EPICenter Installation and Upgrade Guide

Version 7.0

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1 EPICenter Installation Overview

This chapter provides an overview of the installation or upgrade of EPICenter 7.0. It covers the following topics:

EPICenter Installation Overview

EPICenter is a powerful yet easy to use client-server application for centralizing the management of a network of Extreme Networks switches and selected third-party devices. EPICenter offers a comprehensive set of network management tools that are easy to use from a client workstation with a web browser and the appropriate Java plug-in. The EPICenter software can be installed on systems running Windows Vista, XP, or 2003 Server, on workstations running Solaris 10, or on systems running Red Hat Enterprise Linux version 5.

There are several options for installing the EPICenter 7.0 software, depending on whether you already have versions of EPICenter installed, or whether this is a new EPICenter installation.

The EPICenter Server

The EPICenter Server requires a license key, installed into the Server, to enable clients to connect to the Server. You can perform the installation successfully without an EPICenter license, but you will need to add a license key (either an evaluation or a permanent key) by running the License Manager, in order to use the EPICenter product. License key installation is separate from the EPICenter Server installation.

You can run the License Manager at any time to add or upgrade licenses.

The installation process is very similar under Windows, Solaris, or Linux.

- See "Installing the EPICenter Server" on page 13 for detailed instructions.
- See "Adding or Upgrading a License Key" on page 18 for instructions on running the License Manager.

There are several additional (optional) components you may want to install along with your EPICenter Server: a Difference viewer you can use to compare configuration files within the Configuration Manager, and the SSH enabling key, which enables EPICenter to use SSH2 instead of Telnet to

communicate to the devices EPICenter manages (assuming the devices are enabled to use SSH), and to securely upload and download configuration files.

- See "Installing a Difference Viewer" on page 24 for instructions on obtaining and installing a difference viewer.
- See "Enabling SSH for Secure Communications" on page 24 for information on enabling EPICenter to use SSH.

Upgrading the EPICenter Server

If you have a previous version of EPICenter installed on the same system, you will have the option of migrating your database information as you perform the installation. The instructions for installing EPICenter 7.0 include information on migrating your database (see "Installing the EPICenter Server" on page 13).

From time to time Extreme Networks may choose to release updates to EPICenter as a Service Pack release. On systems with a previously installed release of the EPICenter 7.0 Server, you can upgrade to a service pack release by installing an EPICenter 7.0 Service Pack patch. See "Upgrading EPICenter to a Service Pack Release" on page 10 for details.

NOTE

If you have been running a Beta version of the EPICenter 7.0 software, you must uninstall the Beta version and do a new install of the final version. You cannot upgrade a Beta version of the EPICenter 7.0 software to the General Availability release of the software.

The EPICenter Client

The EPICenter client is an application that is launched from a Microsoft Internet Explorer or Mozilla Firefox browser. A browser is also required to display EPICenter reports and to view the EPICenter online Help.

The EPICenter client can run on a different type of system from the Server—for example, you can run the client on a Windows system connected to an EPICenter Server installed on a Linux system.

No software installation is required for a client to connect to the EPICenter Server; however, the Java 1.6.0_10 plug-in is required, and you will be prompted to install it if it is not already present.

There is no separate installation package for the EPICenter Client. When you connect to the EPICenter Server with a browser and launch the EPICenter Client, any required files are downloaded and installed on your system automatically.

No license is needed to run the EPICenter Client; however, the EPICenter Server must have a valid license installed before any client connections are allowed.

System Requirements

The following sections specify the system requirements for installing and running EPICenter 7.0.

Please check the most current *EPICenter Release Notes* for any additional or changed requirements for the EPICenter release you are installing.

Windows Vista/XP/2003 Server

The EPICenter Server. The system requirements for the EPICenter Server under Microsoft Windows are as follows:

- Microsoft Windows Vista, Windows XP Professional with SP1 or later, or Windows 2003 Server running on an Intel Pentium-compatible CPU.
- 1 GB RAM minimum, 2 GB recommended.

  If the Gold upgrade license is installed to allow up to 2,000 devices, up to 2 GB may be needed for very large numbers of devices (1000 or more).
- 2 GB disk space available, NTFS filesystem recommended.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- 1 GHz or greater Pentium-compatible processor (2 GHz or greater recommended).

The EPICenter Server software requires the 1.6.0_10 Java runtime package, which is included in the Server installation. No separate installation is needed.

NOTE

Additional disk space may be needed to hold alarm logs and other runtime data. The amount of space depends on the number of devices and the number of traps and syslog messages generated by the managed devices.

The EPICenter Client. The system requirements for the EPICenter Client under Microsoft Windows are as follows:

- Windows Vista, Windows XP Professional with SP1 or later, or Windows 2003 Server running on an Intel Pentium-compatible CPU.
- A monitor that supports at least 1024 x 768 resolution, and 16-bit color. Your system display settings must be set for at least 65536 colors.
- 512 MB RAM minimum (up to 1 GB recommended).
- 256 MB of disk space, NTFS filesystem recommended.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- A browser (Mozilla Firefox or Microsoft Internet Explorer) is required to launch the EPICenter Client, display reports, and view the EPICenter online Help.

Sun Microsystems Solaris 10

The EPICenter Server. The EPICenter Server software, version 7.0, is supported underthe Sun Solaris Operating Environment. The system requirements for the Server and Client are as follows:

- 1 GB RAM minimum, 2 GB recommended.

If the Gold upgrade license is installed to allow up to 2,000 devices, up to 2 GB may be needed for very large numbers of devices (1000 or more).

- 400 Mhz or better processor
- 2 GB disk space available.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.

The EPICenter Server software requires the 1.6.0_10 Java runtime package, which is included in the Server installation. No separate installation is needed.

NOTE

Additional disk space may be needed to hold alarm logs and other runtime data. The amount of space depends on the number of devices and the number of traps and syslog messages generated by the managed devices.

The EPICenter Client. The system requirements for the EPICenter Client under Solaris are as follows:

- A monitor that supports at least 1024 x 768 resolution, and 16-bit color. Your system display settings must be set for at least 65536 colors.
- 512 MB RAM minimum. (Up to 1 GB recommended.)
- 256 MB disk space available.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- A browser (Mozilla Firefox) is required to launch the EPICenter Client, display reports, and view the EPICenter online Help.

Red Hat Enterprise Linux 5

The EPICenter Server. The EPICenter Server software, version 7.0, is supported under Red Hat Enterprise Linux version 5. Only the 32-bit version is supported, and only on X-86 based platforms. The system requirements are as follows:

- 1 GB RAM minimum, 2 GB recommended.

  If the Gold upgrade license is installed to allow up to 2,000 devices, up to 2 GB may be needed for very large numbers of devices (1000 or more).
- 1 GHz or greater Pentium-compatible processor (2 GHz recommended).
- 2 GB disk space available.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.

The EPICenter Server software requires the 1.6.0_10 Java runtime package, which is included in the Server installation. No separate installation is needed.

NOTE

Additional disk space may be needed to hold alarm logs and other runtime data. The amount of space depends on the number of devices and the number of traps and syslog messages generated by the managed devices.

The EPICenter Client. The system requirements for the EPICenter Client under Red Hat Enterprise Linux are as follows:

- A monitor that supports at least 1024 x 768 resolution, and 16-bit color. Your system display settings must be set for at least 65536 colors.
- 512 MB RAM minimum (1 GB recommended).
- 256 MB disk space available.
- Swap space equal to double the amount of memory. For example, if you have 512 MB of RAM, you should have 1 GB of swap space.
- A browser (Mozilla Firefox 1.5 or higher) is required to display reports and view the EPICenter online Help.

Browser Requirements for Launching the EPICenter Client

The EPICenter Client is launched from a browser window. EPICenter uses signed applets: you will be prompted to accept the security certificate from Extreme Networks the first time you try to launch the applet.

NOTE

The Java Plug-In version 1.6.0_10 is required for the EPICenter client. If this version of the plug-in is not already installed, you will be prompted to download it the first time you try to launch the EPICenter client.

Table 1 lists the browsers that are supported by the EPICenter 7.0 release. A browser is also required to display EPICenter reports and the EPICenter online Help.

