

PureApplication System  
Version 2.1.0.x  
(Last updated: July 2015)

*Upgrade guide*



**Note**

**Safety information and Notices**

Before using this information and the product it supports, read the information in the Safety and precautions section and the Notices section.

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# Contents

## **1 Safety and precautions . . . . . 1-1**

Safety notices . . . . .	1-2
Electrostatic Discharge (ESD) standards . . . . .	1-8
Rack stabilization and safety . . . . .	1-9
Safety Notices - Reference document . . . . .	1-10

## **2 Installing system maintenance . . . . . 2-1**

Planning for maintenance installation . . . . .	2-2
Downloading system maintenance . . . . .	2-4
Preparing to install system maintenance . . . . .	2-5

Uploading system maintenance . . . . .	2-6
Installing system maintenance . . . . .	2-8
Importing peer location certificates . . . . .	2-10
Contacting IBM Support . . . . .	2-11

## **Notices . . . . . A-1**

Programming interface information . . . . .	A-4
Trademarks . . . . .	A-5
Terms and conditions for product documentation . . . . .	A-6
IBM Online Privacy Statement . . . . .	A-7



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# 1 Safety and precautions

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## Safety notices

- **DANGER** notices call attention to a situation that is potentially lethal or extremely hazardous to people.
- **CAUTION** notices call attention to a situation that is potentially hazardous to people because of some existing condition.
- **Attention** notices call attention to the possibility of damage to a program, device, system, or data.

**DANGER:** When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous. To avoid a shock hazard:

- Connect power to this unit only with the IBM provided power cord. Do not use the IBM provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following procedures when installing, moving, or opening covers on this product or attached devices.

To Disconnect:

1. Turn off everything (unless instructed otherwise).
2. Remove the power cords from the outlets.
3. Remove the signal cables from the connectors.
4. Remove all cables from the devices

To Connect:

1. Turn off everything (unless instructed otherwise).
2. Attach all cables to the devices.
3. Attach the signal cables to the connectors.
4. Attach the power cords to the outlets.
5. Turn on the devices.

(D005)

## World Trade safety information

Several countries require the safety information contained in product publications to be presented in their national languages. If this requirement applies to your country, a safety information booklet is included in the publications package shipped with the product. The booklet contains the safety information in your national language with references to the U.S. English source. Before using a U.S. English publication to install, operate, or service this product, you must first become familiar with the related safety information in the booklet. You should also refer to the booklet any time you do not clearly understand any safety information in the U.S. English publications.

## German safety information

Das Produkt ist nicht für den Einsatz an Bildschirmarbeitsplätzen im Sinne § 2 der Bildschirmarbeitsverordnung geeignet.

## Laser safety information

IBM® servers can use I/O cards or features that are fiber-optic based and that use lasers or LEDs.

### Laser compliance

All lasers are certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for class 1 laser products. Outside the U.S., they are certified to be in compliance with IEC 60825 as a class 1 laser product. Consult the label on each part for laser certification numbers and approval information.

#### CAUTION:

**This product might contain one or more of the following devices: CD-ROM drive, DVD-ROM drive, DVD-RAM drive, or laser module, which are Class 1 laser products. Note the following information:**

- **Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.**
- **Use of the controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.**

(C026)

#### CAUTION:

**Data processing environments can contain equipment transmitting on system links with laser modules that operate at greater than Class 1 power levels. For this reason, never look into the end of an optical fiber cable or open receptacle. (C027)**

#### CAUTION:

**This product contains a Class 1M laser. Do not view directly with optical instruments. (C028)**

#### CAUTION:

**Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following information: laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam. (C030)**

## DANGER

Observe the following precautions when working on or around your IT rack system:

- Heavy equipment--personal injury or equipment damage might result if mishandled.
- Always lower the leveling pads on the rack cabinet.
- Always install stabilizer brackets on the rack cabinet.
- To avoid hazardous conditions due to uneven mechanical loading, always install the heaviest devices in the bottom of the rack cabinet. Always install servers and optional devices starting from the bottom of the rack cabinet.
- Rack-mounted devices are not to be used as shelves or work spaces. Do not place objects on top of rack-mounted devices.



