



# **The TRELLIS™ Real-Time Infrastructure Optimization Platform**

**Upgrading to Version 4.0 and 4.0.2 on Red Hat® Linux®**

*Technical Bulletin*

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**For important safety information, visit:**  
[www.emersonnetworkpower.com/ComplianceRegulatoryInfo](http://www.emersonnetworkpower.com/ComplianceRegulatoryInfo)

**This document supports versions up to and including release 4.0.2.**

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## Overview

By using this document, you can upgrade the *Trellis*™ Real-Time Infrastructure Optimization platform on a Linux® operating system (OS). Upgrading does not change the functionality available. The platform software is available from a web browser after installation is complete on the front and back machines.

Prior to running the upgrade installer, the `TrellisConfiguration.zip` file must be present on both the front and back machines. The file is located at the following path:

`/home/oracle/TrellisConfiguration.zip`

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## Version 4.0.0 Upgrade

Prior to upgrading the *Trellis*™ platform to version 4.0.0, complete the following prerequisites.

**NOTE:** To upgrade to version 4.0.0, your current *Trellis*™ platform version (`/u01/trellis/trellis.version`) should be at version 3.4.0 or 3.4.1. For assistance, contact Technical Support.

### Prerequisites

Perform an operating system level backup of the front and back machines. If using virtual machines, shut them down and take a snapshot to cover the duration of the upgrade. After completing the backup, start the platform software to verify functionality. See the *Trellis*™ Platform Backup and Restore for Linux® Technical Bulletin for more information.

**NOTE:** The front and back machine's operating system must have regional settings set to US English and the location set to United States.

**NOTE:** Throughout this document, terms enclosed in `<...>` brackets must be replaced with the actual value. Folder names cannot contain spaces.

#### To prepare for upgrading to version 4.0.0:

1. Download the following installation upgrade files on the front and back machines:
  - `TrellisPatch-4.0.0.zip`
  - `TrellisPatch-4.0.0.zip.md5sum`
2. Verify the md5 checksum for the zip file in step 1 and unzip it.
3. Create a patch upgrade folder in the `/u05` directory and name it **TrellisPatch-4.0.0** (`mkdir /u05/TrellisPatch-4.0.0`).

**NOTE:** This directory is referred to as `<TRELIS_PATCH_DIR>` in this document.

**NOTE:** If you do not know how to use an MD5SUM program to validate your files, contact Technical Support.

4. Open the `/u01/trellis/trellis.version` file to verify the *Trellis*™ platform version.

If you wish to confirm memory or storage requirements on the front and back machines or need additional information on upgrade prerequisites, see the *Trellis*™ Platform Pre-Installation Guide.

### Platform Upgrade

Now that you have verified the version and copied the installation upgrade files to the front and back machines, you must stop the front machine, then the back machine.

#### To stop the machines:

1. Log in to the front machine as **oracle**.

2. Enter `/etc/init.d/trellis stop`, wait for the *Trellis*<sup>™</sup> platform application to stop and restart the server at the operating system level.
3. Repeat steps 1-2 for the back machine.
4. Complete the upgrades on the back and front machine by running the installer patch on each.

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**WARNING:** Closing the SSH window session during an upgrade causes the installation to fail. If the installer patch fails on either machine for any reason, do not run the installer again. Collect the patch log (located at `/u03/installer/logs`) and contact Technical Support.

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#### To upgrade the back machine:

1. Log in to the back machine as **oracle**.
2. Enter `cd <TRELLIS_PATCH_DIR>` to access the installation patch directory.
3. Enter `sh ./installPatch` to run the patch.
4. When prompted, enter the root password.
5. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 8-45 minutes.

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**NOTE:** The upgrade process migrates data in the `cdmr-sql-patch`. The duration of the migration is relative to the amount of data in the system and performance of the hardware during the upgrade process. No further action is required on the back machine after the upgrade is complete. However, do not proceed to the front machine upgrade until everything is fully complete on the back machine.

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#### To upgrade the front machine:

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**NOTE:** If you recently downloaded symbols from the *Trellis*<sup>™</sup> platform portal and they are newer than those available in the 4.0.0 upgrade package, an Unmarshal Exception error occurs, and the patch log will report a failed build with the Symbol(s) already exists text. If this error occurs, go to <http://community.emerson.com/networkpower/support/dcim/m/mediagallery/3690> and follow the instructions.

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1. Log in to the front machine as **oracle**.
2. Enter `cd <TRELLIS_PATCH_DIR>` to access the installation patch directory.
3. Enter `EXTRACTOR_DIR=<TRELLIS_PATCH_DIR>` to point EXTRACTOR\_DIR to the full path of the installation directory.
4. Enter `sh ./installPatch` to run the patch.
5. When prompted, enter the root password.
6. At the platform installation patch prompt, enter the DomainDir directory location and press **Enter**.
7. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 120-200 minutes.