Table 1: EPICenter 7.0 supported browsers

Platform	Minimum Browser Configuration
Windows Vista, Windows XP, Windows 2003 Server	Internet Explorer™ 6.0 or 7.0, Mozilla Firefox 1.5 or 2.0
Sun Solaris 10	Mozilla Firefox 1.5, 2.0, or 3.0
Red Hat Enterprise Linux version 5	Mozilla Firefox 1.5, 2.0 or 3.0

NOTE

For the Mozilla Firefox browser, you must install the Java plug-in, and then link it to the Firefox browser. See *"Configuring the Firefox Browser for the Java Plug-In" on page 31*

Upgrading from Earlier Versions of EPICenter

If you have EPICenter 6.0 installed, you can migrate your database information to EPICenter 7.0 as part of the upgrade process. Follow the instructions for installing the EPICenter 7.0 release in Chapter 3, "Installing the EPICenter 7.0 Server" or "Migrating the Database from EPICenter 6.0 to EPICenter 7.0". Also see Chapter 5, "Upgrading the EPICenter Software" for additional upgrade information. Migration from versions of EPICenter earlier than 6.0 is not supported.

NOTE

You cannot upgrade from a Beta Release of EPICenter 7.0. You must uninstall and re-install the EPICenter 7.0 software.

Upgrading EPICenter to a Service Pack Release

From time to time Extreme Networks may elect to release updates to the current EPICenter release as Service Packs. Service Packs are minor releases that provide fixes for known problems from previous releases.

A Service Pack is released as a patch release that integrates the Service Pack fixes into an existing EPICenter installation. If you already have the EPICenter 7.0 software installed on your system when a Service Pack is released, you can add the Service Pack fixes by installing the patch release. See "Installing a Service Pack Release" on page 34 for installation instructions.

If you are still running the previous major release (that is, you are running EPICenter 5.1 and have not yet upgraded to EPICenter 7.0 when an EPICenter 7.0 Service Pack is released) you can upgrade to the EPICenter 7.0 Service Pack release by following the normal installation instructions, then applying the Service Pack patch.

After you upgrade the EPICenter 7.0 Server to a Service Pack release, if any files are necessary to run the EPICenter Client on your system, they are downloaded and installed automatically when you launch the client.

Obtaining a License Key for the EPICenter Server

To log in to the EPICenter Server from an EPICenter Client, EPICenter must be configured with a valid base license. Upgrades such as the Silver Upgrade or Gold Upgrade also require their own license keys.

The License Manager is a separate utility from the EPICenter Server installation. You can run the License Manager at any time to add a key or upgrade an evaluation key to a permanent key. See "Adding or Upgrading a License Key" on page 18.

EPICenter supports both permanent and evaluation licenses. An evaluation license allows you to run the product for 30 days. A permanent license has no time limit. You can install the software without a license key, but you cannot connect to it from an EPICenter Client. (If you install the product without a license key, you can add the key later using the License Manager, as described in "Adding or Upgrading a License Key" on page 18.)

Both permanent and evaluation license keys are 14-character keys that start with EP and are followed by 12 additional upper- and lower-case alphabetic characters, numbers, and special characters such as "+".

The license key is NOT the same as the activation key, which starts with "AC," and is found on the License Agreement shipped with your purchased product. You use the activation key to obtain a permanent license key as described below.

Evaluation Licenses

You do not need an activation key to obtain an evaluation license key. To obtain an evaluation license key, go to http://www.extremenetworks.com/go/epickey.htm.

Select the option to obtain an evaluation license key. You are asked to enter your name, company information, and similar information, and an e-mail address to which your license key should be sent.

Your evaluation license key will be sent to you by return e-mail.

If your evaluation license expires before you have finished evaluating the product, you can request another evaluation key—up to three evaluation keys for a total of 90 days of evaluation use.

Permanent Licenses

To obtain a permanent license key, you must provide your activation key, found on the License Agreement shipped with your purchased product.

To request a permanent key, go to http://www.extremenetworks.com/go/epickey.htm. and select the option to obtain a permanent license key.

Fill in the requested information, and enter your activation key. The activation key is a 14-character key that starts with "AC" found on the License Agreement you received when you purchased the product.

Your permanent license key will be sent to you by return e-mail.

2 Installing the EPICenter 7.0 Server

This chapter describes how to install or upgrade the EPICenter 7.0 Server software in Windows, Solaris, and Linux. It contains the following sections:

Installing the EPICenter Server

The EPICenter Server can be installed in the following environments:

- Microsoft Windows Vista, Windows XP Professional with SP1 or later, or Windows 2003 Server running on an Intel Pentium-compatible CPU

  or

- Solaris 10 running on a SPARC system

  or

- Red Hat Enterprise Linux Version 5

See "System Requirements" on page 6 for memory, CPU, disk and other requirements.

CAUTION

If you are running an evaluation version of the EPICenter 7.0 software, and you want to retain the information in your EPICenter database, DO NOT REINSTALL the EPICenter software to upgrade to a permanent license.

Reinstalling EPICenter will reinitialize the database, which erases all information in the database. To update an evaluation copy of the EPICenter Server to a licensed copy without reinitializing the database, follow the update procedure described in "Adding or Upgrading a License Key" on page 18.

If you have EPICenter 6.0 installed, you can migrate your database, configuration information, and data to EPICenter 7.0 as part of the upgrade process. Migration from versions of EPICenter earlier than 6.0, or from ExtremeWare Enterprise Manager, is not supported.

Migration of the EPICenter 6.0 database can be done as part of the standard server installation procedure in this chapter, or can be done manually, using the procedure described in "Migrating the

Database from EPICenter 6.0 to EPICenter 7.0" on page 39. Use the manual database migration procedure if your EPICenter 6.0 server is on a different machine than your EPICenter 7.0 server.

User Permissions

To install the EPICenter software components as services under Microsoft Windows, or as daemons under Solaris/Linux, you must have Administrator privileges on that system. In addition, if you want to be able to import user and host information from a Windows Domain Controller, the EPICenter Server must run with permissions that allow it to get user information from the Domain Controller.

Required Patches for Solaris

The Solaris operating environment may require patches for the EPICenter software to function properly. Make certain these patches have been installed before you install the EPICenter Server software.

For the most current information on required patches, see the *EPICenter Release Notes* that accompanies your EPICenter software, or go to the Extreme Networks web site at www.extremenetworks.com.

Local Name Resolution for Solaris

The Solaris system on which EPICenter is installed must be able to resolve both its own local name and its domain name. For example if you install EPICenter on a system named `system1`, then it must be able to resolve both `system1` and its domain name, such as `system1.company.com`. You can test for this by attempting to ping the system using both the local name and the domain name. If there are problems resolving either of these names, make sure the `/etc/hosts` file contains the correct information.

Setting the Run Level for Linux

On Linux systems, in order for the EPICenter EPICenter database and server components to start automatically at system boot, the run level on the server must be set to 5.

Installation Overview

The installation process is very similar under all three operating environments: the few differences are noted as appropriate during the description of the process.

To install the EPICenter Server you will need the following information:

- The port that the EPICenter Server will use to communicate with the database (default is 10553)
- The HTTP Port for communication with EPICenter Clients (default is 8080)
- The 14-character permanent or evaluation license key (or you can skip the license key step and add it later). The installation will succeed without a license key, but the EPICenter Client cannot connect to the server unless a license is installed. See "Obtaining a License Key for the EPICenter Server" on page 10 for more information.

You can use any port numbers (numbers between 1024 and 65535 are recommended), except port numbers already in use by another process, or ports 3873, 8083, 10554, 10555, and 10556, which are used

by EPICenter for internal functions. During the installation process, if you specify a port that EPICenter uses internally, you are prompted to select a different port number.

If you intend to keep multiple versions of the EPICenter Server on the same computer, to avoid a port conflict each EPICenter Server must be configured to use a unique port number to communicate with the database, or all but one of the EPICenter Servers must be disabled.

NOTE

Extreme Networks recommends that you choose port numbers that are not currently registered at Internet Assigned Numbers Authority (IANA). To check if a port number is registered, go to http://www.iana.org/numbers.html.

Within the installation procedure you can choose to do the following:

- Transfer and upgrade the database from version 6.0 of EPICenter to EPICenter 7.0.
- Enable automatic information updates, allowing EPICenter to connect to the Extreme web site when you start the EPICenter Client, and once every 24 hours thereafter to obtain a list of the current ExtremeWare and ExtremeXOS releases as well as the latest EPICenter patches.
- Start the EPICenter database and server components manually at system startup (in Windows).
- Restart your system to start the EPICenter database and server.