- Each rack cabinet might have more than one power cord. Be sure to disconnect all power cords in the rack cabinet when directed to disconnect power during servicing.
- Connect all devices installed in a rack cabinet to power devices installed in the same rack cabinet. Do not plug a power cord from a device installed in one rack cabinet into a power device installed in a different rack cabinet.
- An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

## CAUTION

- Do not install a unit in a rack where the internal rack ambient temperatures will exceed the manufacturer's recommended ambient temperature for all your rack-mounted devices.
- Do not install a unit in a rack where the air flow is compromised. Ensure that air flow is not blocked or reduced on any side, front, or back of a unit used for air flow through the unit.
- Consideration should be given to the connection of the equipment to the supply circuit so that overloading of the circuits does not compromise the supply wiring or overcurrent protection. To provide the correct power connection to a rack, refer to the rating labels located on the equipment in the rack to determine the total power requirement of the supply circuit.
- *(For sliding drawers.)* Do not pull out or install any drawer or feature if the rack stabilizer brackets are not attached to the rack. Do not pull out more than one drawer at a time. The rack might become unstable if you pull out more than one drawer at a time.
- *(For fixed drawers.)* This drawer is a fixed drawer and must not be moved for servicing unless specified by the manufacturer. Attempting to move the drawer partially or completely out of the rack might cause the rack to become unstable or cause the drawer to fall out of the rack.

(R001)



## CAUTION:

Removing components from the upper positions in the rack cabinet improves rack stability during relocation. Follow these general guidelines whenever you relocate a populated rack cabinet within a room or building:

- Reduce the weight of the rack cabinet by removing equipment starting at the top of the rack cabinet. When possible, restore the rack cabinet to the configuration of the rack cabinet as you received it. If this configuration is not known, you must observe the following precautions:
  - Remove all devices in the 32U position and above.
  - Ensure that the heaviest devices are installed in the bottom of the rack cabinet.
  - Ensure that there are no empty U-levels between devices installed in the rack cabinet below the 32U level.
- If the rack cabinet you are relocating is part of a suite of rack cabinets, detach the rack cabinet from the suite.
- Inspect the route that you plan to take to eliminate potential hazards.
- Verify that the route that you choose can support the weight of the loaded rack cabinet. Refer to the documentation that comes with your rack cabinet for the weight of a loaded rack cabinet.
- Verify that all door openings are at least 760 x 230 mm (30 x 80 in.).
- Ensure that all devices, shelves, drawers, doors, and cables are secure.
- Ensure that the four leveling pads are raised to their highest position.
- Ensure that there is no stabilizer bracket installed on the rack cabinet during movement.
- Do not use a ramp inclined at more than 10 degrees.
- When the rack cabinet is in the new location, complete the following steps:
  - Lower the four leveling pads.
  - Install stabilizer brackets on the rack cabinet.
  - If you removed any devices from the rack cabinet, repopulate the rack cabinet from the lowest position to the highest position.
- If a long-distance relocation is required, restore the rack cabinet to the configuration of the rack cabinet as you received it. Pack the rack cabinet in the original packaging material, or equivalent. Also lower the leveling pads to raise the casters off of the pallet and bolt the rack cabinet to the pallet.

(R002)

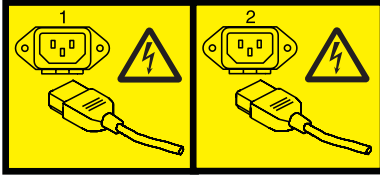
## Warning labels

The following labels are attached to components where hazardous voltage or energy levels are present. Do not open any cover or barrier that contains these labels.

(L001)



(L003)



or



**CAUTION:**

The battery contains lithium. To avoid possible explosion, do not burn or charge the battery.

*Do Not:*

- \_\_\_ Throw or immerse into water
- \_\_\_ Heat to more than 100°C (212°F)
- \_\_\_ Repair or disassemble

Exchange only with the IBM-approved part. Recycle or discard the battery as instructed by local regulations. In the United States, IBM has a process for the collection of this battery. For information, call 1-800-426-4333. Have the IBM part number for the battery unit available when you call. (C003)

**Power and cabling information for NEBS (Network Equipment-Building System) GR-1089-CORE**

The following comments apply to IBM servers that have been designated as conforming to NEBS (Network Equipment-Building System) GR-1089-CORE:

The equipment is suitable for installation in the following:

- Network telecommunications facilities
- Locations where the NEC (National Electrical Code) applies

The intrabuilding ports of this equipment are suitable for connection to intrabuilding or unexposed wiring or cabling only. The intrabuilding ports of this equipment must not be metallically connected to the interfaces that connect to the OSP (outside plant) or its wiring. These interfaces are designed for use

as intrabuilding interfaces only (Type 2 or Type 4 ports as described in GR-1089-CORE) and require isolation from the exposed OSP cabling. The addition of primary protectors is not sufficient protection to connect these interfaces metalically to OSP wiring.

**Note:** All Ethernet cables must be shielded and grounded at both ends.

The AC-powered system does not require the use of an external surge protection device (SPD).

The DC-powered system employs an isolated DC return (DC-I) design. The DC battery return terminal must not be connected to the chassis or frame ground.

