

# MITEL PERFORMANCE ANALYTICS

RELEASE 2.2

UPGRADE GUIDE



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# INTRODUCTION

Mitel Performance Analytics is a fault and performance management system designed to provide users with fast actionable problem resolution so that optimal service quality levels are maintained for end customers.

Mitel Performance Analytics provides real-time alerts, detailed reporting and ubiquitous accessibility with secure remote access.

## DOCUMENT PURPOSE AND INTENDED AUDIENCE

This document is intended for Mitel Performance Analytics deployments where the software is installed on a server in the customer network.

For Mitel Performance Analytics Software as a Service (SaaS) deployments, where the software is hosted in the cloud, refer to the Mitel Performance Analytics online help.

This document contains instructions for upgrading an existing Mitel Performance Analytics 2.1 or later system to the latest available release.

For a complete description of Mitel Performance Analytics, refer to its online help.

## REVISION HISTORY

DOCUMENT DATE	DESCRIPTION
October 8, 2015	Initial version of document
December 2, 2015	Updated to reflect MarWatch R5.1
February 4, 2016	Added procedure for upgrading from 5.1.x to 5.1.y
April 7, 2016	Mitel Performance Analytics R2.0 General Availability
January 11, 2017	Mitel Performance Analytics R2.1 General Availability
May 1, 2017	Corrections to procedure for upgrading from MPA 2.1 with Internet connection
March 21, 2018	Updated for Mitel Performance Analytics R2.2. Ongoing updates and improvements.

# SYSTEM UPGRADE

## BEFORE YOU BEGIN

Ensure that your current Mitel Performance Analytics system contains valid email addresses for each Mitel Performance Analytics user. Starting with MarWatch Release 5.1, Mitel Performance Analytics uses user email addresses to send password reset links and to populate report recipient fields.

Do a full backup of your Mitel Performance Analytics data. See "Backing up your Data" on page 7 for instructions.

The procedures in this document assume you are upgrading an existing Mitel Performance Analytics 2.1 or later system to the latest available release. If you are using an earlier version of Mitel Performance Analytics, contact [support@martellotech.com](mailto:support@martellotech.com) for instructions specific to your case.

**Important:** If you are upgrading from Mitel Performance Analytics 2.1 to the latest available release, you must increase the memory allocated to your Mitel Performance Analytics virtual machine from 2 GB to 4 GB. For more information on server requirements, see the Mitel Performance Analytics *Installation and Maintenance Guide*.

**Caution:** Mitel Performance Analytics is shutdown during the upgrade process which may take 15-60 minutes.

## UPGRADE PROCEDURE – INTERNET CONNECTION

The following procedure assumes your on-premise Mitel Performance Analytics server is connected to the Internet and can access the `packages.martellotech.com` server.

We strongly recommend that before you upgrade to Mitel Performance Analytics version 2.2 that you already be on version 2.1.16 GA. If you are not, upgrade to version 2.1.16 GA before upgrading to version 2.2 using the instructions below for both upgrades. The install package includes both versions.

### Upgrading Mitel Performance Analytics Only

Do the following steps:

1. Open a terminal window to the Mitel Performance Analytics server you want to upgrade.
2. Log in as `mwadmin`.
3. Download the upgrade script using the following command:  

```
wget http://packages.martellotech.com/meta-seed.sh
```
4. Set the `meta-seed.sh` script to executable using the following command:  

```
chmod +x meta-seed.sh
```
5. Run the script with Root privileges.  

```
sudo ./meta-seed.sh
```
6. Select the upgrade version to install by entering the number beside the listed install packages.  
For example:  

```
[1]: mpa-2.1*  
[2]: mpa-2.2
```

The `**` indicates the currently installed version.

7. Confirm the version to install when prompted.
8. Run the following command:  

```
sudo update-mpa
```

Note: Once you run this script to upgrade to the selected version, you cannot revert to the previously installed version. If you need to revert after upgrading, refer to the "Roll-Back Procedure" on page 9
9. When prompted for the `sudo` password, supply the `mwadmin` password.  
The system displays available updates and asks you if you want to proceed.
10. Confirm your intent.  
The system applies the available updates.
11. Perform the steps in "Updating Linux and Mitel Performance Analytics" on page 7
12. Perform the steps in "Post-Upgrade Steps" on page 8

**Note:** Once you have run the meta seed script, you can view and select the version of Mitel Performance Analytics to install using the following command: `sudo select-mpa`. This command shows you all of the major versions of Mitel Performance Analytics that are available to install.

## UPDATE PROCEDURE – INTERNET CONNECTION

The following procedure assumes your on-premise Mitel Performance Analytics server is connected to the Internet and can access the `packages.martellotech.com` server.