After your installation is complete, you must run the License Manager to install your EPICenter license key(s). Clients will not be able to connect to the EPICenter Server until that is done.

NOTE

Prior to installing EPICenter, make sure the system where you are installing the software is DNS-resolvable and accessible both by IP address and by hostname from all machines where the EPICenter client will be launched. If it is not, add an entry for the system in the local DNS server or the hosts file on the client machines.

Server Installation Steps

To install the EPICenter Server do the following:

1. Download the EPICenter 7.0 server software for your chosen platform (Windows, Linux or Solaris) from the Extreme Networks software download page, and extract the contents of the zip or tar file into a temporary directory.

   or

   Insert the EPICenter Server installation CD into your CD drive.

2. If you are installing from CD, you will find three installation executables, one for each platform (Windows, Linux, and Solaris). If you downloaded from the web site, only the executable for your platform will be included.
3. Start the installation wizard as follows:

   For **Windows,** run `EPICenter_7-0_win32.exe`

   For **Linux**:

   a. If you downloaded the installation from the web site, change the permissions on the Linux bin file as follows:

   ```
   chmod 755 EPICenter_7-0_linux.bin
   ```

   (Skip this if you are installing from the CD).

b Run the executable `EPICenter_7-0_linux.bin`

For **Solaris**:

a If you downloaded the installation from the web site, change the permissions on the Solaris bin file:

```
chmod 755 EPICenter_7-0_solarisSPARC.bin
```

(Skip this if you are installing from the CD).

b Run the executable `EPICenter_7-0_solarisSPARC.bin`

InstallShield will extract the EPICenter Installation Wizard. This may take a few minutes.

4 The EPICenter Installer Welcome screen appears.

Click **Next** to continue.

5 If a previous version of EPICenter is detected, you are notified that the existing EPICenter services must be stopped.

On Windows systems, if the EPICenter components were installed as services, select one of the following options:

- Select **Yes** to have the installer shut down the EPICenter services (if they are running), or
- Select **No** to exit the installation process.

Click **Next** to continue.

On Solaris/Linux systems, you must exit the installation process and stop the EPICenter database and server manually. See "Stopping the Server on Linux or Solaris" on page 20.

6 Next, the EPICenter Software License Agreement is presented; after you read the agreement, click the **Accept** button to accept the agreement, and click **Next** to proceed.

7 Verify or enter a location for the EPICenter installation. By default this is the directory `C:\Program Files\Extreme Networks\EPICenter 7.0` for Windows, or `/opt/ExtremeNetworks/EPICenter7.0` for Linux or Solaris.

You can type a different directory path, or browse to find the directory in which you want to install.

Click **Next** to continue.

8 You are next asked to specify (verify or change) the ports to be used for communication between the EPICenter Server and the database (default is 10553) and between the Server and EPICenter Clients via HTTP (default is 8080). You can use any port numbers (numbers between 1024 and 65535 are recommended), except port numbers already in use by another process, or ports 3873, 8083, 10554, 10555, and 10556, which are used by EPICenter for internal functions.

NOTE

If you intend to keep multiple versions of the EPICenter Server on the same computer, to avoid a port conflict, each EPICenter Server must be configured to use a unique port number to communicate with the database, or all but one of the EPICenter Servers must be disabled. If multiple versions of the EPICenter Server are detected on the computer, the older versions are disabled automatically during installation.

9 A dialog box appears asking about several options you can enable:

- **Enable Automatic Updates**. This feature configures EPICenter to automatically retrieve the most current information about device and slot software and bootrom images from the Extreme Networks web site each time you connect the Client to the EPICenter Server.

  If you enable this feature, EPICenter will connect to the Extreme Networks web site at server start-up and once every 24 hours to obtain a list of the current software releases, and a list of any available EPICenter patches. No information is sent to Extreme Networks except an indication that you are running with an evaluation license, if that is the case.

NOTE

If you disable this feature, you will not able to obtain software update information through the Software Update feature in the Firmware Manager. You can enable this feature at a later time through EPICenter Administration, Server Properties tab, under the External Connections area. Click the checkbox to allow connection to the Extreme Networks web site.

- **Install as Services** (Windows)/**Install as Daemons** (Linux/Solaris). Enable this option to install the EPICenter database and web server components as Windows services or a Solaris/Linux daemons.

  In Windows, when the EPICenter components run as services, they are started automatically on system boot, and will persist across user logins and logouts. For Windows installations, you can select whether to run the EPICenter services automatically at startup or start them manually.

NOTE

You must have administrator or root permissions to install as Services or Daemons.

10 The next panel asks you to verify the components and installation directory. Click **Install** to proceed with the installation, and follow the onscreen instructions.

11 If you are upgrading from EPICenter 6.0, you have the option to migrate the database and other persistent data to the new installation. In the dialog box that appears, Select **Yes** to migrate the data, or **No** to continue without doing so. (On Windows systems, this dialog box appears only if a previous installation of EPICenter is detected.)

Migrating the database does not affect your previous EPICenter installation; the old database is left intact and still functional.

NOTE

This installation utility migrates the database from EPICenter 6.0 to EPICenter 7.0. Database migration from earlier versions of EPICenter (or ExtremeWare Enterprise Manager) are not supported.

Click **Next** to continue.

12 On Solaris or Linux systems, if you select **Yes**, a dialog box is displayed promping you to specify the path to the previous EPICenter installation. Enter the path to the previous EPICenter installation (for example, `/opt/extreme/epc6_0`) in the box and click **Next** to continue.

The installation proceeds, with an indicator showing the progress of the process.

13 If you are migrating an existing database, the old database engine is started automatically in order to accomplish the database migration—a Sybase window may appear briefly while this happens.

If you are not migrating a database, this will not occur.

14 If you have migrated a database from EPICenter version 6.0, EPICenter will report on the results of the migration: it lists the old and new locations of the various files it migrated.

Click **Next** to continue.

15 If the installation was successful, the final dialog box displays a summary message. If there were any problems, they will be noted here.

Click **Finish** to continue.

16 EPICenter prompts you to restart your system. You must either restart your system or start the EPICenter services manually before a client can connect to the EPICenter Server.

Click **Finish** to complete the installation process.

17 Launch the License Manager and install your EPICenter licenses. You can do this at any time after you have installed the EPICenter Server. The Server can be running while you do this, but this is not required.

See "Adding or Upgrading a License Key" on page 18 for more detailed instructions.

Adding or Upgrading a License Key

To install an evaluation or permanent license for EPICenter, or to upgrade an evaluation license to a permanent license you must run the License Manager. Until you install a base license, no client will be able to connect to the EPICenter Server.

NOTE

You must install a base license key even if you have purchased a Silver or Gold upgrade. The base license gives you access to the EPICenter Server; the optional upgrade licenses enable you to manage additional devices.

To install or upgrade a license, do the following:

1 Run the License Manager:

- In Windows, from the **Start** menu, select **Start > Programs > Extreme Networks > EPICenter 7.0 > License Manager**
- In Linux or Solaris, go to the EPICenter installation directory (by default `/opt/ExtremeNetworks/EPICenter7.0`) and run **`instlic.bin`**

  You must have write permission for the EPICenter installation directory.

  In Linux, the License Manager is also available in the **Startup** menu. Select **Others > License Manager**

  In Solaris, the License Manager is also available in Administrative Tools. Select **Administrative Tools > Extreme Networks > EPICenter > License Manager**

The License Manager window opens:

Figure 1: License Key Installation

2 Enter the 14-character license key(s) in the appropriate fields, and click **Install License**.

A pop-up window tells you whether the installation was successful or not.

Adding a License for an Upgrade Product

When you purchase a product upgrade option such as the EPICenter Gold Upgrade, you receive a separate key to enable EPICenter to manage additional devices. To add the license key for an EPICenter upgrade product, run the License Manager as described above.

Starting and Stopping the EPICenter Server

By default, the EPICenter Server components installed as services (in Windows) or daemons (in Linux or Solaris) are started automatically when you start or restart your computer.

If you elected not to restart your computer at the end of the installation process, then you must start the EPICenter database and server manually.

In Windows, if you selected the option to start the EPICenter Server components manually, then you must start them before running EPICenter.

