MITEL PERFORMANCE ANALYTICS

RELEASE 2.3

UPGRADE GUIDE

Mitel

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Mitel Performance Analytics Upgrade Guide
Release 2.3 - March 30, 2018

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 2.2 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
November 2, 2017	Mitel Performance Analytics R2.2 General Availability
March 30, 2018	Updated for Mitel Performance Analytics R2.3. 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 2.2 or later system to the latest available release. If you are using an earlier version of Mitel Performance Analytics, refer to the Mitel Performance Analytics *Upgrade Guide* for the 2.2 release for instructions.

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.

Before you upgrade to Mitel Performance Analytics version 2.3 you must already be on version 2.2. If you are not, upgrade to version 2.2 before upgrading to version 2.3 using the instructions in the Mitel Performance Analytics *Upgrade Guide* for the 2.2 release.

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. Run the command:
   `sudo select-mpa`
4. Select the upgrade version to install by entering the number beside the listed install packages. For example:

   ```
   [1]: mpa-2.2*
   [2]: mpa-2.3
   ```

   The '*' indicates the currently installed version.
5. Confirm the version to install when prompted.
6. 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 8
7. When prompted for the `sudo` password, supply the `mwadmin` password.
   The system displays available updates and asks you if you want to proceed.

8. Confirm your intent.
   The system applies the available updates.
9. Perform the steps in "Updating Linux and Mitel Performance Analytics" on page 6
10. 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 8
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 6
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 default password is `changeme`.
   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 your 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 7 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

Important: The target server must have the same fully qualified domain name as the server upon which the backup was run.

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 **Configuration** under the **System Administration** menu.