To apply a more recent update of Mitel Performance Analytics to your current installation (i.e. update from 2.2.110 to 2.2.124), do the following steps:

1. Open a terminal window to the Mitel Performance Analytics server you want to upgrade.
2. Log in as `mwadmin`.
3. Run the following command:  

```
sudo update-mpa
```

Note: Once you run this script to update to the most recent version, you cannot revert to the previously installed version. If you need to revert after upgrading, refer to the "Roll-Back Procedure" on page 9
4. When prompted for the `sudo` password, supply the `mwadmin` password.  
The system displays available updates and asks you if you want to proceed.
5. Confirm your intent.  
The system applies the available updates.
6. Perform the steps in "Updating Linux and Mitel Performance Analytics" on page 7
7. Perform the steps in "Post-Upgrade Steps" on page 8

## UPDATING LINUX AND MITEL PERFORMANCE ANALYTICS

Once you install or upgrade Mitel Performance Analytics, you might also need to update the server operating system Linux kernel.

Do the following steps:

1. Open a terminal window to the Mitel Performance Analytics server you want to upgrade.
2. Log in as `mwadmin`.
3. Run the following command:  

```
sudo apt-get dist-upgrade
```
4. When prompted for the `sudo` password, supply the `mwadmin` password.  
The system displays available updates and asks you if you want to proceed.
5. Confirm your intent.  
The system applies the available updates.  
Mitel recommends that you restart your VM if the applied updates include updates to the Linux kernel.
6. Perform the steps in "Post-Upgrade Steps" on page 8

## UPGRADE PROCEDURE – NO INTERNET CONNECTION

This section explains how to upgrade your on-premise Mitel Performance Analytics server to the latest available release when it is not connected to the Internet.

**Note:** The upgraded Mitel Performance Analytics server must use the same fully qualified domain name as the previous server, from which the back-up was taken. It might be necessary to change the DNS configuration to ensure the FQDN resolves to the static IP address of the upgraded server.

The following is an overview of the process:

1. Backup your data using the `mw-backup.sh` script and store it on another machine or network location. See "Backing up your Data" on page 7 for detailed instructions.
2. Install and test the latest Mitel Performance Analytics server. See the *Mitel Performance Analytics Installation and Maintenance Guide* for detailed instructions.
3. Copy the backup file to the machine hosting the new Mitel Performance Analytics server.
4. Use the `mw-restore.sh` script to restore data. See "Restoring your Data" on page 8 for detailed instructions.

## BACKING UP YOUR DATA

Do the following steps:

1. Open a terminal window to the Mitel Performance Analytics server you want to backup.
2. Log in as `mwadmin`.
3. Run the `mw-backup` script using `sudo`. By default the backup file is saved in the `mwadmin` home directory.  

```
sudo ./scripts/mw-backup.sh
```
4. When prompted for the `sudo` password, supply the `mwadmin` password.
5. After the script ends, copy the resulting backup file to another machine or network location.

6. Shut down this Mitel Performance Analytics server. This is necessary, as the server to which the data is being restored must use the same fully qualified domain name.

## INSTALLING AND TESTING THE LATEST MITEL PERFORMANCE ANALYTICS SERVER

Do the installation steps in the *Mitel Performance Analytics Installation and Maintenance Guide*.

## RESTORING YOUR DATA

Do the following steps:

1. Open a terminal window to the Mitel Performance Analytics server you want to restore.
2. Log in as `mwadmin`.
3. Transfer the desired backup file to the local Mitel Performance Analytics server.
4. Run the `mw-restore` script using `sudo`:  

```
sudo ./scripts/mw-restore.sh <backup-file.tar.gz>
```

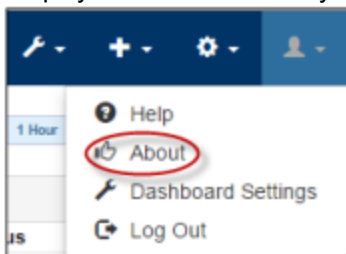
Example:

```
sudo ./scripts/mw-restore.sh mpaserver-backup-1474127212.tar.gz
```
5. Ensure the DNS system is configured so that the fully qualified domain name for the Mitel Performance Analytics system (i.e. `mpaserver.mycompany.net`) resolves to the static IP address of the restored server.
6. Perform the steps in "Post-Upgrade Steps" on page 8

## POST-UPGRADE STEPS

After completing the upgrade, verify Mitel Performance Analytics connectivity by doing the following steps:

1. Use a Web browser to access Mitel Performance Analytics and log into the system your administrator account from before the upgrade.
2. Display the **About** screen by clicking **About** under the **User** menu:



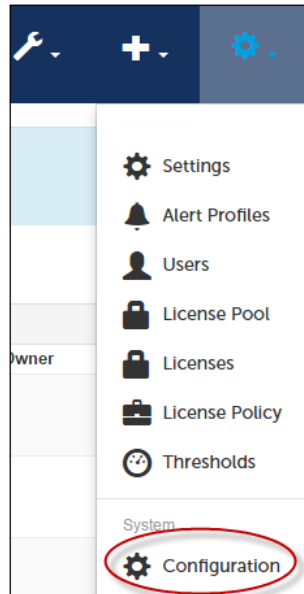
The **About** screen displays the Mitel Performance Analytics software version.