Starting the Server on Windows

To start or restart the EPICenter services manually, do the following in the specified order:

1. Open the **Services** window (found under **Administrative Tools** in the **Control Panel**).
2. Highlight **EPICenter 7.0 Database Engine,** right-click and select **Start** from the pop-up menu to start the EPICenter database.
3. Start the **EPICenter 7.0 Server** in the same manner.

Starting the Server on Linux or Solaris

To start or restart the EPICenter daemons manually, do the following:

- Enter the following commands in the order shown:

  ```
  /etc/init.d/EPICenterDB start
  /etc/init.d/EPICenterServer start
  ```

  You must have administrative rights to access init.d files.

Stopping the Server on Windows

To **stop** the EPICenter Server:

1. Open the **Services** window (found in **Administrative Tools** in the Control Panel).
2. Highlight **EPICenter 7.0 Server,** right-click and select **Stop** to stop the EPICenter Server. This should be done while the database is still running.
3. Highlight the **EPICenter 7.0 Database Engine** in the same manner, right-click and select **Stop** to stop the EPICenter database engine.

Stopping the Server on Linux or Solaris

To stop the EPICenter Server, enter the following commands:

```
/etc/init.d/EPICenterServer stop
/etc/init.d/EPICenterDB stop
```

Configuring the EPICenter Server for NATed Client Connections

If clients will be connecting to the EPICenter server through a connection that uses Network Address Translation (NAT), configure the EPICenter server as follows:

1. Stop the EPICenter Server if it is currently running. See the previous section for information about how to do this.
2. Set the EPICENTER_SERVER_ADDRESS environment variable to the *hostname* of the EPICenter server. See "Setting the EPICENTER_SERVER_ADDRESS Environment Variable" on page 21 for information on how to set this variable.
3. Open the `runserver.sp` file, which resides in `<EPICenter_install_dir>/jboss/bin`, and add the following entry:

   ```
   remoting.bind_by_host=true
   ```
4. In EPICenter, set the TCP port number that clients use to connect to the EPICenter server to 56983. To do this, go to EPICenter Administration, click the Server Properties tab, select Other from the drop-down list, and enter **56983** in the Client Port field.
5. On the client machine, make sure the hostname of the EPICenter server resolves to the correct outside IP address of the server.

   If the server's IP address does not resolve correctly, add an entry for the server in the client's `hosts` file. In Windows, the `hosts` file is `c:\windows\system32\drivers\etc\hosts` (where `c:` is the drive where Windows is installed). In Solaris and Linux, the `hosts` file is `/etc/hosts`.
6. Ensure that the ports used by EPICenter are accessible through your firewall/NAT setup. EPICenter uses ports 3873, 8080, 8083, and 56983.
7. Restart the EPICenter Server, as described in the previous section.

Installing EPICenter on a Multi-Homed Server

A multi-homed server is one that has more than one network interface card (NIC) installed, and may be using multiple IP addresses. If you are installing EPICenter on a multi-homed server, you must specify which of the server's IP addresses the EPICenter server uses. EPICenter clients use this IP address to connect to the EPICenter server, and the EPICenter server uses this IP address for communication with its managed devices. To set the IP address for the EPICenter server, you configure the EPICENTER_SERVER_ADDRESS environment variable on the server.

Setting the EPICENTER_SERVER_ADDRESS Environment Variable

When you configure the EPICENTER_SERVER_ADDRESS environment variable, the EPICenter server is available only on this interface on the multi-homed machine. To connect to the EPICenter server from an EPICenter client, you use the specified IP address. On the managed devices, the specified IP address is registered as an SNMP trap receiver.

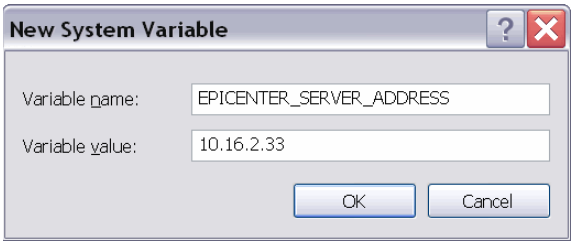
NOTE

Before proceeding, stop the EPICenter Server if it is currently running. See the "Starting and Stopping the EPICenter Server" on page 19 for information about how to do this.

To set the EPICENTER_SERVER_ADDRESS environment variable, do the following:

In Windows:

1. From the **Start** menu, select **Settings > Control Panel**.
2. Double click on the System icon to bring up the System Properties window.
3. Click the Advanced tab and the **Environment Variables** button.
4. In the Environment Variables dialog box, under System variables, click **New**.
5. In the New System Variable dialog box, enter EPICENTER_SERVER_ADDRESS in the Variable name field.
6. Enter the IP address to use for communication between the EPICenter server and the managed devices in the Variable value field, and click **OK**.



7. Restart Windows to activate the new settings.

NOTE

You can also open a command window and use the SET command from the command prompt to set the EPICENTER_SERVER_ADDRESS environment variable.

In Solaris or Linux:

1 Open the `/etc/epicenter.profile` file.

2 Uncomment the following two lines in the file (by removing the `#` from the beginning of the line):

```
EPICENTER_SERVER_ADDRESS=<ip_addr_to_bind_to>
export EPICENTER_SERVER_ADDRESS
```

3 Replace `<ip_addr_to_bind_to>` with the IP address to use for communication between the EPICenter server and the managed devices.

4 Start the EPICenter server to activate the environment variable setting. To do this, enter the following command:

```
/etc/init.d/EPICenterServer start
```

You must have administrative rights to access `init.d` files.

Configuring a Multi-Homed Server with Separate Management and Client Access Networks

If the multi-homed EPICenter server will have one interface connected to a management network (that is, a network with connections to the managed devices), and another interface on a network used for EPICenter client access, configure the EPICenter server as follows:

1 Set the EPICENTER_SERVER_ADDRESS environment variable to **0.0.0.0**, so that the system binds on all interfaces. See "Setting the EPICENTER_SERVER_ADDRESS Environment Variable" on page 21 for information on how to set this variable.

2 Stop the EPICenter Server if it is currently running. See "Starting and Stopping the EPICenter Server" on page 19 for information about how to do this.

3 Open the `runserver.sp` file, which resides in *`<EPICenter_install_dir>`*`/jboss/bin`, and add the following entry:

```
epicenter.connect.address=<host_name> or <IP_Address>
```

This entry specifies the address used by applications such as TFTP for connecting to the EPICenter server. If you specify *`<host_name>`*, make sure the hostname resolves to the correct IP address.

4 Add the following entry to the `runserver.sp` file:

```
epicenter.snmp.connect.ipaddress=<IP_Address>
```

This entry specifies the address used for sending SNMP traps. Note that you must specify an IP address, not a hostname.

5 Open the `jboss-service.xml` file, which resides in *`<EPICenter_install_dir>`*`/jboss/server/epicenter/deploy/http-invoker.sar/META-INF`, and change the value of the `UseHostName` attribute for `JMXInvokerServlet` to `true`.

6 On the client machine, make sure the hostname of the EPICenter server resolves to the correct IP address of the server.

If the server's IP address does not resolve correctly, add an entry for the server in the client's `hosts` file. In Windows, the `hosts` file is `c:\windows\system32\drivers\etc\hosts` (where `c:` is the drive where Windows is installed). In Solaris and Linux, the `hosts` file is `/etc/hosts`.

7 Start the EPICenter Server, as described in "Starting and Stopping the EPICenter Server" on page 19.

NOTE

Configuring the multi-homed server in this way is not supported if the server has more than one interface to the management network.

Configuring the Multi-Homed Server with NAT

If the multi-homed EPICenter server with separate management and client access network interfaces is also used in a NAT configuration, in addition to the procedure above, do the following:

1. In the `runserver.sp` file, which resides in `<EPICenter_install_dir>/jboss/bin`, add the following entry:

   ```
   remoting.bind_by_host=true
   ```

2. In EPICenter, set the TCP port number that clients use to connect to the EPICenter server to 56983. To do this, go to EPICenter Administration, click the Server Properties tab, select Other from the drop-down list, and enter **56983** in the Client Port field.

3. On the client machine, make sure the hostname of the EPICenter server resolves to the correct outside IP address of the server.