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 7

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.
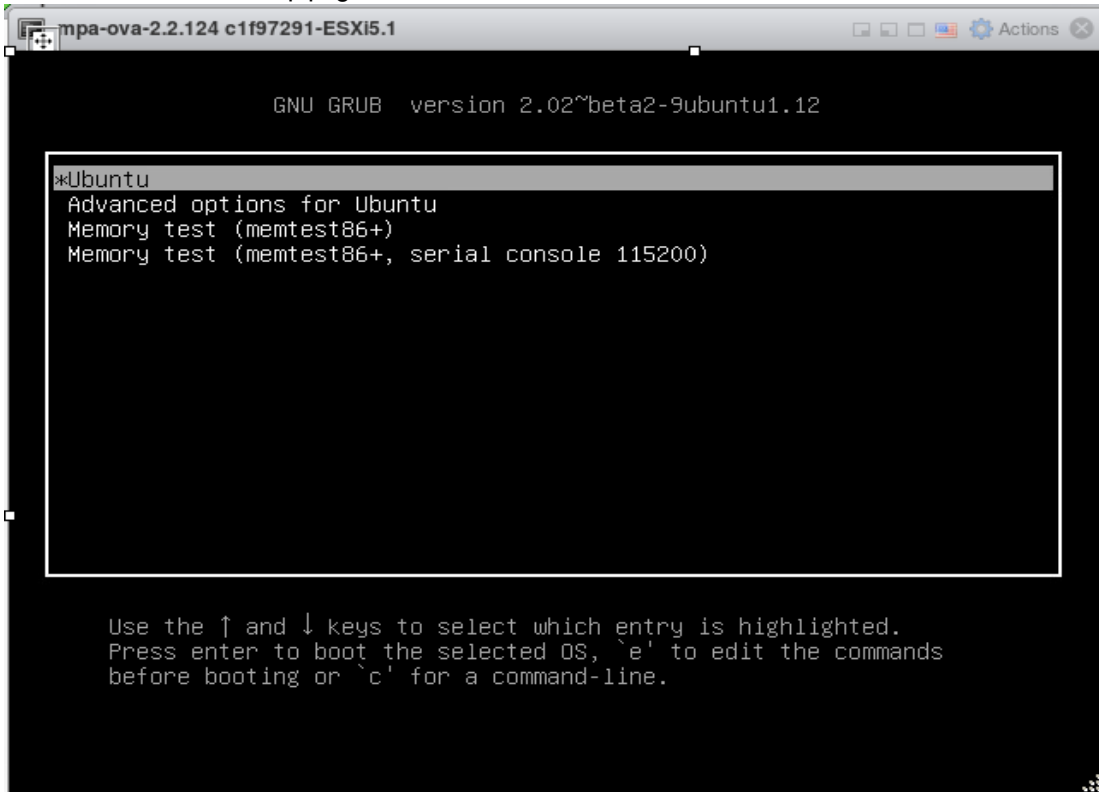
3. Using the keyboard Up and Down arrow keys, select **Advanced options for Ubuntu** from the menu and press Enter.
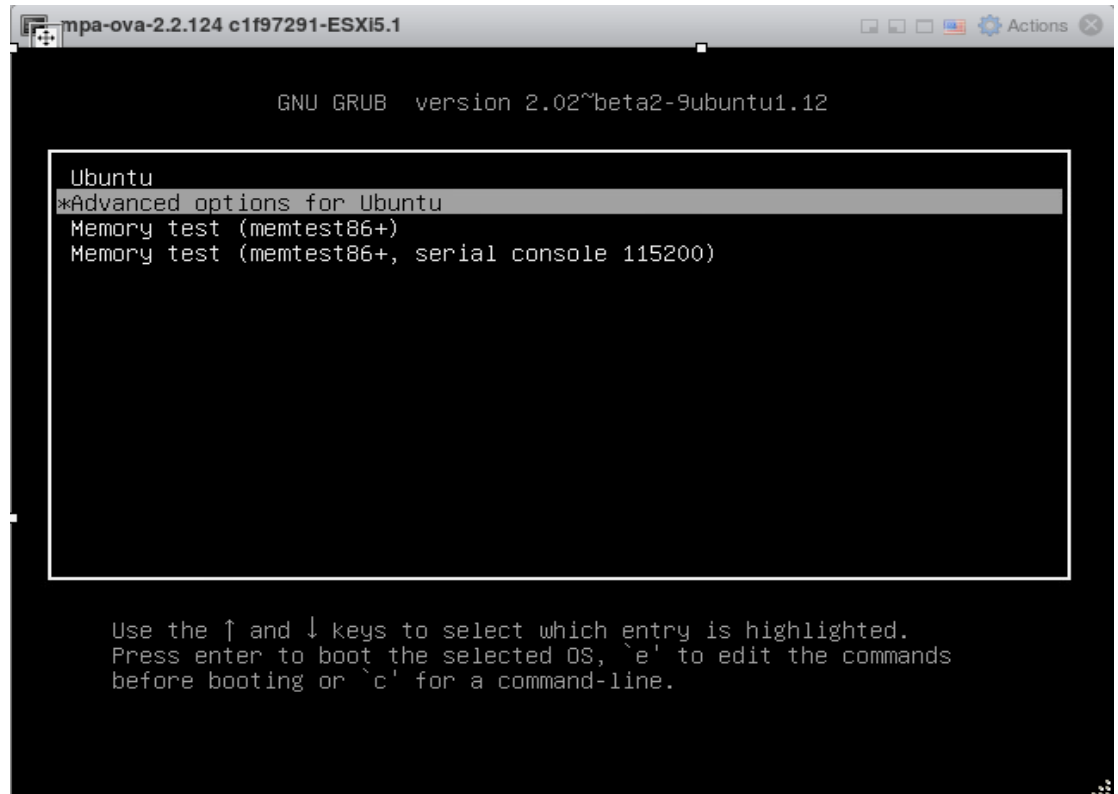
4. Select the first "recovery mode" item from menu and press Enter.