**Note:** You may need to clear your browser cache in order to display the new Mitel Performance Analytics software version.

3. Verify that the displayed software version matches the intended Mitel Performance Analytics version.



4. Ensure you are accessing the topmost or root container of Mitel Performance Analytics. Select **System Configuration** under the **Settings** icon.



5. If necessary, register Mitel Performance Analytics and assign License IDs to containers.
6. Provide a Mapquest API key to enable maps.
7. Navigate the Mitel Performance Analytics data structure and verify that it contains all of the data from before the upgrade.

## ROLL-BACK PROCEDURE

If you cannot connect to the upgraded Mitel Performance Analytics system, or if you want to restore Mitel Performance Analytics to the previous version, deploy a new installation of the required version and restore the data that you backed up in "Before you Begin" on page 5.

To backup your data, see "Backing up your Data" on page 7

To restore your data, see "Restoring your Data" on page 8

## PROBE UPGRADE

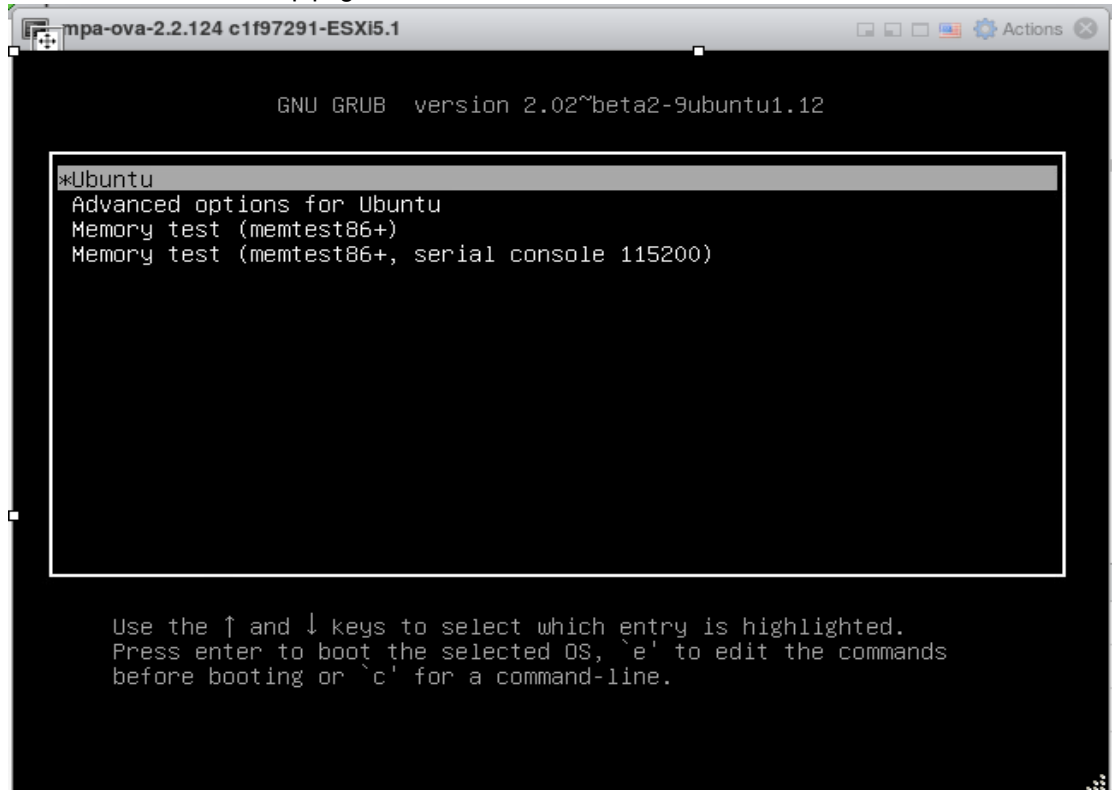
Probes are automatically upgraded once the Mitel Performance Analytics system is upgraded. Updated files are downloaded to Probe instances as required. No intervention is required to upgrade Probes.