   If the server's IP address does not resolve correctly, add an entry for the server in the client's `hosts` file. In Windows, the `hosts` file is `c:\windows\system32\drivers\etc\hosts` (where `c:` is the drive where Windows is installed). In Solaris and Linux, the `hosts` file is `/etc/hosts`.

4. Ensure that the ports used by EPICenter are accessible through your firewall/NAT setup. EPICenter uses ports 3873, 8080, 8083, and 56983.

Configuring the Multi-Homed Server for Client Access from Both Networks

If EPICenter clients will be connecting from both networks where the multi-homed server resides, do the following in addition to the procedure in "Setting the EPICENTER_SERVER_ADDRESS Environment Variable" on page 21.

1. Stop the EPICenter Server if it is currently running. See "Starting and Stopping the EPICenter Server" on page 19 for information about how to do this.

2. On the EPICenter server, open the `runserver.sp` file, which resides in `<EPICenter_install_dir>/jboss/bin`, and add the following entry:

   ```
   remoting.bind_by_host=true
   ```

3. On client machines in both networks, make sure the hostname of the EPICenter server resolves to the correct IP address of the server.

4. Start the EPICenter Server, as described in "Starting and Stopping the EPICenter Server" on page 19.

Installing a Difference Viewer

EPICenter provides a Diff feature that allows you to compare configuration files using a Difference viewer. This feature requires that a Difference Viewer be installed on the Client system. A Difference Viewer can automatically compare and highlight the differences between two files. The Diff feature does not work with a standard text editor.

You can use any Diff viewer that is installed on the system where your EPICenter Client is running. Select **Difference Viewer** from the **Tools** menu to tell EPICenter the location of the viewer. If you do not have a Diff viewer already installed, you must install one on your client system in order to use the Diff feature.

For Windows. You can obtain a Diff viewer from the following sources:

- **WinMerge.exe**; downloadable from http://winmerge.sourceforge.net
- **Araxis Merge**; 30 day free trial evaluation downloadable from http://www.araxis.com

For Linux or Solaris. **sdiff** (in `/usr/bin/sdiff`) is assumed as the default Diff Viewer.

Enabling SSH for Secure Communications

By default, the EPICenter Server communicates to the devices it manages using unencrypted access, and unencrypted file transfers. In addition, the communications between the EPICenter Server and its clients are also unencrypted by default.

- By installing an SSH enabling key, you can use SSH2 instead of Telnet to communicate to the devices EPICenter manages, and securely upload and download configuration files to and from your Extreme devices.
- By installing an SSH2 server co-resident with the EPICenter Server, and by installing SSH2 clients on the systems where your EPICenter Clients reside, you can use SSH2 to encrypt the communications between the EPICenter Server and EPICenter Clients. See the Appendix in the *EPICenter Concepts and Solutions Guide* for details on setting up secure client-server communication.

There are three requirements for enabling EPICenter to use SSH2 to communicate with the devices it manages:

- The EPICenter SSH enabling key must be installed. Due to export restrictions, you must obtain this module from Extreme Networks. It is not included with the EPICenter software distribution.
- Your switches must be running versions of ExtremeWare or ExtremeXOS that support SSH, and SSH must be enabled on those devices. Due to export restrictions, a special license is required.

  To request versions of ExtremeWare or ExtremeXOS that support SSH, contact Extreme Networks Technical Support.
- SSH must be enabled in EPICenter for the devices to which you want to communicate using SSH.

NOTE

If the SSH enabling key is not installed in the EPICenter directory, you will not be able to configure SSH in EPICenter—the relevant fields will be grayed out.

The EPICenter SSH Enabling Key

EPICenter's SSH2 capability can be enabled by installing the EPICenter SSH enabling key. This module must be downloaded from Extreme Networks, as it is subject to export restrictions. It is not provided with the EPICenter software distribution.

The SSH2 capability uses strong encryption, so prior to downloading the enabler module you must provide certain information to Extreme Networks in order to confirm compliance with the export regulations administered by the Bureau of Industry and Security under the U.S. Department of Commerce.

To obtain the SSH enabling key, fill out the End-User Certification Form at:

http://www.extremenetworks.com/apps/EPICenter/ssh.asp

- After you submit the form, Extreme Networks performs a review and responds to you, generally within 2 business days.
- If the information you provided conforms to the applicable export regulations, you receive an email with the information needed to obtain the SSH enabling key file. Unzip and place the SSH enabling key file in your existing EPICenter installation directory to unlock the EPICenter SSH2 features.

NOTE

The file "ssh-enabler" must be installed without a file extension.

- If the information you provided does not conform to the export regulations, you will receive an email indicating a denial of acceptance.

The SSH enabling key must be placed in the top-level EPICenter installation directory (by default `\Program Files\Extreme Networks\EPICenter 7.0` in Windows, or `/opt/ExtremeNetworks/EPICenter7.0` under Solaris or Linux).

Uninstalling the EPICenter Server Software

The following sections describe how to uninstall the EPICenter Server software.

For information on uninstalling a Service Pack patch in order to revert to your previously installed version of EPICenter 7.0, see "Uninstalling the Service Pack on Windows Systems" on page 36 or "Uninstalling the Service Pack on Solaris or Linux Systems" on page 37.

Uninstalling the Server on Windows

An **Uninstall** utility is provided in the Windows **Start** menu. This utility removes all the currently-installed components of the EPICenter Server. It also removes some of the supporting files, and asks about removing certain files that it detects have been modified since installation.

To uninstall the Server components, do the following:

1. Shut down the EPICenter Server components if they are still running (see "Stopping the Server on Windows" on page 19 for instructions).
2. Exit all clients.

3 From the **Start** Menu, select **Programs** > **Extreme Networks** > **EPICenter 7.0** > **Uninstall** to start the uninstall wizard.

4 Follow the onscreen instructions to uninstall the software.

If you plan to re-install EPICenter, you should restart your system before you attempt to re-install.

Uninstalling the Server on Linux or Solaris

To remove the EPICenter Server software, follow these steps:

1 Stop the EPICenter Server components if they are running. See "Stopping the Server on Linux or Solaris" on page 20.

2 Exit all clients.

3 Start the uninstall Wizard:

a Go to the following EPICenter directory:

`cd <install_dir>/_uninst`

`<install_dir>` is the directory (path) where you installed the EPICenter components. If you installed in the default directory, the path is `/opt/ExtremeNetworks/EPICenter7.0`.

b Execute **`uninstaller.bin`**.

In Linux, the uninstall Wizard is also available in the **Startup** menu. Select **Others > Uninstall EPICenter**.

In Solaris, the EPICenter uninstall Wizard is also available under Administrative Tools. Select **Administrative Tools > Extreme Networks > EPICenter > Uninstall EPICenter**

4 Follow the onscreen instructions to uninstall the software.

If you plan to re-install the EPICenter Server, you should restart your system before you attempt to re-install.

The EPICenter software is now completely uninstalled.

3 Launching the EPICenter 7.0 Client

This chapter describes how to connect to the EPICenter 7.0 Server and launch the EPICenter 7.0 Client software, and contains the following sections:

About the Client Initialization Process

The EPICenter Client initialization process makes use of *Java Web Start* technology. Java Web Start allows you to obtain files necessary to run the EPICenter Client directly from the EPICenter Server by pointing a browser to the EPICenter Server and clicking on a hyperlink. The download and installation of the EPICenter software on the client system takes place automatically.

Each time you launch the Client, EPICenter checks whether you have the most current version. If you do not, EPICenter automatically updates the client files on your system.

Client initialization using Java Web Start requires that the client system have a certain version of the Java plug-in installed. If the client system does not have this required Java version, then you are directed to a location where you can download the correct version.

Launching the Client Application

The EPICenter Client application can be launched on systems running one of the following operating environments:

- Microsoft Windows Vista, Windows XP Professional with SP1 or later, or Windows 2003 Server running on an Intel Pentium-compatible CPU

  or

- Solaris 10

  or

- Red Hat Enterprise Linux Version 5

An EPICenter Client requires a monitor that supports 1024 x 768 resolution, and at least 16-bit color. Your system display settings must be set for at least 65536 colors.

See "System Requirements" on page 6 for memory, CPU, disk and other requirements.

NOTE

In EPICenter 7.0, there is no separate installation for the Client. When you launch the Client, any software updates are downloaded from the Server and installed automatically.