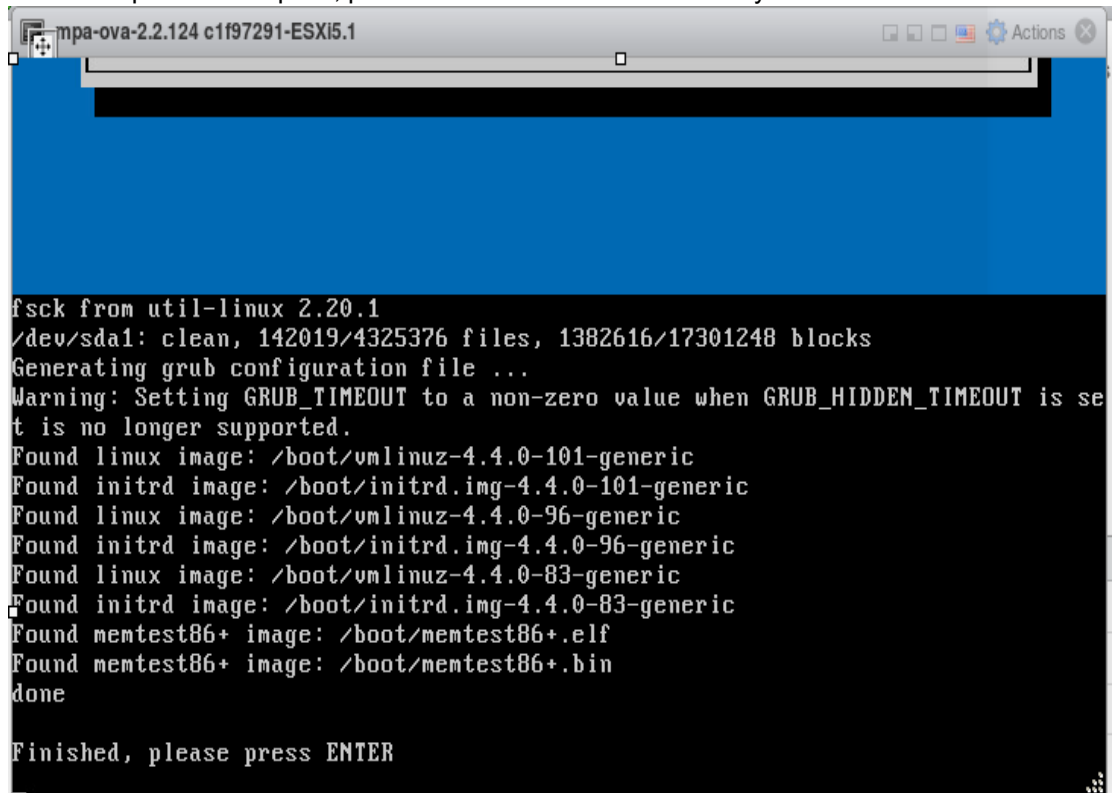   **Note:** Your kernel numbers will not be the same as shown below.
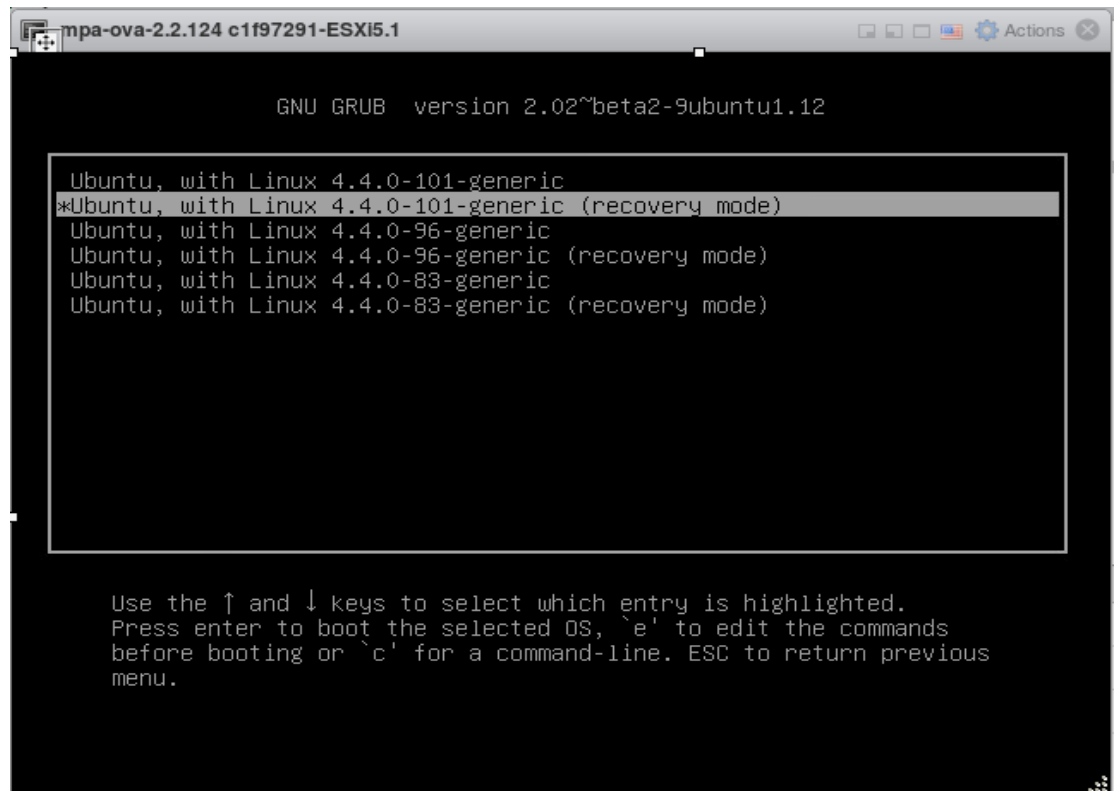
5. On the Recovery Menu, select grub **Update grub bootloader** and press Enter.
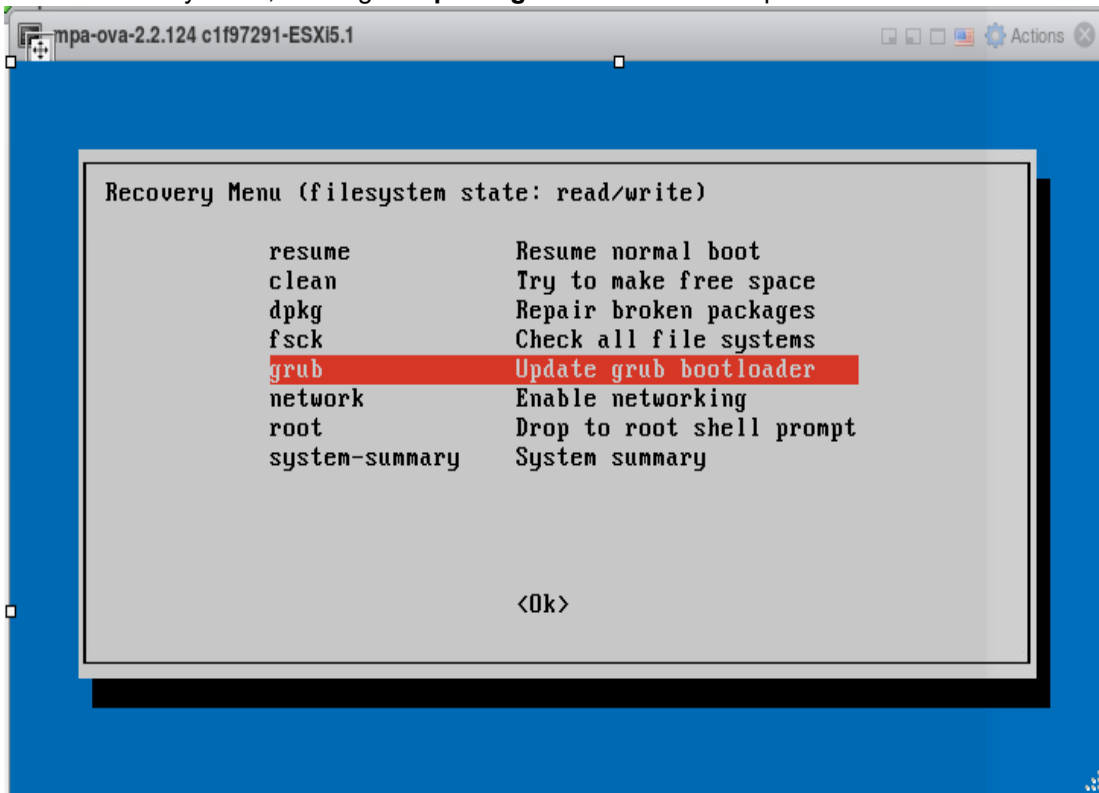
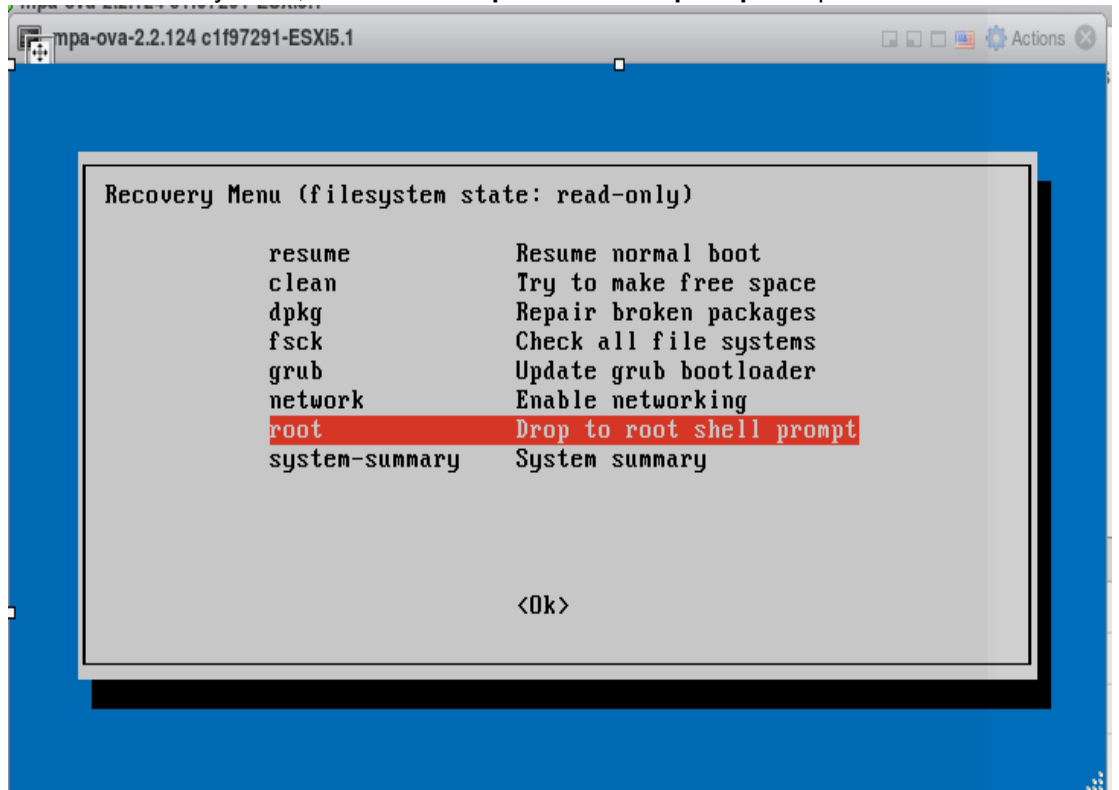**6.** On the confirmation page, ensure **Yes** is selected and press Enter.