## RESETTING THE MWADMIN PASSWORD

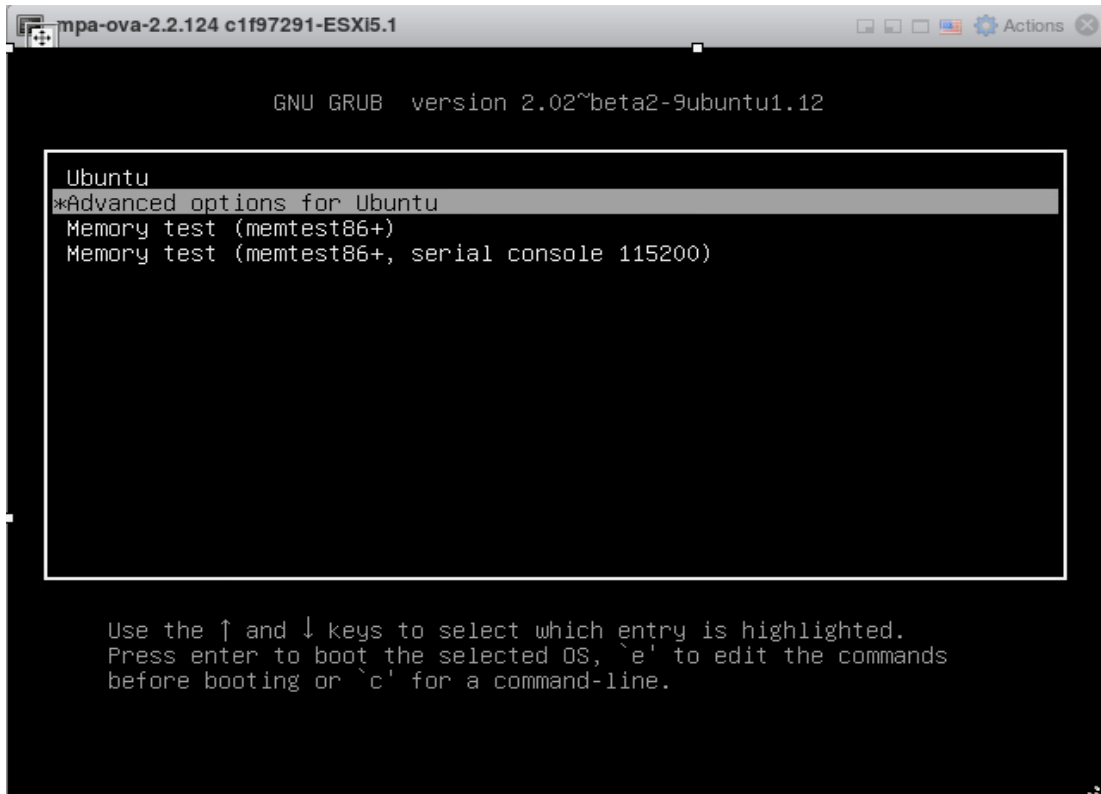
If you forget the MWADMIN password that was set during the Mitel Performance Analytics installation process, you can reset the password.

To reset the MWADMIN password, do the following:

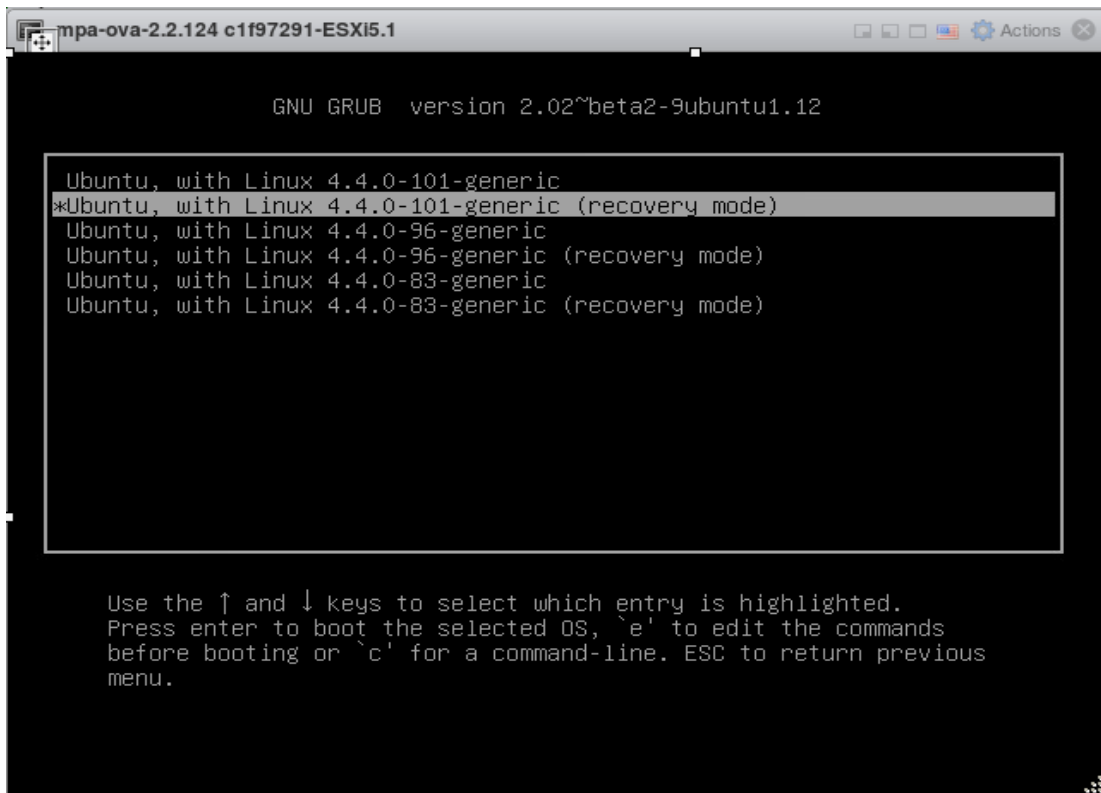
1. From the vSphere client console shut down the Mitel Performance Analytics server.
2. Power on the Mitel Performance Analytics server while holding down the Shift key to display the "GNU GRUB" start up page.