NOTE

In EPICenter 7.0, there is only the Java-based Client. Unlike in previous EPICenter releases, there is no Client that runs within a browser (browser-based client).

To launch the Client, you need to have the following information:

- The name or IP address of the EPICenter Server to which the Client should connect
- The HTTP port that the Client uses to communicate with the server (the default is 8080). This is the HTTP port you entered when you installed the EPICenter Server.

To launch the EPICenter Client, do the following:

1 Launch your web browser.

2 Enter the URL for your EPICenter Server, in the form:

`http://<host>:<port>/`

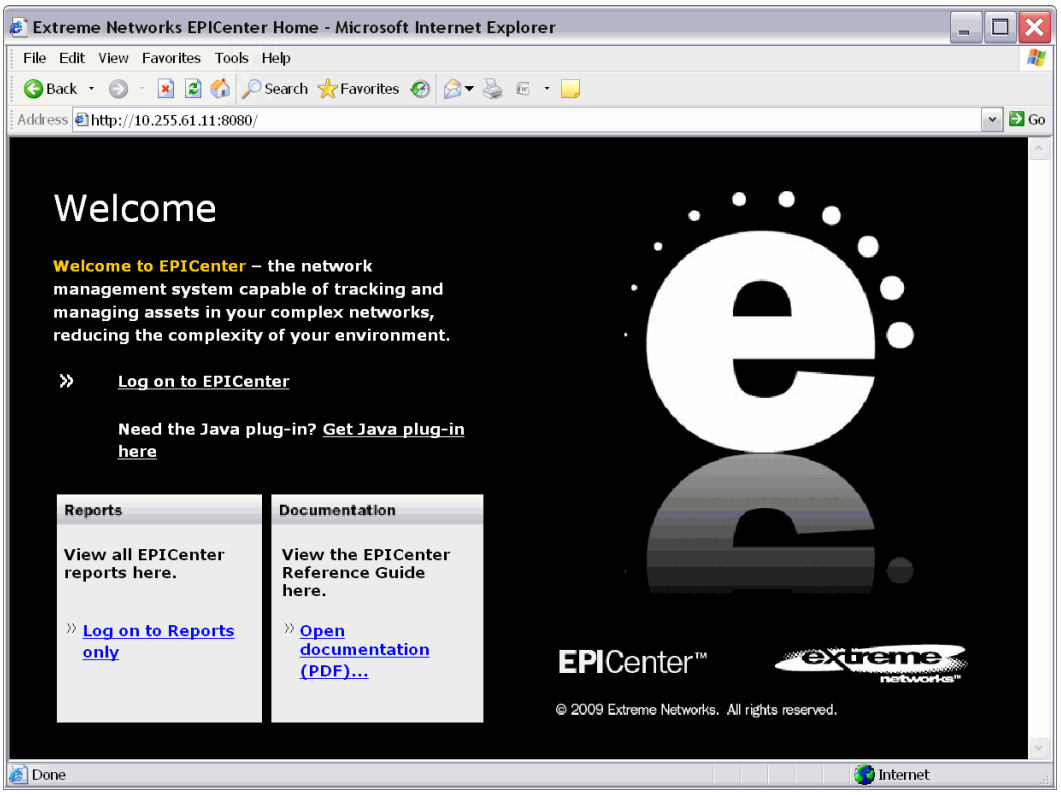
Replace `<host>` with the name or IP address of the system where the EPICenter Server is running. Replace `<port>` with the TCP port number that you assigned to the EPICenter web server during installation.

NOTE

If you configured your EPICenter Server to use the default web server port 80, you do not need to include the port number. However, the port used by EPICenter is 8080 by default, so in most cases you do need to include the port.

3 The EPICenter Welcome page appears.

Figure 2: EPICenter Welcome Page



4 Click the **Log on to EPICenter** link.

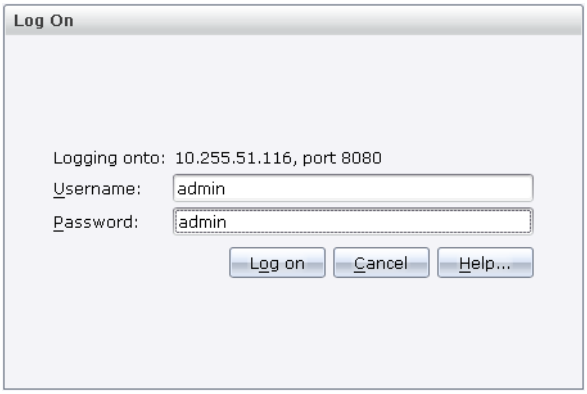
5 EPICenter checks if your system is running the correct version of the Java plug-in. If you are not running the correct version, you are directed to a page where you can download the correct version.

If you are running the correct version of the Java plug-in, the EPICenter Client software is downloaded from the EPICenter Server and installed on the local system.

6 After the software is downloaded, you are prompted whether you want to run the application. Click **Run** to continue.

7 The EPICenter Log On screen appears, and you are prompted for a username and password.

Figure 3: EPICenter Log On Screen



8 If this is the first time you are logging in to EPICenter, enter **admin** in both the **Username** field and the **Password** field. Click **Log on** to connect to the EPICenter server.

9 After a successful login, the EPICenter 7.0 Home screen appears. For instructions on using EPICenter, see the *EPICenter Concepts and Solutions Guide*, *EPICenter Reference Guide*, or the online Help.

Disabling Installation of Desktop Shortcuts

As part of the EPICenter Client initialization process, a shortcut may be installed on your desktop. The desktop shortcut allows you to start the Client without having to point a browser to the server (and clicking the **Log on to EPICenter** link). Installation of the desktop shortcut assumes that the Java setting for Shortcut Creation is set to the default of **Prompt user if hinted**.

You can optionally change the Shortcut Creation setting so that a shortcut is not installed with the EPICenter Client. To do this:

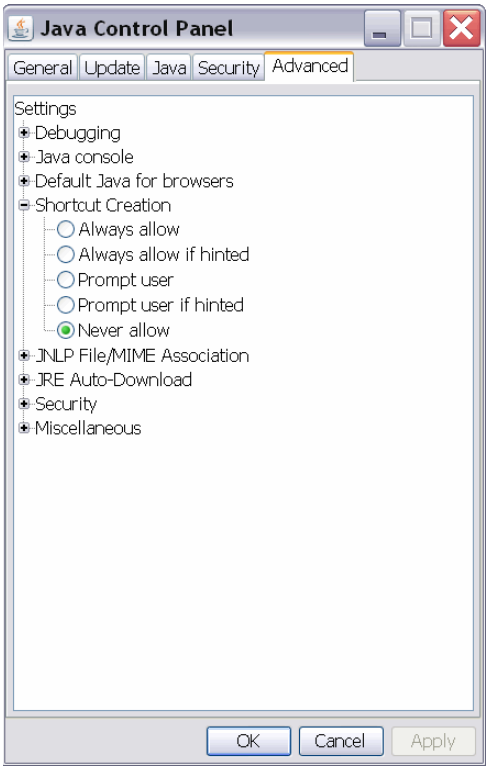
1 From the Control Panel (**Start** > **Settings**> **Control Panel**) double-click the **Java** icon.

2 When the Java Plug-In control panel appears, click the **Advanced** tab.

3 Expand the list of items next to Shortcut Creation.

4 Change the setting to **Never allow**.

Figure 4: Modifying the Java Shortcut Creation setting



5 Click **OK** to apply the setting and close the Java Plug-In control panel.

Configuring the Firefox Browser for the Java Plug-In

If you plan to use the Mozilla Firefox browser to connect to the EPICenter server, you must download and install the Java Runtime Environment (JRE) plug-in, and then link it to the Firefox browser. These are two separate steps. Until you do this, you will not be able to log into EPICenter using Firefox.

To download and install the JRE plug-in, go to the Sun web site at:

http://www.java.com/en/download/manual.jsp

For Windows, you can download either the Online or Offline versions. For Solaris, download the 32-bit version. For Linux, download the self-extracting file (not the RPM version).

For installation instructions, click the **Instructions** link to the right of the download button.