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## **Electrostatic Discharge (ESD) standards**

Follow standard electrostatic discharge (ESD) procedures when working on any part of system. Use an ESD wrist strap or ensure that you touch the frame of the system before handling any component of this system.

## Rack stabilization and safety

Ensure that any equipment rack where you will be working is properly stabilized, at the appropriate point in the procedure.

### DANGER

Observe the following precautions when working on or around your IT rack system:

- Heavy equipment--personal injury or equipment damage might result if mishandled.
- Always lower the leveling pads on the rack cabinet.
- Always install stabilizer brackets on the rack cabinet.
- To avoid hazardous conditions due to uneven mechanical loading, always install the heaviest devices in the bottom of the rack cabinet. Always install servers and optional devices starting from the bottom of the rack cabinet.
- Rack-mounted devices are not to be used as shelves or work spaces. Do not place objects on top of rack-mounted devices.



- Each rack cabinet might have more than one power cord. Be sure to disconnect all power cords in the rack cabinet when directed to disconnect power during servicing.
- Connect all devices installed in a rack cabinet to power devices installed in the same rack cabinet. Do not plug a power cord from a device installed in one rack cabinet into a power device installed in a different rack cabinet.
- An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

### CAUTION

- Do not install a unit in a rack where the internal rack ambient temperatures will exceed the manufacturer's recommended ambient temperature for all your rack-mounted devices.
- Do not install a unit in a rack where the air flow is compromised. Ensure that air flow is not blocked or reduced on any side, front, or back of a unit used for air flow through the unit.
- Consideration should be given to the connection of the equipment to the supply circuit so that overloading of the circuits does not compromise the supply wiring or overcurrent protection. To provide the correct power connection to a rack, refer to the rating labels located on the equipment in the rack to determine the total power requirement of the supply circuit.
- *(For sliding drawers.)* Do not pull out or install any drawer or feature if the rack stabilizer brackets are not attached to the rack. Do not pull out more than one drawer at a time. The rack might become unstable if you pull out more than one drawer at a time.
- *(For fixed drawers.)* This drawer is a fixed drawer and must not be moved for servicing unless specified by the manufacturer. Attempting to move the drawer partially or completely out of the rack might cause the rack to become unstable or cause the drawer to fall out of the rack.

(R001)

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## Safety Notices - Reference document

The G229-9054 -- Systems Safety Notices document at the following link contains safety notices and text translations from IBM Systems documentation. The safety notices include danger and caution notices. Anyone who plans, installs, operates, or services the system must be familiar with and understand the safety notices. Read the related safety information before beginning work.

[http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/index.jsp?topic=/p7hdx/abstract\\_safety\\_notices\\_guide.htm](http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/index.jsp?topic=/p7hdx/abstract_safety_notices_guide.htm)

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## **2 Installing system maintenance**

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## Planning for maintenance installation

Before you install maintenance to the system, review the following planning information to ensure the health of the system and prepare for the installation.

### Verify version prerequisite

You must have PureApplication® System Version 2.1.0.1 to perform this upgrade.

### Perform a system health check

Perform these steps **at least one week before** the planned upgrade to allow time to resolve any issues that are found.

You must log in with a user that is assigned Hardware administration (Full permission) and hardware resource level administration permission to complete these steps.

Use the steps in the following technote to perform a Lite Health Check and Full Health Check on the system: Health Checks and Introduction to Troubleshooting on a PureApplication System.

Ensure that there are no critical problems with the hardware on the system. Make sure that there are no failed disk drives, no failed devices, and no amber LEDs.

### Troubleshoot issues that are discovered during a system health check

For more information about troubleshooting issues that are discovered during a system health check, see the "Introduction to Troubleshooting" section of the technote that is referenced in the preceding section.

### Obtain the necessary approvals

- As part of the installation process, Service and Support Manager (Call Home) is disabled to prevent Problem Management Reports (PMRs) from automatically opening during the system maintenance process. Obtain any necessary approvals to disable Service and Support Manager (Call Home) before you begin the upgrade.
- Ensure that all interested parties are aware of the planned maintenance installation, and obtain any approvals that are necessary for the change.

### Plan maintenance to shared services

After the system upgrade, plan to upgrade integrated components that are available for use with PureApplication System. From the following link, click the appropriate version in the **System maintenance and pre-entitled components** column to review these upgrade options: Related information for IBM PureApplication System recommended fixes.

### Review upgrading considerations in a multisystem environment

As you upgrade the systems in your management domain, expect certain behaviors during the upgrade and while your systems are at differing firmware levels. For additional information, see Upgrade and mixed-release considerations in the multisystem environment.

### What to expect during the system upgrade

- After you start the system upgrade you cannot stop the upgrade process. There is not an option to cancel or revert.
- If the upgrade does not complete, the workload is not affected.
- The PureSystems® Manager is unreachable for two hours.



