How can I upgrade my SSM On-Prem deployment?

Introduction

This document provides a step-by-step guide for upgrading your SSM On-Prem environment. Regular upgrades are recommended to ensure access to the latest features, critical security patches, and performance improvements.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- A Cisco Smart Account
- A valid CCO User ID and Password that has access to the Smart Account or Virtual Account.
- Admin Access to SSM On-Prem



Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

Ensure you upgrade to the latest version for improved features, essential fixes, and security vulnerability resolutions.

Follow the steps below to upgrade:

Step 1: Navigate to: **software.cisco.com/download/home**

Step 2: In the Select a Product field, enter Cloud and Systems Management -> Select Network Automation and Management -> Smart Software Manager -> Smart Software Manager On-Prem.

Step 3: On the left-hand column under Latest Release, select one of the options as per your requirement.

Step 4: Select **Smart Software Manager On-Prem Release (Version) Upgrade**.

(E.g. - File name: eSSM_OnPrem-9-202407_Upgrade.zip), and then click the **Download** Icon located on the right side of the screen.

Step 5: When the download is complete, navigate to the directory where the zip file resides, right-click the **file,** and select **Unzip image**.

Step 6: Using Linux ‘ssh’ command, connect to the On-Prem server as admin:

ssh admin@<your ip address>

Step 7: Start the On-Prem Console using this command: onprem-console.

Step 8: In the On-Prem Console, use the copy command shown in these two examples.



Note: You can only use the On-Prem copy command when you are in the On-Prem console itself. The On-Prem copy command copies files from a remote host to your local On-Prem machine and only works with the SCP protocol.

- copy <your username>@<your remote host.com>:/path/SSM_On-Prem-9-202407_Upgrade.sh patches:

- copy <your username>@<your remote host.com>:/path/SSM_On Prem-9-202407_Upgrade.sh.sha256 patches:

Here is a specific example of the copy command:

copy user@domain.com:/path/SSM_On-Prem_9-202407_Upgrade.sh patches:

For more information about the copy command, see the Cisco Smart Software Manager **On-Prem Console**

Reference Guide that you will get with Upgrade Zip File.

Step 9: After the copy command, use this upgrade command: upgrade patches:SSM_On-Prem-9-202407_Upgrade.sh

You are required to have an existing corresponding signature file.

Step 10: After the system has completed the upgrade (approximately 5–15 minutes), you are notified that the process is complete.

Step 11: After the SSM upgrade is complete, perform a synchronization on the system.

To perform this action, click: How can I perform SSM On-Prem synchronization with Cisco License Central (CLC)?

Note:

- It is highly recommended that, before performing an upgrade, you have a backup of your database (if you are using a VM). (See Cisco Smart Software Manager On-Prem User Guide Appendix 1: Manually Backing Up and Restoring SSM On-Prem).
- After performing an upgrade, the browser pages might not reflect the latest changes. Clear your browser's cache so that your browser pages are up-to-date.

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.