After the plug-in is installed, you must configure and enable the JRE to run applets in your browser. You can find the instructions in one of two ways:

- On the Installation Instructions page, click the "Enable and Configure" link near the top of the page.
- You can also go directly to these instructions at the following URLs:

  For **Windows**:

  http://www.java.com/en/download/help/5000010400.xml#enable

  For **Linux**:

  http://www.java.com/en/download/help/5000010500.xml#enable

  For **Solaris**:

  http://www.java.com/en/download/help/5000010600.xml#enable

Follow the instructions to create a symbolic link to the JRE `libjavaplugin_oji.so` file, and to enable Java under your browser preferences.

4 Upgrading the EPICenter Software

This chapter describes how to upgrade the EPICenter software. It contains the following sections:

EPICenter Software Upgrade Overview

The EPICenter software is available in the following forms. You can select which one to install based on the circumstances under which you want to upgrade:

- **Base installation release.** To upgrade to a new major software release, such as from EPICenter 6.0 to EPICenter 7.0, you can just install the new version of the software, either from the installation CD or by downloading the software from the Extreme Networks web site.

  As long as you install into a different directory, the two versions can co-exist. Further, if you upgrade to EPICenter 7.0 from EPICenter 6.0, you can migrate the contents of your old database during the installation process. Your old database is left intact and can still be used with the older version of the EPICenter software.

  See "Installing the EPICenter Server" on page 13 for instructions.
- **Service Pack release.** Service Packs are minor releases that may add new features to EPICenter, as well as provide fixes for known problems from previous releases. A Service Pack release is made available as a patch that can be installed over an existing EPICenter installation.

  If you already have the EPICenter software installed on your system when a Service Pack is released, you can upgrade the software by installing the patch bundle for the Service Pack; you do not need to reinstall the full product. See "Installing a Service Pack Release" on page 34 for information on how to do this.

  If you do not already have the EPICenter software installed on your system, to install the Service Pack, you must first install the base EPICenter release, then install the patch bundle for the Service Pack.

Table 2 summarizes the options for installing and upgrading EPICenter.

Table 2: EPICenter Installation and Upgrade Options

Release Type	Contents	Available Formats	When to Install	How to Install
Base EPICenter Installation	Major EPICenter software release (6.0, 7.0)	• EPICenter installation CD • Large file downloadable from the Extreme Networks web site	You want to perform a fresh EPICenter installation/upgrade to a new major release.	See "Installing the EPICenter Server" on page 13
Service Pack	New features and software fixes	• Patch file that installs on top of an existing EPICenter installation and integrates the Service Pack features and fixes into the existing installation.	You have EPICenter 7.0 already installed and you want to install the Service Pack features and fixes.	See "Installing a Service Pack Release" on page 34

Installing a Service Pack Release

From time to time, Extreme Networks releases updates to the current EPICenter software as Service Packs. Service Packs are minor releases that provide fixes for known problems from previous releases.

A Service Pack is released as a software patch that integrates the Service Pack fixes into an existing EPICenter installation. If you already have the EPICenter software installed on your system when a Service Pack is released, you can add the Service Pack updates by installing the patch release.

You can install an EPICenter 7.0 Service Pack release only on top of an EPICenter 7.0 installation. If you are still running the previous major release (that is, you are running EPICenter 6.0 and have not yet upgraded to EPICenter 7.0) you cannot install the EPICenter 7.0 Service Pack release. Instead, you must first install the full-installation version of the EPICenter 7.0 software. Follow the normal installation instructions under "Installing the EPICenter Server" on page 13.

To summarize, upgrading to an EPICenter Service Pack release consists of the following steps:

1 Install the base version of the EPICenter software (if it is not already installed).

2 Install the EPICenter Service Pack.

NOTE

It is strongly recommended that you backup your EPICenter database before installing a Service Pack. If you need to uninstall the Service Pack and revert to the previous release for any reason, you will need to restore the database as it was prior to the upgrade. For instructions on backing up the database, See the Appendix in the EPICenter Reference Guide.

NOTE

You cannot upgrade an EPICenter Beta release using this method. You must uninstall the Beta release and then install the full EPICenter release.

Installing a Service Pack on Windows Systems

To install an EPICenter Service Pack release on a Windows system, follow these steps:

1 Download the EPICenter 7.0 Service Pack software from the Extreme Networks software downloads page and extract the contents of the zip file into a temporary directory.

The extraction process puts the files in a directory named `sp<n>win\patch<n>` (where `<n>` is a number related to the Service Pack) under the directory you select. Make sure you specify that folder names should be used when you perform the unzip.

2 Exit all EPICenter clients.

3 If EPICenter 7.0 is running, shut down the EPICenter server and database engine by stopping the services. See "Stopping the Server on Windows" on page 19 for instructions.

4 It is recommended that you back up your database. In addition, if the database transaction log, `basecamp.log`, remains in the top-level EPICenter installation directory after the EPICenter server has been shut down, you should save it also. (Under most circumstances `basecamp.log` is removed when the server stops.).

You should also save the files `basecamp.db` and `epicenter.db`, which reside in the `<epicenter_install_dir>\database\data` subdirectory, as well as any database transaction log files (for example, `basecamp.log` or `epicenter.log`) that reside in this directory.

NOTE

While upgrading to a Service Pack release, you may encounter a message indicating the EPICenter Server and Database have not stopped, even though they are not currently active. This can occur when the EPICenter server and database are installed as services in Windows, and the Startup Type for these services is configured as Manual. If you encounter this message, remove the basecamp.log and epicenter.log files from the <epicenter_install_dir>\database\data directory.

NOTE

It is strongly recommend that you disable any anti-virus software before performing the EPICenter installation. Anti-virus software may interfere with Sybase database upgrade.

5 Open a command window and change to the directory where you extracted the Service Pack files:

`prompt:\> cd` **`sp`***`<n>`***`win\patch`***`<n>`*

6 Run the `install.bat` script.

- To install the Service Pack in the default EPICenter installation directory (which is `C:\Program Files\Extreme Networks\EPICenter 7.0\`) enter the `install.bat` command without a directory name. For example:

  `prompt:\>` **`install.bat`**

- To install the Service Pack in a non-default directory that has a name that includes spaces, be sure to specify the directory name in quotes. For example:

  `prompt:\>` **`install.bat "C:\Non-Default Directory With Spaces\EPICenter 7.0"`**

This batch file calls a script that will back up the EPICenter files to:

`<epicenter_install_dir>\backup`

7 Restart the EPICenter server and the database engine, if applicable (see "Starting the Server on Windows" on page 19).

8 Ensure that you clear your browser cache before reconnecting to the EPICenter server.

Uninstalling the Service Pack on Windows Systems

NOTE

Please make sure you restore your previously backed-up database (backed up prior to installing the service pack) after uninstalling the service pack, to completely restore the EPICenter to its previous state.

If you need to uninstall the Service Pack release, do the following:

1 Exit all EPICenter clients.

2 If EPICenter is running, shut down the EPICenter server and database engine by stopping the services. See "Stopping the Server on Windows" on page 19 for instructions on how to stop the EPICenter services.

3 Open a command window and run the script `uninstall.bat` as follows:

`prompt:\> cd <epicenter_install_dir>\backup\<service_pack_id>\uninstaller`

`prompt:\> uninstall.bat`

The `<service_pack_id>` identifies the EPICenter service pack and software build number you are uninstalling; for example, `sp1_32` or `sp2_69`.

This batch file calls a script that will restore backed up files from:

`<epicenter_install_dir>\backup\<service_pack_id>\`

4 Restart the EPICenter server and the database engine. See "Starting the Server on Windows" on page 19 for instructions.

5 Ensure that you clear your browser cache before reconnecting to the EPICenter server.

Installing a Service Pack on Solaris or Linux Systems

To install an EPICenter Service Pack release on a Solaris or Linux system, follow these steps:

6 Download the EPICenter 7.0 Service Pack software from the Extreme Networks software downloads page and extract the contents of the file into a temporary directory.

The extraction process puts the files in a directory named `sp<n>sol/patch<n>` (for Solaris) or `sp<n>lin/patch<n>` (for Linux), where `<n>` is a number related to the Service Pack, under the directory you select. Make sure you specify that folder names should be used when you perform the extraction.

7 Exit all EPICenter clients.

8 Shut down the EPICenter server and database engines if they are running (see "Stopping the Server on Linux or Solaris" on page 20 for instructions).

