motadata

Upgrade Installation

Version 7.3.047

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1 Notes

** Applicable when updated from v7.1.xxx

1. All Service Level Agreements (SLA) are lost when you migrate to current version. Create a backup and manually add SLAs again in new upgraded version.
2. SLA Report Job plugin is discontinued in this version. Please remove the plugin from the system. We have plans to enable the plugin again in near future.
3. All topologies (topology.yml, linked.yml, unlinked.yml, and node-positions.yml) are lost when you migrate to current version. You are required to create new topologies. However, clients who are using the version 7.1.060 can replace the new blank topology files with files from their backup and restore existing topologies.
4. You cannot import the monitors from the previous versions.
5. The existing alerts in alert stream will stop and only new alerts after upgrade will be visible. New alerts starts with the first poll of monitor.
6. If you have a widget that shows counters for both availability and metric, you can update the widget by removing one of the counters. Also, you can create two separate widgets to count availability and metric.
7. The user preferences (like Default home screen, show/hide columns, etc.) are lost when you migrate to current version.
8. For Topology, CDP, LLDP and ISIS should be enabled.

** Applicable when updated from v7.2.xxx

9. NCM logs will be lost.

2 Prerequisites

Take the screen shots of the following screen:

Sr. No	Items
1.	Motadata Version
2.	All plugins
3.	Log IP's screenshot from Full Text Search
4.	LDAP's Screenshot
5.	Flow's screenshot
6.	Total Monitor's screenshot
7.	Monitor Templates Screenshot
8.	Monitor Tag's Screenshot
9.	Total Flow/log/monitor alert's screenshot
10.	Action Profile
11.	Total RPE if any
12.	Product License

3 Backup Installation Steps

1. Create backup of motadata configuration files.
   a. Go to motadata URL and navigate to Schedulers and select current date.
   b. Click on **Add** button of **Motadata Config Backup Job** and create the scheduler with name e.g. **Backup**.
   c. Run the scheduler.
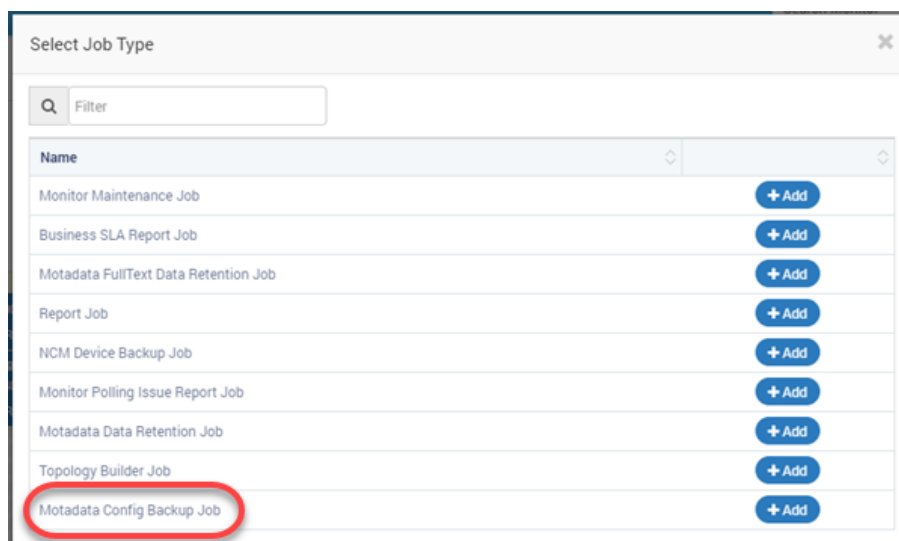
2. Stop the motadata service in Motadata Master Servers.
3. If Motadata application is installed on physical machine then:
   a. Log into the application server with the user credentials
   b. Take a backup of /motadata/motadata folder and copy to some other folder e.g. / opt folder
4. If Motadata application is installed on Virtual Machine then take a snapshot for the current virtual machine.