## Version 4.0.2 Upgrade

Prior to upgrading the *Trellis*™ platform to version 4.0.2, complete the following prerequisites.

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**NOTE:** To upgrade to version 4.0.2, your current *Trellis*™ platform version (`/u01/trellis/trellis.version`) should be at version 4.0.0 or 4.0.1. For assistance, contact Technical Support.

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**NOTE:** In *Trellis*™ platform 4.0.2 and after, SSLv3 is disabled and Transport Layer Security (TLS) 1.0 is enabled.

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### Prerequisites

Perform an operating system level backup of the front and back machines. If using virtual machines, shut them down and take a snapshot to cover the duration of the upgrade. After completing the backup, start the platform software to verify functionality. See the *Trellis*™ Platform Backup and Restore for Linux® Technical Bulletin for more information.

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**NOTE:** The front and back machine's operating system must have regional settings set to US English and the location set to United States.

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**NOTE:** Throughout this document, terms enclosed in `<...>` brackets must be replaced with the actual value. Folder names cannot contain spaces.

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#### To prepare for upgrading to version 4.0.2:

1. Download the following installation upgrade files on the front and back machines:
  - `TrellisPatch-4.0.2.zip`
  - `TrellisPatch-4.0.2.zip.md5sum`
2. Verify the *md5 checksum* for the zip file in step 1 and unzip it.
3. Create a patch upgrade folder in the `/u05` directory and name it **TrellisPatch-4.0.2** (`mkdir /u05/TrellisPatch-4.0.2`).

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**NOTE:** This directory is referred to as `<TRELIS_PATCH_DIR>` in this document.

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**NOTE:** If you do not know how to use an MD5SUM program to validate your files, contact Technical Support.

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4. Open the `/u01/trellis/trellis.version` file to verify the *Trellis*™ platform version.

If you wish to confirm memory or storage requirements on the front and back machines or need additional information on upgrade prerequisites, see the *Trellis*™ Platform Pre-Installation Guide.



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## Platform Upgrade

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Now that you have verified the version and copied the installation upgrade files to the front and back machines, you must stop the front machine, then the back machine.

### To stop the machines:

1. Log in to the front machine as **oracle**.
2. Enter **/etc/init.d/trellis stop**, wait for the *Trellis*<sup>™</sup> platform application to stop and restart the server at the operating system level.
3. Repeat steps 1-2 for the back machine.
4. Complete the upgrades on the back and front machine by running the installer patch on each.

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**WARNING:** Closing the SSH window session during an upgrade causes the installation to fail. If the installer patch fails on either machine for any reason, do not run the installer again. Collect the patch log (located at /u03/installer/logs) and contact Technical Support.

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### To upgrade the back machine:

1. Log in to the back machine as **oracle**.
2. Enter **cd <TRELLIS\_PATCH\_DIR>** to access the installation patch directory.
3. Enter **sh ./installPatch** to run the patch.
4. When prompted, enter the root password.
5. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 8-45 minutes.

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**NOTE:** The upgrade process migrates data in the cdmr-sql-patch. The duration of the migration is relative to the amount of data in the system and performance of the hardware during the upgrade process. No further action is required on the back machine after the upgrade is complete. However, do not proceed to the front machine upgrade until everything is fully complete on the back machine.

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### To upgrade the front machine:

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**NOTE:** If you recently downloaded symbols from the *Trellis*<sup>™</sup> platform portal and they are newer than those available in the 4.0.2 upgrade package, an Unmarshal Exception error occurs and the patch log will report a failed build with the Symbol(s) already exists text. If this error occurs, go to <http://community.emerson.com/networkpower/support/dcim/m/mediagallery/3690> and follow the instructions.

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1. Log in to the front machine as **oracle**.
2. Enter **cd <TRELLIS\_PATCH\_DIR>** to access the installation patch directory.
3. Enter **EXTRACTOR\_DIR=<TRELLIS\_PATCH\_DIR>** to point EXTRACTOR\_DIR to the full path of the installation directory.
4. Enter **sh ./installPatch** to run the patch.
5. When prompted, enter the root password.

6. At the platform installation patch prompt, enter the DomainDir directory location and press **Enter**.
7. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 120-200 minutes.

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### **Technical Support Site**

If you encounter any installation or operational issues with your product, check the pertinent section of this manual to see if the issue can be resolved by following outlined procedures. For additional assistance, visit [www.avocent.com/support](http://www.avocent.com/support).

### **Avocent Community Support Site**

To search product knowledge content, visit [community.emerson.com/networkpower/support/avocent](http://community.emerson.com/networkpower/support/avocent).

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