG-CLI-UTILITY-<version>.zip
```

**Step 4:** Run the below command to begin the upgrade from console.

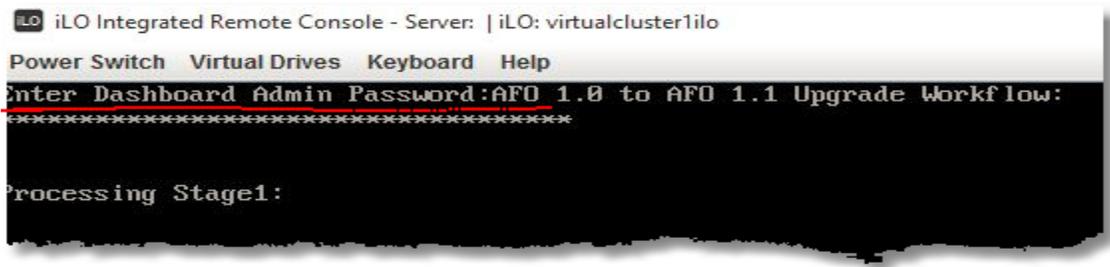
```
#cd /opt
#bash upgradeSystem
```

### **Note:**

Do not press CTRL+C Key to terminate the upgrade process. This will result the system in unusable state.

**Step 5:** Upgrade process will take approximately 150 minutes. Upgrade Progress can be tracked in the console. Wait till the upgrade process completes.

**NOTE:** We have intermittently noticed the below mixed up message while accepting Dashboard Admin password. Please enter Dashboard admin password and continue.



## Frequently asked Question

Question	Answer/Procedure
We have AFO 1.0 appliance ready for upgrade after a factory reset. Anything else I should be doing before starting 1.1 upgrade	Before starting 1.1 upgrade, please do the following: <ol style="list-style-type: none"> <li>1. Login to AFO UI and reset the default password</li> <li>2. Login with new AFO Web UI password and make sure application is launching and all pages are showing up fine</li> </ol>
During AFO 1.1 upgrade, it asks to enter 'Dashboard Admin Password'. Which password should I enter?	Please enter the AFO Web UI password. The password that was used to login to AFO web UI.
AFO 1.1 upgrade takes close to 150 mins. Should I keep the HP console open all the time?	Yes it is mandatory to keep the HP console Opened during the upgrade. You can always minimize and continue working on laptop.
During AFO 1.1 upgrade can I lock laptop with CTRL+ALT+DEL	Yes, you can lock the laptop, but make sure following is taken care. Otherwise, upgrade will be interrupted in between with a server restart. <ol style="list-style-type: none"> <li>1. <b>Lock your laptop after you minimize remote HP console and click on the Windows Desktop to come out of focus.</b></li> <li>2. <b>Locking screen with focus still in remote HP console will restart AFO appliance.</b></li> </ol>

# Troubleshooting

Trouble Description	Probable Cause	Where to look for	Recovery
If Upgrade process failed for pre-checks	In AFO 1.0 system some important service might be down	/var/log/Avaya/preupgrade-*.log	Fix the pre-check failure and re-run the upgradeSystem command again.
If Upgrade process failed to take the AFO 1.0 backup	In AFO 1.0 system application service might be down	In MSC VM look for the log file /opt/avaya/smgr/log/backupTool.log	Fix the AFO 1.0 backup issue and re-run the upgradeSystem command again.
If upgrade process failed after AFO 1.0 backup stage	-	/var/log/Avaya/preupgrade-*.log	Restart the upgrade procedure again by running "recovery" script command.  /bin/bash /opt/afo11/Utils/Upgrade/recoverAFO.sh  <b>Note:</b> Recovery script will not restore the application data. It will bring the appliance to AFO 1.1 fresh configuration.
After upgrade complete, unable to login to application. Browser reports "too many redirects"	Member trust across AFO cluster could have failed.	Run the following command from KVM console and collect the logs: /usr/local/infra/bin/collectlogs.sh	It is possible to revert the AFO 1.1 to day1 configuration with no customization by running the following command: bash /opt/avaya/afo/infra/scripts//imageRecovery.sh restore Select the last available backup point and initiate the image recovery.
AFO server rebooted/powered off during the upgrade.	CTRL+ALT+DEL could have been pressed from the client laptop while the focus in HP Console  Power failure  Physical Hard reset of the appliance	'last' command on hypervisor to confirm reboot.	Restart the upgrade procedure again by running "recovery" script command.  /bin/bash /opt/afo11/Utils/Upgrade/recoverAFO.sh  <b>Note:</b> Recovery script will not restore the application data. It will bring the appliance to AFO 1.1 fresh configuration.
Upgrade fails to come out of "Waiting for deployment to Complete..." Or "Waiting for configuration to Complete..."	NIC1 has not been disconnected and 1. Two parallel AFO upgrades initiated within 5 minutes 2. The upgrade site has IP address in 10.10.0.0/16 subnet.	No logs required	1. Disconnect the NIC1 2. Restart the upgrade procedure again by running "recovery" script command. /bin/bash /opt/afo11/Utils/Upgrade/recoverAFO.sh  <b>Note:</b> Recovery script will not restore the application data. It will bring the appliance to AFO 1.1 fresh configuration.

Trouble Description	Probable Cause	Where to look for	Recovery
Upgrade seems to take unusually long time during the backup process	If the Monitoring contains huge amount of data (in GBs) the backup process will run for a few hours.	<ol style="list-style-type: none"> <li>1. Run the following command to confirm the space issue on the Monitoring VM <i>du -skh /opt/avaya/smgr/vpfm/acqHistory</i></li> <li>2. zip the files from <i>"/opt/avaya/smgr/lo g/"</i> from MSC VM</li> </ol>	<p>The Backup has not hanged or failed. It is still proceeding to take the backup of the applications. Wait for a few hours for the backup process to complete and the upgrade to resume.</p> <p><b>Note:</b> If backup takes long time, then subsequent upgrade will also take long time.</p>
Repeated authentication failure while providing the admin password	<p>The admin password contains '%,(,],[,},*,\`' as one of the characters.</p> <p>OR</p> <p>You have just deployed or reset the system and haven't changed the Web UI password for the first time.</p>	<p>Check the password for backslash character</p> <p>OR</p> <p>Login using the Web UI as 'admin' user</p>	<p>Reset the admin password if prompted OR to one without any '%,(,],[,},*,\`' character if it contains that character</p> <p>Restart the upgrade.</p>
System in read only mode	During upgrade procedure, if server is powered off during re-partitioning state then system will go to read only mode.	No logs required	Please contact Avaya Administrator to rebuild the box using PXE.