4 Upgrade Motadata

4.1 Master Server Installation Steps

1. Stop Motadata Service.
2. Take SSH of Motadata Master Server.

Skip following steps (Step 3 – 10) if packages are already installed
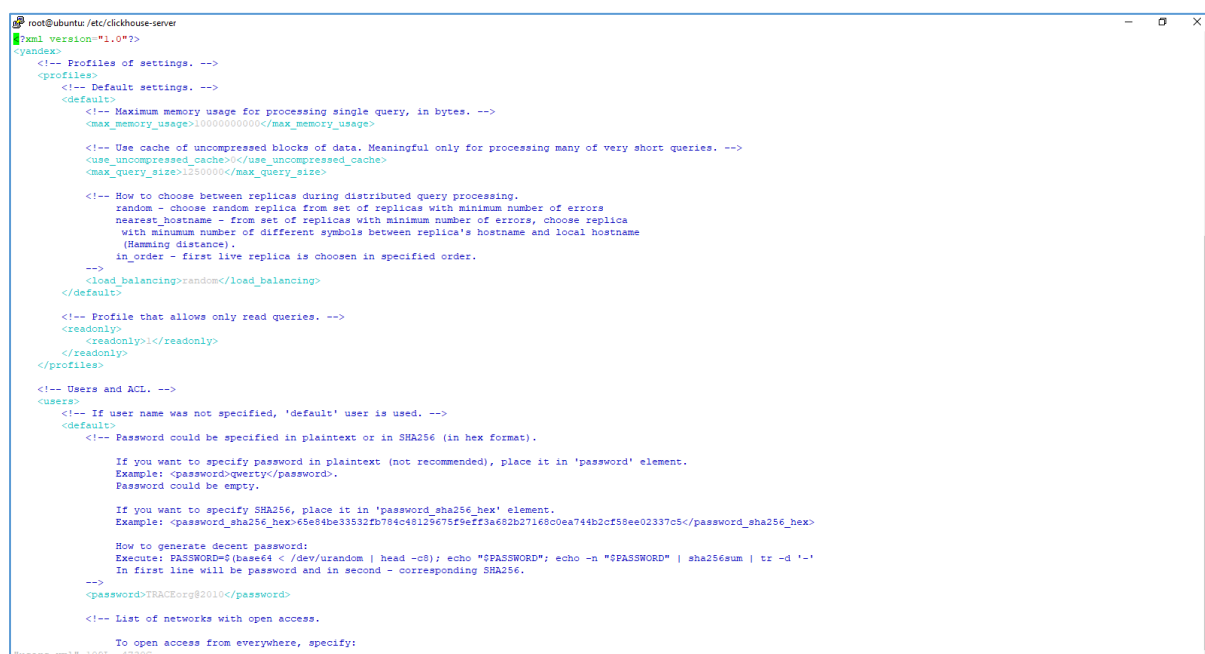
3. Download **python-pkgforNCM.tar.gz** [only upgrade from 6.9.058 or below], **packages.tar.gz** and **packagesubuntu.tar.gz** from the link in email into the local machine.
4. Copy the **python-pkgforNCM.tar.gz**, **packages.tar.gz** and **packagesubuntu.tar.gz** into motadata folder of server. (command: cd /motadata)
5. [Perform step if only upgrade from 6.9.058 or below version] Extract the file python-pkgforNCM.tar.gz (command: tar –xzvf python-pkgforNCM.tar.gz)
6. Go to python-pkg folder (command: cd /python-pkg)
7. Run Install_ncm (command: ./Install_ncm)
8. Extract the file packages.tar.gz (command: tar –xzvf packages.tar.gz)
9. Go to packages folder (command: cd /packages)
10. Install python packages in the give order:
    pip install --no-index --find-links="./PyYAML/" PyYAML
    pip install --no-index --find-links="./pyzmq/" pyzmq
    pip install --no-index --find-links="./redis/" redis
    pip install --no-index --find-links="./pysnmp/" pysnmp
    pip install --no-index --find-links="./pings/" pings
    pip install --no-index --find-links="./pathlib/" pathlib
    pip install --upgrade --no-index --find-links="./setuptools/" setuptools
    Run – dpkg -l | grep -i libffi-dev
       i. If above command returns results continue with step i.
       ii. If above command returns nothing then use following commands:
          a. Go to motadata directory (command: cd /motadata)
          b. Extract the files (command: **tar –xzvf packagesubuntu.tar.gz**)
          c. Go to packages folder (command: cd packages)
          d. De-package the files (command: **dpkg -i *.deb**)
    pip install --upgrade --no-index --find-links="./cffi/" cffi
    pip install --no-index --find-links="./gevent/" gevent
    pip install --no-index --find-links="./greenlet/" greenlet
11. Download **motadata-upgrade.zip** file from the link in email into the local machine and extract the zip file.

12. Delete existing **upgrade.zip, upgrade, motadata-upgrade, motadata-upgrade.conf** files from /motadata/motadata/ if exist in the folder.
13. Copy **motadata-upgrade, motadata-upgrade.config** and **upgrade.zip** from download location to motadata master-node directory. e.g. /motadata/motadata/
14. Add 775 permission to motadata-upgrade. e.g.: chmod 775 motadata-upgrade
15. Run motadata-upgrade by command: **./motadata-upgrade <current_motadata_version>** [e.g.: ./motadata-upgrade 7.1.021] and wait for update to complete.
16. [Skip this step if already exist] Add a parameter "<max_query_size>1250000</max_query_size>" in **users.xml** located at **/etc/clickhous-server/** of clickhouse as per shown in the screen.