9 It is recommended that you back up your database. In addition, if the database transaction log, `basecamp.log`, remains in the top-level EPICenter installation directory after the EPICenter server has been shut down, you should save it also. (Under most circumstances `basecamp.log` is removed when the server stops.)

You should also save the files `basecamp.db` and `epicenter.db`, which reside in the `/database/data` subdirectory under the EPICenter installation directory, as well as any database transaction log files (for example, `basecamp.log` or `epicenter.log`) that reside in this directory.

10 Open a command shell and change to the directory where you extracted the Service Pack files:

`% cd cd sp<n>sol/patch<n>` (for Solaris)

`% cd cd sp<n>lin/patch<n>` (for Linux)

11 Run the script `install.sh`. To avoid permission errors, run the script as the same user that performed the original EPICenter 7.0 installation.

- To install the Service Pack in the default installation directory (which is `/opt/ExtremeNetworks/EPICenter7.0/`) enter the `install.sh` command without a directory name. For example:

```
% ./install.sh
```

- To install the Service Pack in a non-default directory that has a name that includes spaces, be sure to specify the directory name in quotes. For example:

```
% ./install.sh "Directory With Spaces/EPICenter 7.0"
```

This script file calls a script that will back up EPICenter files to `<epicenter_install_dir>/backup`

12 Restart the EPICenter server and the database engine, if applicable (see "Starting the Server on Linux or Solaris" on page 19 for instructions).

Uninstalling the Service Pack on Solaris or Linux Systems

NOTE

Please make sure you restore your previously backed-up database (backed up prior to installing the service pack) after uninstalling the service pack, to completely restore the EPICenter to its previous state.

If you need to uninstall the Service Pack release, do the following:

1 Exit all EPICenter clients.

2 Shut down the EPICenter server and database engines if they are running. See "Stopping the Server on Linux or Solaris" on page 20 for instructions.

3 Open a command shell and run the script `uninstall.sh`. To avoid permission errors, run the script as the same user that performed the EPICenter 7.0 patch installation.

```
% cd <epicenter_install_dir>/backup/<service_pack_id>/uninstaller
% ./uninstall.sh
```

The `<service_pack_id>` identifies the EPICenter service pack you are uninstalling. This is a string that starts with `sp`, followed by a service pack number and a software build number; for example; `sp1_69`. Check the `<epicenter_install_dir>/backup` directory to determine the correct service pack ID.

This script file will call a script that will restore backed-up files from `<epicenter_install_dir>/backup`

4 Restart the EPICenter server and the database engine, if applicable. See "Starting the Server on Linux or Solaris" on page 19 for instructions.

Ensure that you clear your browser cache before reconnecting to the EPICenter server.

5 Migrating the Database from EPICenter 6.0 to EPICenter 7.0

If you are upgrading from EPICenter 6.0 to EPICenter 7.0, you can migrate your EPICenter 6.0 database to the EPICenter 7.0 system, so you do not have to manually add your network assets to EPICenter 7.0.

Migration of the EPICenter 6.0 database can be done as part of the standard server installation procedure (see "Installing the EPICenter 7.0 Server" on page 13), or can be done manually, using the procedure described in this chapter. The procedure in this chapter can be used to migrate the database if your EPICenter 6.0 server is on a different machine than your EPICenter 7.0 server.

To migrate your EPICenter 6.0 database to EPICenter 7.0, you export the 6.0 database, copy it to the 7.0 system, and import it into EPICenter 7.0.

Step 1: Prepare the EPICenter 6.0 system for exporting the database

1 On the EPICenter 6.0 system, create temporary directories for the database migration.

- On Windows systems, create directories such as the following:

```
C:\TempDB\basecamp
C:\TempDB\epicenter
```

- On Solaris/Linux systems, create directories such as the following:

```
/tmp/epicenter60/basecamp
/tmp/epicenter60/epicenter
```

Note that the temporary directories must be empty before starting the database migration procedure.

2 Stop the EPICenter 6.0 server, but leave the EPICenter 6.0 database running.

- On Windows systems, do the following:

a Open the **Services** window (found in **Administrative Tools** in the Control Panel).

b Highlight **EPICenter 6.0 Server,** right-click and select **Stop** to stop the EPICenter Server.

- On Solaris/Linux systems, enter the following command:

```
/etc/init.d/EPICenterServer stop
```

Step 2: Prepare the EPICenter 7.0 system for importing the database

1 On the EPICenter 7.0 system, create a temporary location for the exported database files.

- For example, the temporary location on Windows systems can be the following:

```
C:/temp
```

- On Solaris/Linux systems, the temporary location can be the following:

```
/tmp/TempDB
```

Make sure that the temporary location is empty before proceeding with the database migration procedure.

2 Stop the EPICenter 7.0 server and database.

- On Windows systems, do the following:

a Open the **Services** window (found in **Administrative Tools** in the Control Panel).

b Highlight **EPICenter 7.0 Server,** right-click and select **Stop** to stop the EPICenter Server.

c Highlight **EPICenter 7.0 Database Engine** in the same manner, right-click and select **Stop** to stop the EPICenter database engine.

- On Solaris/Linux systems, enter the following commands:

```
/etc/init.d/EPICenterServer stop
/etc/init.d/EPICenterDB stop
```

Step 3: Configure parameters for the database migration

- On the EPICenter 7.0 server, edit the `dbmigrate.properties` file, which resides in *<EPICenter70_install_dir>*`/database/bin`, and make the following changes as necessary:

Entry	Change
REMOTE_TEMP_BASECAMP	The temporary `basecamp` directory on the EPICenter 6.0 server you created in Step 1, if different from the default.
REMOTE_TEMP_EPICENTER	The temporary `epicenter` directory on the EPICenter 6.0 server you created in Step 1, if different from the default.
SOURCE_ENGINE_IP	The IP address of the EPICenter 6.0 server where the database resides.
OLD_VER	The version of EPICenter 6.0 you are upgrading from, including the service pack number (for example, 6_0_2 for EPICenter 6.0 Service Pack 2).
OLD_PORT	The port that the EPICenter 6.0 Server uses to communicate with the database, if different from the default of 10553.
LOCAL_TEMP_DIR	The temporary location on the EPICenter 7.0 system you created in Step 2, where the `basecamp` and `epicenter` directories will be copied
ROOT_DIR	The EPICenter 7.0 installation directory, if different from the default.
NEW_PORT	The port that the EPICenter 7.0 Server uses to start the database; by default, this is 10557. If another service is already using this port, specify a different port.

Step 4: Export the EPICenter 6.0 database

- Run the EPICenter Database Migration utility, which resides in the *<EPICenter70_install_dir>*`/database/bin` directory:
  - On Windows systems, use the following command:

```
dbmigrate.exe -export
```

  - On Solaris/Linux systems, use the following command:

```
dbmigrate.bin -export
```

  This utility exports the EPICenter database to the temporary directories on the EPICenter 6.0 system specified in the `REMOTE_TEMP_BASECAMP` and `REMOTE_TEMP_EPICENTER` properties in the `dbmigrate.properties` file.

Step 5: Copy the 6.0 EPICenter Database to the EPICenter 7.0 system

- After the database export is finished, copy the `basecamp` and `epicenter` directories and their contents to the system running EPICenter 7.0. Place these directories in the temporary location (for example, `C:/temp`) specified in the `LOCAL_TEMP_DIR` property in the `dbmigrate.properties` file.

Note that this directory must not contain anything besides the exported database files.

Step 6: Import and migrate the EPICenter 6.0 database

- Run the EPICenter Database Migration utility, which resides in the *<EPICenter70_install_dir>*/database/bin directory:
  - On Windows systems, use the following command:

    dbmigrate.exe -importAndMigrate
  - On Solaris/Linux systems, use the following command:

    dbmigrate.bin -importAndMigrate

  This utility imports the EPICenter 6.0 database into EPICenter 7.0.

Step 7: Restart the EPICenter 7.0 server and database

- On Windows systems, do the following:
  - **a** Open the **Services** window (found under **Administrative Tools** in the **Control Panel**).
  - **b** Highlight **EPICenter 7.0 Database Engine,** right-click and select **Start** from the pop-up menu to start the EPICenter database.
  - **c** Start the **EPICenter 7.0 Server** in the same manner.
- On Solaris/Linux systems, enter the following commands:

  /etc/init.d/EPICenterDB start

  /etc/init.d/EPICenterServer start