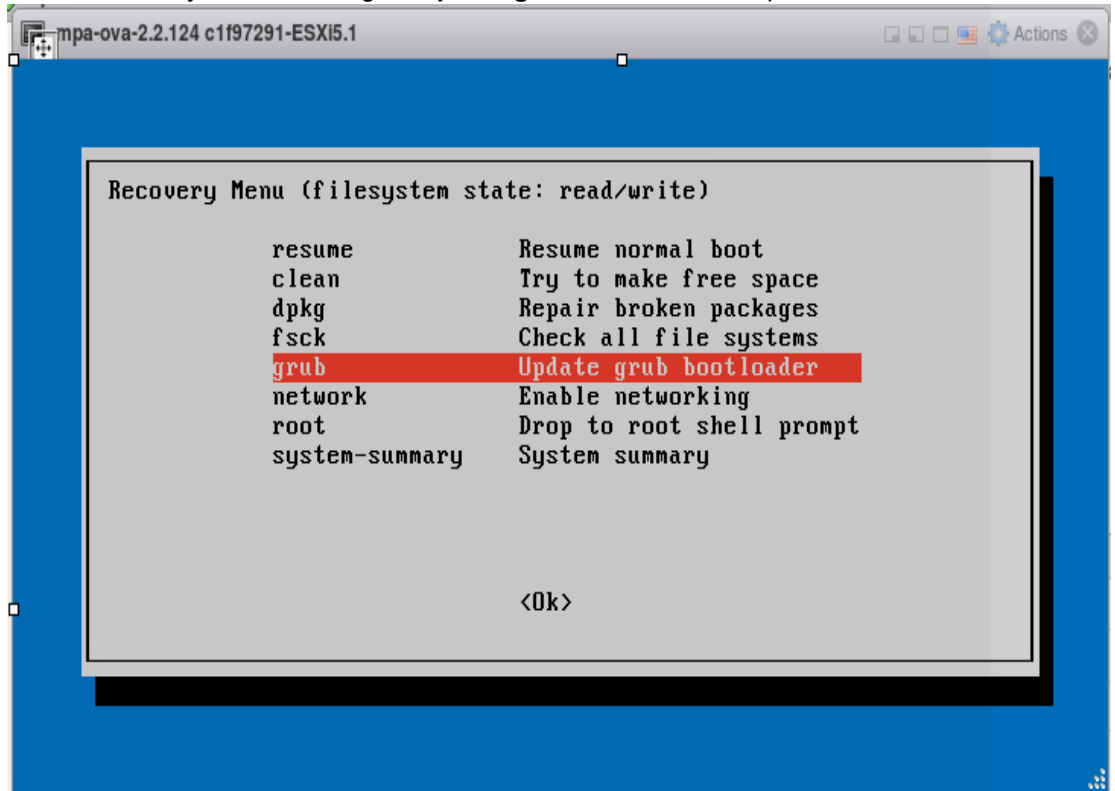
3. Using the keyboard Up and Down arrow keys, select **Advanced options for Ubuntu** from the menu and press Enter.