17. If trap engine feature turned off, turn the feature ON navigate to the folder **/motadata/motadata/config** and open **motadata-conf.yml.** Set the flag **"trap-engine": "yes".**
18. If SLA engine feature turned off, turn the feature ON navigate to the folder **/motadata/motadata/config** and open **motadata-conf.yml.** Set the flag **"sla-engine": "yes".**
19. If alert correlation feature is turned off, turn the feature ON navigate to the folder **/motadata/motadata/config** and open **motadata-conf.yml.** Set the flag **"alert-correlation-engine": "yes".**
20. Only for client version 7.1.060: Replace the files **topology.yml, linked.yml, unlinked.yml** and **node-positions.yml** from the back up folder (e.g. /motadata/motadata/topology).
21. Assign permission motadata-alert-correlation to 775 at location /motadata/motadata/motadata-alert-correlation by command [chmod 775 /motadata/motadata/ motadata-alert-correlation].
22. [Skip step if already configured] Go to the Folder /motadata/motadata/plugin-lib and delete both below files (if present)
    - commons-net-3.3.jar
    - commons-net-3.6.jar

a. [Skip step if already configured] Go to /motadata/motadata and add "**option** -Djava.security.egd=file:/dev/./urandom" in following config files
- motadata-flow.config
- motadata-metric.config
- motadata-rpe-master.config
- restore-util.config
- motadata.config
- motadata-job.config
- motadata-discovery.config
- motadata-log.config
- motadata-ncm.config
- shutdown.config
- motadata-sla.config
- motadata-cluster.config
- motadata-ha.config
- motadata-trap.config
23. Start Motadata Service.
24. If you face any problem during upgrade, perform the following steps:
  a. Stop Motadata Service.
  b. Check log at /motadata/motadata/log/***-MOTADATA-UPGRADE-***.log.
  c. Assign permission tftp-files to 775 at location /motadata/motadata/tftp-files by command [chmod 775 /motadata/motadata/tftp-files/]
  d. Assign permission motadata-ncm to 775 at location /motadata/motadata/motadata-ncm by command [chmod 775 /motadata/motadata/motadata-ncm]
  e. Assign permission motadata-sla to 775 at location /motadata/motadata/motadata-sla by command [chmod 775 /motadata/motadata/motadata-sla]
  f. Assign permission motadata-cluster to 775 at location /motadata/motadata/motadata-cluster by command [chmod 775 /motadata/motadata/motadata-cluster]
  g. Assign permission motadata-ha to 775 at location /motadata/motadata/motadata-ha by command [chmod 775 /motadata/motadata/motadata-ha]
  h. Assign permission motadata-trap to 775 at location /motadata/motadata/motadata-trap by command [chmod 775 /motadata/motadata/motadata-trap]
  i. Assign permission motadata-alert-correlation to 775 at location /motadata/motadata/motadata-alert-correlation by command [chmod 775 /motadata/motadata/ motadata-alert-correlation].
  j. Start Motadata Service.
25. You to run the Topology Job to create a Topology.
26. Verified the screenshot.

4.2 Plugin Installation Steps

1. Download latest apps and update apps to new version.
2. For universal log parser plug-in first need to remove the plug-in and reinstall the same from given link.
3. Reboot Motadata service.

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Notes: Before enabling motadata trap engine please install motadata-trap-engine app.

4.3 RPE Client Installation Steps

1. Stop the motadata service in RPE Client Servers.
2. Take the backup of **lib, motadata-lib, plugin-lib, plugins, motadata python engine** of RPE Client Servers into some folder e.g. /opt/old.
3. Take the backup of the following workers into some folder e.g. /opt/workers/.
   - motadata,
   - motadata.config
   - motadata-discovery
   - motadata-discovery.config
   - motadata-metric
   - motadata-metric.config
   - motadata-ncm
   - motadata-ncm.config
   - motadata-rpe-client
   - motadata-rpe-client.config
   - shutdown
   - shutdown.config
4. Download packages.tar.gz and packagesubuntu.tar.gz form the link in email into the local machine.
5. Take SSH of Motadata Master Server.

