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Cascade® Shark 9.5.1 update procedure

Purpose

The purpose of this document is to assist customers and SEs in updating a Cascade® Shark appliance from Version 3.0.x to Version 9.5.1 and later.

NOTE:

Before updating, ensure that all capture jobs have a maximum disk space allocation specified for both the packet storage and the index (if enabled). Additionally, verify that there are no "warnings" for the job disk space allocation in the job list, such as: "WARNING: The total storage allocated to the jobs might exceed the packet storage size." These warnings indicate that the total packet disk space for packet capture assigned to jobs is greater than the disk space available. If you update with these warnings present, you will not be able to edit jobs after the update. Set the disk space allocation for the jobs as needed to eliminate the warnings before you update.

Update from version 3.0.x to version 9.5.1

You can update your Cascade Shark or Virtual Cascade Shark appliance from version 3.0.x to version 9.5.1 from either a CD or a downloaded image file. The procedures are slightly different and are described separately below.

If, after you have updated to version 9.5.1, you want to update to a later version, use the procedure "Update from any 9.5.x version to a later version" later in this document.

Updating from a CD

Prerequisites

- Version installed: 3.0, 3.0.1, or 3.0.1a
- Disk space free: At least 50 MB for `/` directory and 300 MB for `/opt` directory
- Update/Install Image located at:
  https://support.riverbed.com/download.htm?filename=software/shark/9.5/install-9.5.2004.5226.iso

Procedure

1. Download the 9.5.1 update ISO image from the Riverbed Support site and write it to a bootable CD.

2. Connect a monitor and keyboard to the appliance and insert the update CD.

   NOTE: Update over the serial console port is not supported.

3. Log in to the Shark console and reboot the appliance from the update CD.

4. The appliance shows the boot page "Riverbed Cascade Shark Device installation CD." The options available are: `install` and `update`. At the "boot" prompt type: `update`

5. The procedure displays a warning message about management port changes and prompts you to confirm. At the prompt type: `yes`

6. The update procedure starts and normally completes within 30 minutes. DO NOT POWER OFF OR INTERRUPT THE UPDATE.

7. Eject the CD if it is not automatically ejected by the update process.

8. The message '`--> Forklift complete`' signifies successful completion of the update procedure. After the update is successfully applied, the appliance reboots automatically with version 9.5.1. The update process is complete when the login prompt appears on the console.

9. To verify that the software update has been installed correctly, log in to the Cascade Shark web interface. The version number is displayed at the top of the Status page.

Updating from a downloaded image file

Prerequisites

- Version installed: 3.0, 3.0.1, or 3.0.1a
- Disk space free: At least 360 MB for `/` directory and 300 MB for `/opt` directory
- 3.0.x to 9.5.1 update image, located at https://support.riverbed.com/download.htm?filename=software/shark/9.5/install-9.5.2004.5226.iso
- 3.0.x to 9.5.1 update script: shark_update_9.5.sh, located at https://support.riverbed.com/download.htm?filename=software/shark/9.5/shark_update_9.5.sh

Procedure

1. Download the 9.5.1 update ISO image and update shell script from the Support site using the links above.

2. Enable SSH from the Basic Settings page of the Cascade Shark appliance web interface.

   Using an SCP client (e.g. WinSCP), upload the update ISO image and the update shell script to the **/root** directory of the Shark appliance.

3. Eject any media in the CD Drive.

4. SSH into the Shark console as user "root" with the default password ("sharkappliance") or the current password, as applicable.

5. Navigate to the **/root** directory and start the update process by issuing the following command:
   ```
   sh  ./shark_update_9.5.sh  install-9.5.2004.5226.iso
   ```

6. The procedure displays a warning message: '`Update is ready to reboot your appliance and update the software. Do not power off or interrupt the update.  Press ENTER to reboot your appliance.`'
   At the prompt press `ENTER`.

7. The Shark appliance reboots and the update procedure starts automatically. It should complete within 30 minutes. DO NOT POWER OFF OR INTERRUPT THE UPDATE.

8. The message '`--> Forklift complete`' indicates successful completion of the update procedure. After the update is successfully applied, the appliance reboots automatically with version 9.5.1. The update process is complete when the login prompt appears on the console.

9. To verify that the software update has been installed correctly, log in to the Cascade Shark web interface. The version number is displayed at the top of the Status page.
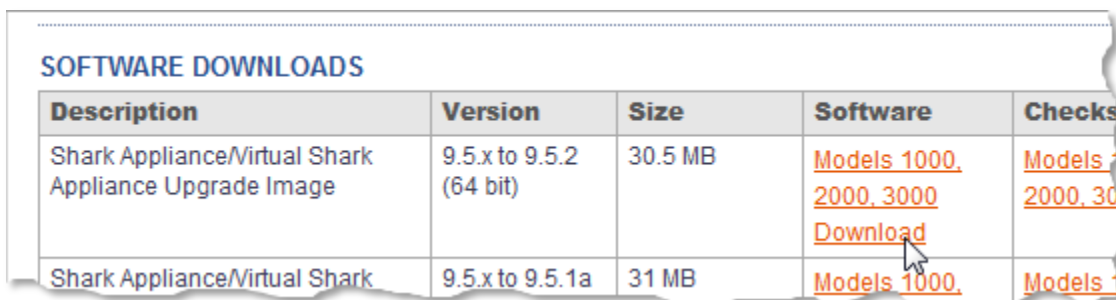
Update from any 9.5.x version to a later version

If your Cascade Shark or Virtual Cascade Shark appliance is running any version 9.5.x software (9.5, 9.5.1, and so on) you can use the appliance's web interface to update it to a later version.

1. Download the appropriate update file from the Riverbed Support site to your Cascade Pilot workstation. Update files are available at:

   https://support.riverbed.com/software/cascadeshark.htm

   and the listing will look something like this:

   Choose the file with the version number that you want and click the Download link.

2. Apply the update using the web interface's System > Update tab, as shown below:
   a. Click the **Upload New ISO File** radio button.
   b. **Browse** for the update file you downloaded from the Riverbed Support site.
   c. Check the **Update to target version immediately…** check box.
   d. Click the **Upload File** button to start the upload. The file will be copied to the Cascade Shark appliance and installed. The appliance services will restart automatically when the upload completes.

      Note: Depending on the target version, the Cascade Shark appliance itself might reboot during the update procedure.

Select **System > Update**
to bring up the Update page.

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Hostname: **localhost**
Version: **9.5**
Uptime: **0 d 20:04:27**

| Status | Capture Jobs | Profiler Export | Capture Ports | Settings ▾ | System ▾ |

Update

Update Information
Information about system updates is available here.

Current Version: **9.5 (9.5.1004.4556)**

No update is under way.

Browse for the
update file.

Select Update Source

⊙ Upload New ISO File: |Downloads\Shark\upgrade-9.5.3004.6466.iso [Browse...]

☑ Update to target version immediately upon successful upload
[Upload File]

Check this box.

Click to start the upload.

3. Reconnect to web interface and verify that the current version is correct.