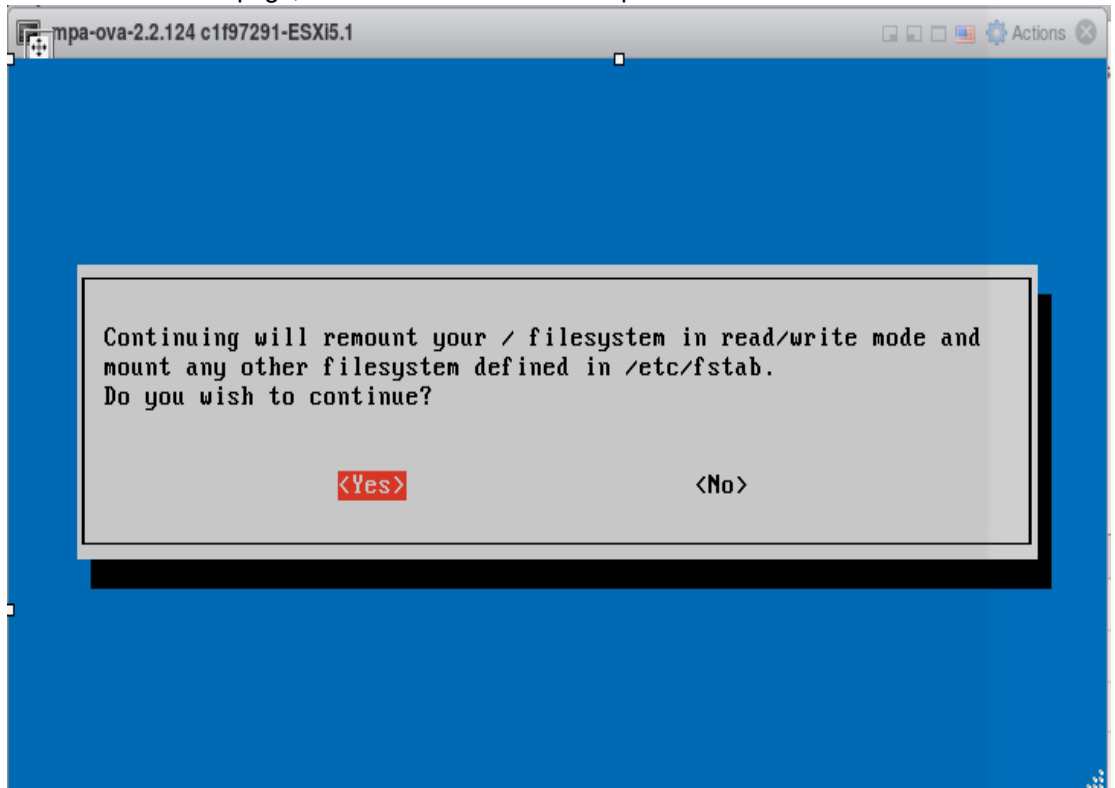
4. Select the first "recovery mode" item from menu and press Enter.  
**Note:** Your kernel numbers will not be the same as shown below.



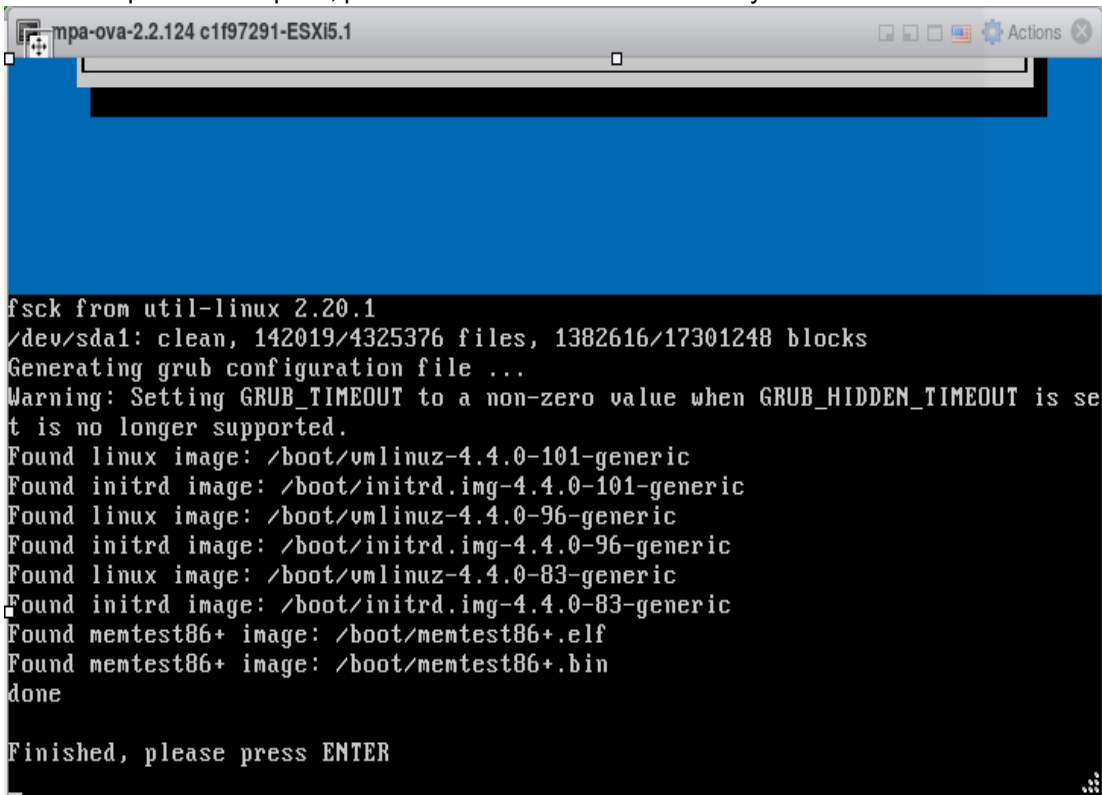
5. On the Recovery Menu, select **grub Update grub bootloader** and press Enter.