Skip following steps (Step 6 – 12) if packages are already installed

6. [Perform step if only upgrade from 6.9.058 or below version] Extract the file **python-pkgforNCM.tar.gz** (command: **tar –xzvf python-pkgforNCM.tar.gz**)
7. Go to python-pkg folder (command: cd /python-pkg)
8. Run **Install_ncm** (command: **./Install_ncm**)
9. Copy the packages.tar.gz and packagesubuntu.tar.gz into motadata folder of server. (command: cd /motadata)
10. Extract the file (command: **tar –xzvf packages.tar.gz**)
11. Go to packages folder (command: cd /packages)
12. Install python packages in the give order:
    pip install --no-index --find-links="./PyYAML/" PyYAML
    pip install --no-index --find-links="./pyzmq/" pyzmq
    pip install --no-index --find-links="./redis/" redis
    pip install --no-index --find-links="./pysnmp/" pysnmp
    pip install --no-index --find-links="./pings/" pings
    pip install --no-index --find-links="./pathlib/" pathlib
    pip install --upgrade --no-index --find-links="./setuptools/" setuptools
    Run – "dpkg -l | grep -i libffi-dev"

    i. If above command returns results continue with step i.
    ii. If above command returns nothing then use following commands:
       a. Go to motadata directory (command: cd /motadata)
       b. Extract the files (command: **tar –xzvf packagesubuntu.tar.gz**)
       c. Go to packages folder (command: cd packages)
       d. De-package the files (command: **dpkg -i *.deb**)
    pip install --upgrade --no-index --find-links="./cffi/" cffi

        pip install --no-index --find-links="./gevent/" gevent
        pip install --no-index --find-links="./greenlet/" greenlet

13. Replace the **lib**, **motadata-lib**, **plugin-lib**, **plugins**, **motadata python engine**, **ncm-configuration-files** and **device-conf** from **/motadata/motadata** folder of Motadata Master Server to all the RPEs.
14. Replace the workers, **motadata, motadata-discovery, motadata-metric, motadata-ncm, motadata-alert-correlation** and **motadata-rpe-client** from **<Current Migration Version>/RPE** folder of extracted **upgrade.zip**. Make sure all the workers has 775 permission excluding .config files.
15. If in RPE **alert-stream-operation.t, alert-last-seen-context** and **alert-last-seen-context.p** cache files exist, you need to delete them manually.
16. [Skip step if already configured] Perform step as per document **WMI Plug in Configuration Step.**
17. [Skip step if already configured] Go to /motadata/motadata/jdk/jre/lib/security and replace following files from master. The files are available in master on same location:
    - local_policy.jar
    - US_export_policy.jar
18. Open **motadata.config.yml** file from **/motadata/motadata/config** and add key **"sla-engine": "no"** at the end of the file. If in **motadata.config.yml** file of **Motadata Master Server the** flag value is yes, then in **RPE client Server motadata.config.yml** file, you require to set **"sla-engine": "yes".**
19. [Skip step if already configured] Go to /motadata/motadata and add "**option -Djava.security.egd=file:/dev/./urandom**" in following config file
    - motadata-flow.config
    - motadata-metric.config
    - motadata-rpe-client.config
    - motadata.config
    - motadata-discovery.config
    - motadata-ncm.config
    - shutdown.config
20. [Skip step if already configured] Go to /motadata/motadata/ and add following files from master. The files are available in master on same location:
    - motadata-alert-correlation.config
21. Open **motadata.config.yml** file from **/motadata/motadata/config** and add key **"alert-correlation-engine": "no"** at the end of the file. If in **motadata.config.yml** file of **Motadata Master Server** flag value is yes then in **RPE client Server motadata.config.yml** file, you require to set **"alert-correlation-engine": "yes".**

  Start the motadata service in all the RPE Client Servers.

5 Configure NCM

5.1 Add Server Information [Skip if already configured]

1. Connect to the motadata server with ssh.
2. Go to **/motadata/motadata/config**
3. Edit **ncm-conf.yml** file.
4. Enter the IP address of TFTP-Server-host (line 2)
5. Save the file.

5.2 Add Cisco Device Type [Skip if already imported]

1. Open the Motadata GUI
2. Go to NCM > Actions
3. Click on Import.
4. Input the Cisco file provided in email
5. Click Save.

6 Configure GIS [Skip if already imported]

1. Connect to the motadata server with SSH.
2. Go to **/motadata/motadata/config**
3. Edit **rest-api-url** file.
4. Enter the IP address, port number and relative path of GIS API URL.
5. Save the file.

7 Rollback – Failover Steps

7.1 Motadata Master Server

1. Stop the motadata service.
2. If Motadata application is installed on a physical machine then perform following steps:
    a. Restore the backup of /motadata/motadata folder as taken in step 2 of Backup installation Steps.
3. If Motadata application is installed on Virtual Machine then perform following steps:
    a. Revert the snapshot of virtual machine as taken in step 3 of Backup Installation Steps.
4. Start the motadata service.

7.2 Motadata RPE Client Server

1. Stop the motadata service.
2. Restore the backup of lib from the backup folder e.g. /opt/old
3. Restore the backup of workers from the backup folder e.g. /opt/workers/.
4. Start the motadata service.

Keep in touch

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