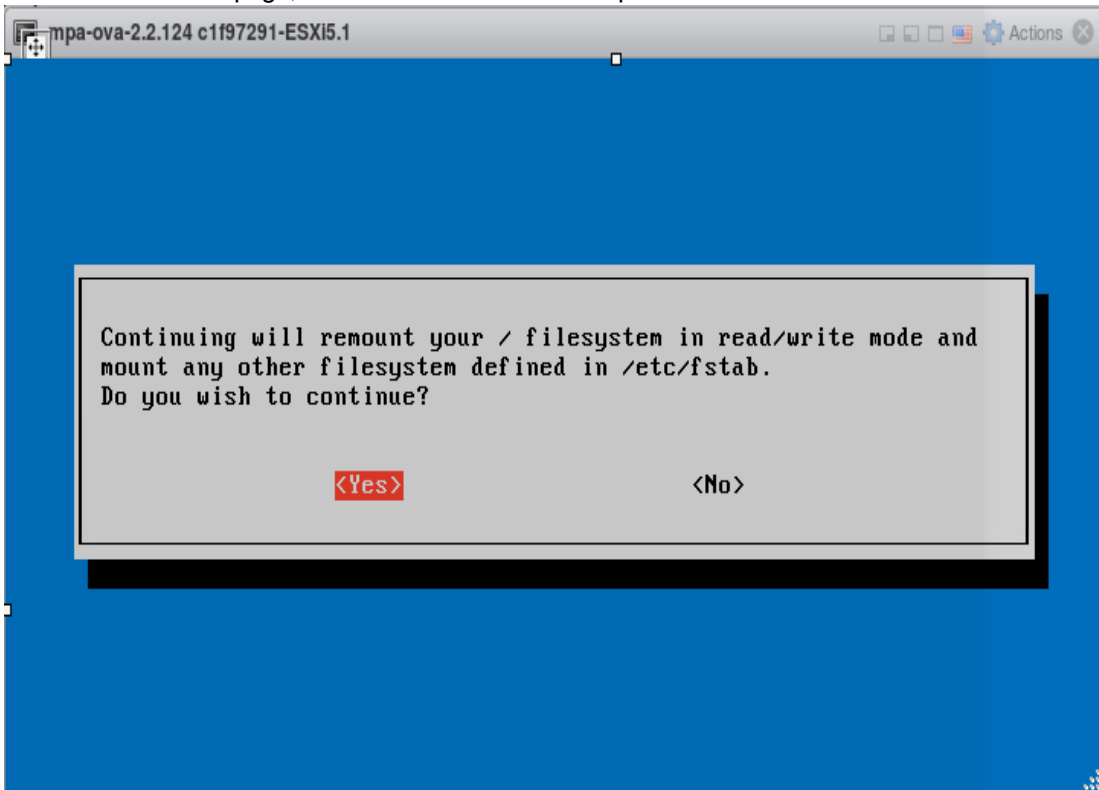
7. Once the update is complete, press Enter to return to the Recovery Menu.

```
fsck from util-linux 2.20.1
/dev/sda1: clean, 142019/4325376 files, 1382616/17301248 blocks
Generating grub configuration file ...
Warning: Setting GRUB_TIMEOUT to a non-zero value when GRUB_HIDDEN_TIMEOUT is se
t is no longer supported.
Found linux image: /boot/vmlinuz-4.4.0-101-generic
Found initrd image: /boot/initrd.img-4.4.0-101-generic
Found linux image: /boot/vmlinuz-4.4.0-96-generic
Found initrd image: /boot/initrd.img-4.4.0-96-generic
Found linux image: /boot/vmlinuz-4.4.0-83-generic
Found initrd image: /boot/initrd.img-4.4.0-83-generic
Found memtest86+ image: /boot/memtest86+.elf
Found memtest86+ image: /boot/memtest86+.bin
done

Finished, please press ENTER
```