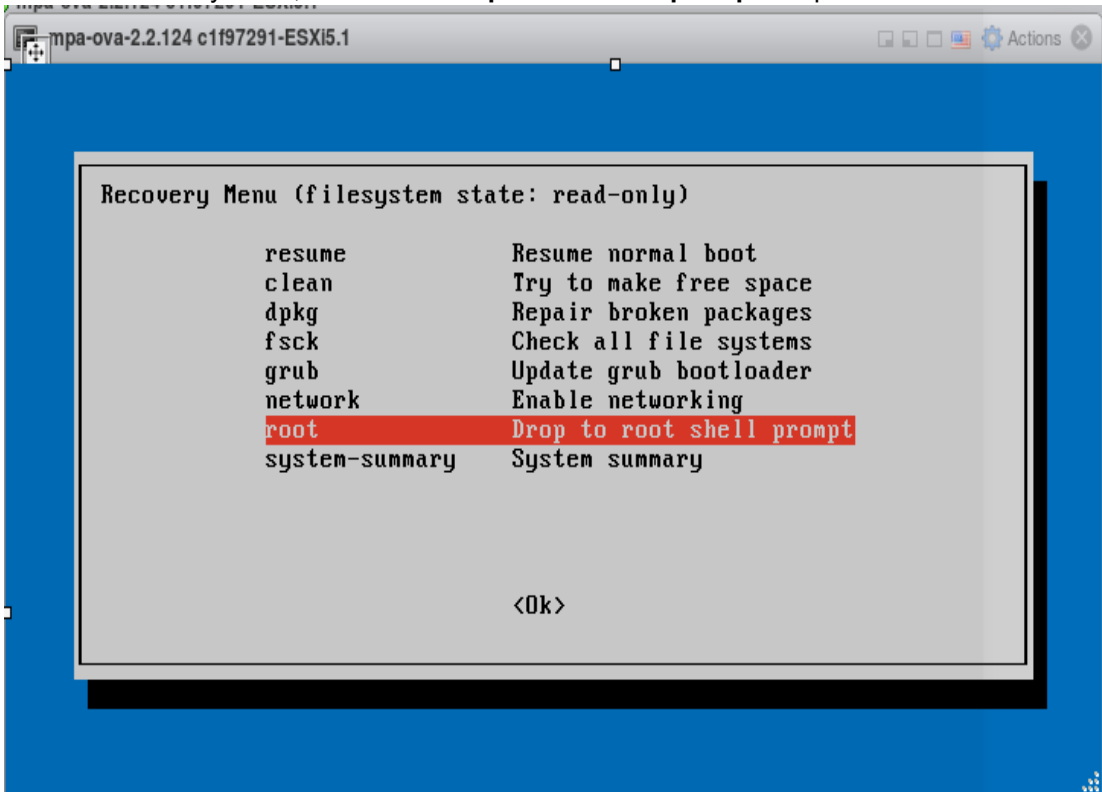
6. On the confirmation page, ensure **Yes** is selected and press Enter.



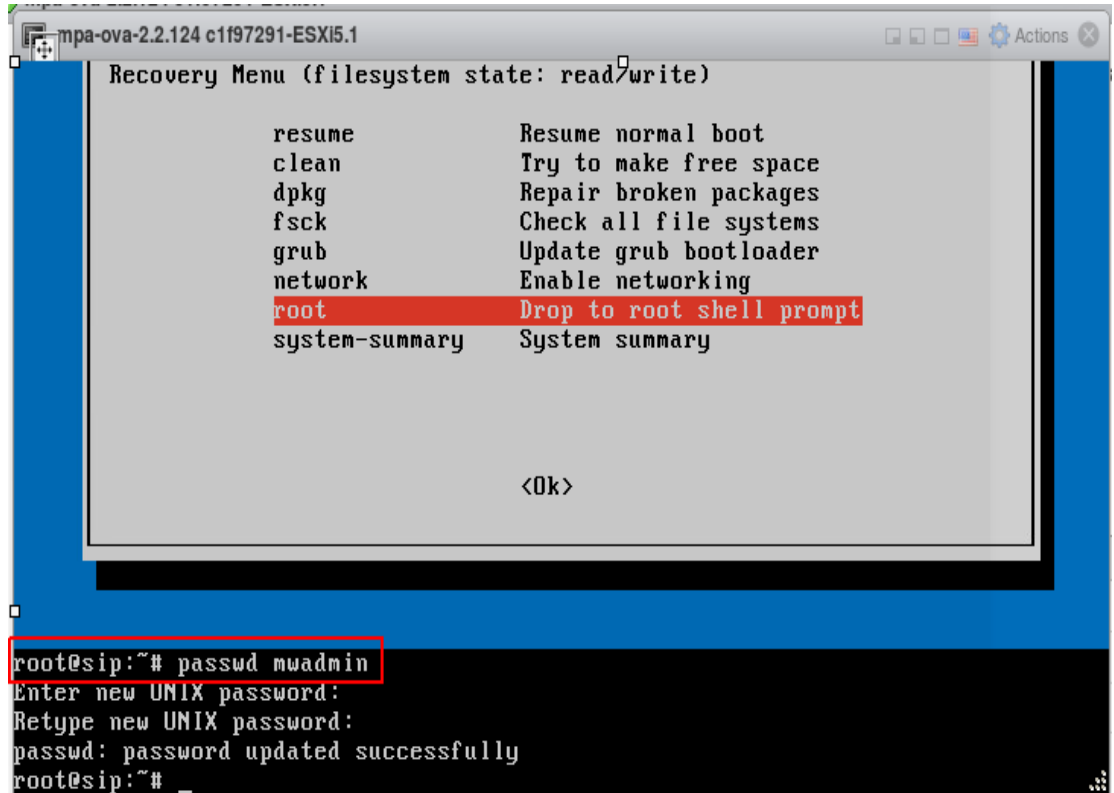
7. Once the update is complete, press Enter to return to the Recovery Menu.