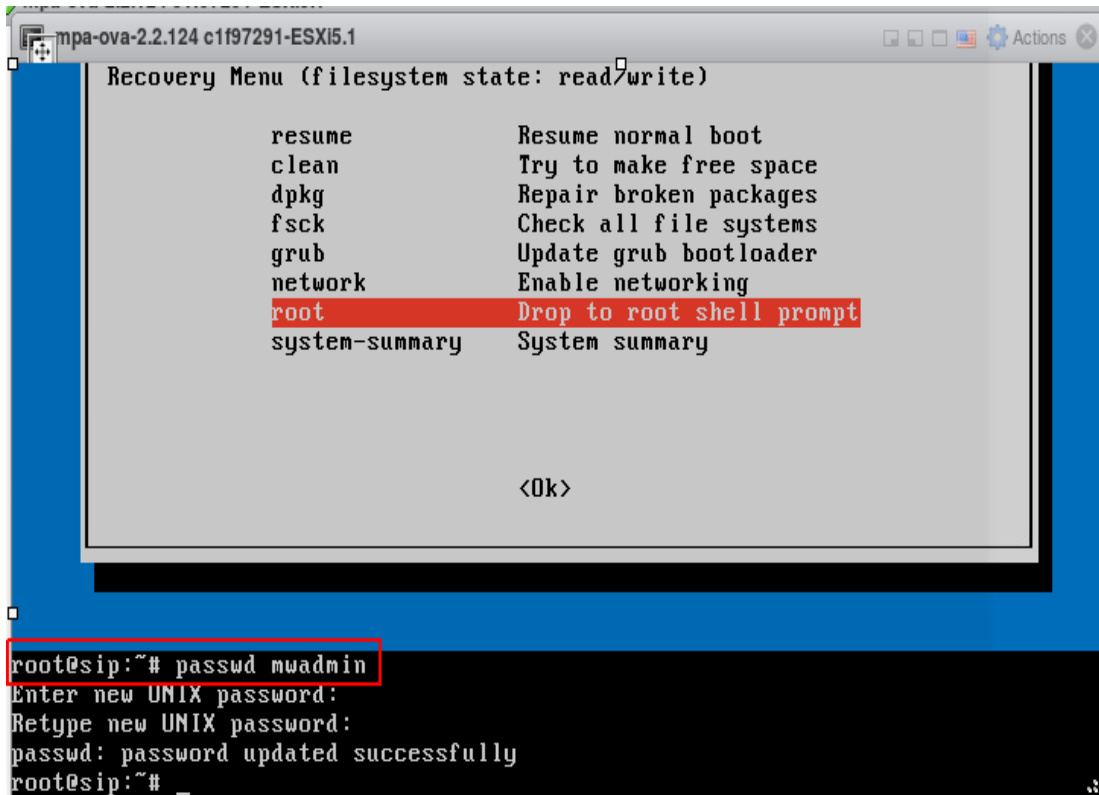**8.** From the Recovery Menu, select **root Drop to root shell prompt** and press Enter.

```
Recovery Menu (filesystem state: read-only)

            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




                    <Ok>
```

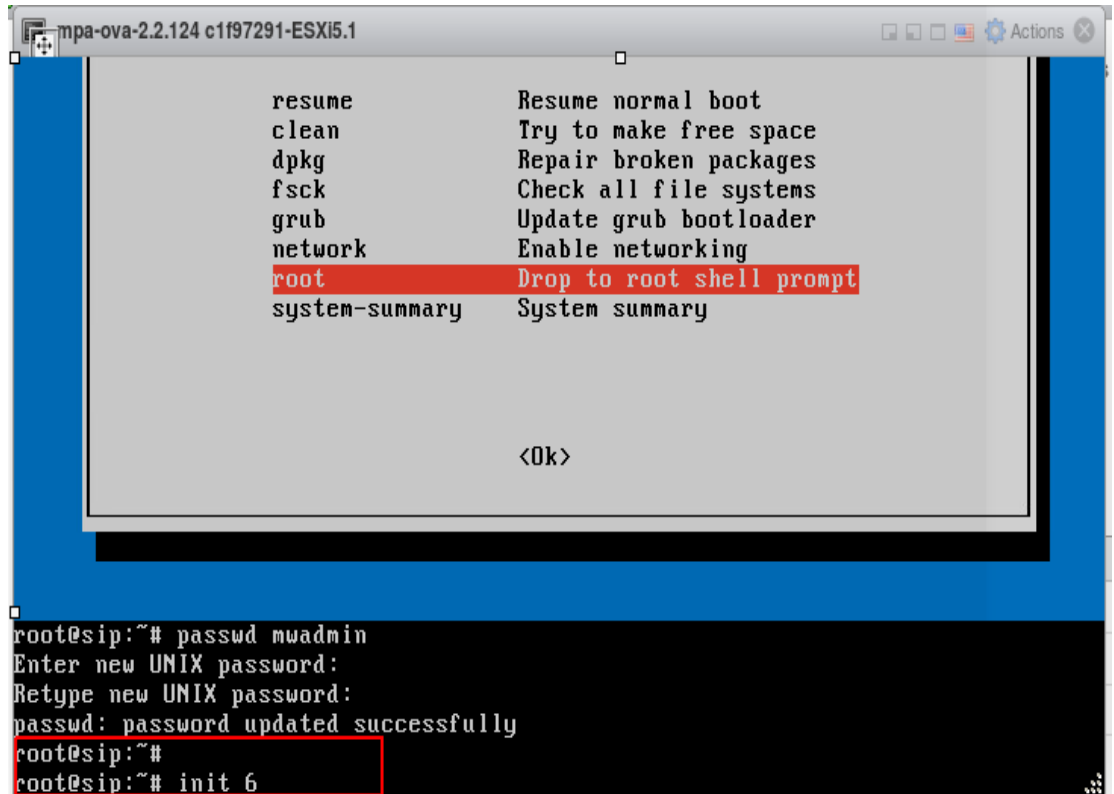**9.** At the prompt, type `passwd mwadmin` and press Enter to change the password for the mwadmin user.

10. 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.

11. Type `init 6` at the prompt to reboot the system.

```
mpa-ova-2.2.124 c1f97291-ESXi5.1                                    Actions

        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



                            <Ok>




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.