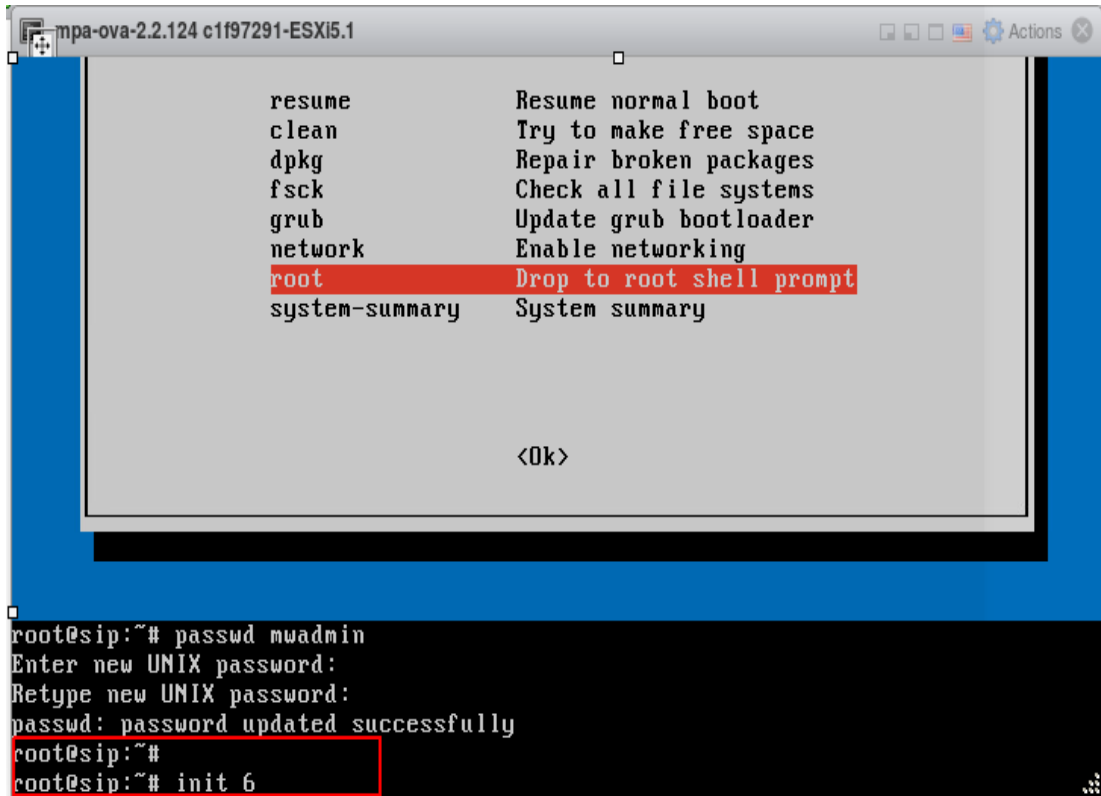
8. From the Recovery Menu, select **root Drop to root shell prompt** and press Enter.



- At the prompt, type `passwd mwadmin` and press Enter to change the password for the `mwadmin` user.



- Type the new password and press enter, then re-enter it to confirm. The `passwd: password updated successfully` message is displayed in the terminal prompt.
- Type `init 6` at the prompt to reboot the system.



The screenshot shows a terminal window titled "mpa-ova-2.2.124 c1f97291-ESXi5.1". The main part of the window displays a boot menu with the following options:

resume	Resume normal boot
clean	Try to make free space
dpkg	Repair broken packages
fsck	Check all file systems
grub	Update grub bootloader
network	Enable networking
root	Drop to root shell prompt
system-summary	System summary

Below the menu, the text "<Ok>" is displayed. The bottom portion of the terminal shows a shell prompt where the user has entered the command "passwd mwadmin". The output shows the password was updated successfully. The prompt then shows "root@sip:~#" and the user has entered "init 6".

```
root@sip:~# passwd mwadmin
Enter new UNIX password:
Retype new UNIX password:
passwd: password updated successfully
root@sip:~#
root@sip:~# init 6
```

12. Once the Mitel Performance Analytics server is up and running, you can log in using the new password.