- Management functions are not available while the upgrade is running.
- System users will notice that the console becomes unavailable during the upgrade process.
- As part of the installation process, the system is in maintenance mode to prevent deployment operations from being submitted.

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## Downloading system maintenance

System maintenance contains updates and fixes for various hardware and software components in the system.

### Before you begin

**Avoid trouble:** Be sure that you download the correct files for the version of your system. To verify your system's version, click the question mark in the top right corner, and then click **About**.

### About this task

The exact details of this procedure depend on your network environment and how you transfer the binary files from the download site to the system.

### Procedure

1. Find a network share or a server that has adequate space and an HTTP or SCP server. If no network share is available, download the files locally to your workstation and SCP the files to the server at the data center.
2. Download the system maintenance files from IBM Fix Central.

**Note:** The approximate file size is 6Gb.

*Table 2-1. System maintenance file names*

File name
pure-appsys-intel_<version>.ifp (W1500/W2500)
pure-appsys-power_<version>.ifp (W1700/W2700)

For a detailed list of system maintenance files for each product version, see: System maintenance and integrated components in PureApplication System.

**Avoid trouble:** Be sure that you download the correct files for the version of your system. See the "Before you begin" section for steps to verify your system's version.

### What to do next

Prepare the system for the installation of the system maintenance fixpack IFP file.

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## Preparing to install system maintenance

Before you install system maintenance, disable Service and Support Manager (Call Home), obtain the IP addresses of the PureSystems Managers, and check the status of system components.

### Before you begin

You must be assigned Hardware administration (Full permission) and hardware resource level administration permission.

### Procedure

1. Log in to the system with a user account that has Hardware administration (Full permission) and hardware resource level administration permission.
2. Disable Service and Support Manager (Call Home) to prevent PMRs from being automatically opened during the system maintenance process. Select the **Do not collect troubleshooting information and do not open a service request.** option from the **Service and Support Manager** section on the **System > Settings** page. For more information, see [Enabling and disabling Service and Support Manager](#)Enabling and disabling Service and Support Manager.
3. Identify the leader PureSystems Manager and collect the IP address of each management node.
  - a. Log in to the console, and click **Hardware > Management Nodes**.
  - b. Identify the leader PureSystems Manager. The leader is identified as PureSystems Manager - Primary when you hover over the management node icon with the green check to the left of the management node name.
  - c. Record the IP addresses of the leader and non-leader PureSystems Managers. Click **System > Network Configuration** and expand the **System Management IP** section to locate the IP addresses for each management node.
4. Follow the steps in this technote to perform a Lite Health Check and Full Health Check on the system: [Health Checks and Introduction to Troubleshooting on a PureApplication System](#). Resolve any major issues before you proceed.
5. Ask the Workload resources administrator to log in to the console and check the status of the virtual images, virtual patterns, and deployed instances. Ensure that no deployment errors or blank pages are displayed. If you see an error, make sure that it is accounted for and is not associated with the upgrade.
  - Use the **Catalog** menu to check the status of your virtual images and verify the content to confirm that the expected images are there.
  - Use the **Patterns** menu to check the status of your virtual patterns and virtual machines and verify the content to confirm that the expected virtual patterns and virtual machines are there.

### What to do next

Upload the system maintenance fixpack IFP file.

---

## Uploading system maintenance

Upload the system maintenance fixpack IFP file to begin installing updates on the system.

### Before you begin

Complete the steps described in "Preparing to install system maintenance" on page 2-5. You must be assigned Hardware administration (Full permission) and hardware resource level administration permission.

### Procedure

1. Connect to the console using the floating IP address or the domain name of the system.
2. Click **System > System Maintenance** to access the System Maintenance page in the console.
3. Select any existing fixpack IFP file listed on the page and click the **Delete fix pack** icon to delete the file.

**Note:** The delete job may fail or appear in a "Pending" state in the Job Queue. Retry the delete operation if it fails. If it is in "Pending" state, wait for the delete operation to complete or fail.

4. Click **System > Job Queue** to verify that the system delete job completed successfully. If the delete job did not complete successfully, repeat step 3.
5. Click **Add Fix Pack**, and choose one of the following options to access the connection information for the system maintenance fixpack IFP file:

- **HTTP/HTTPs**

**URL** The URL to the computer that hosts the system maintenance fixpack iFP file. If you are using HTTPs, specify the HTTP address that was used when you downloaded the file. (Required)

**User name**

The user ID that is used for authentication with the host computer. (Optional)

**Password**

The user password that is used for authentication with the host computer. (Optional)

- **SCP**

**IP address**

The IP address of the host computer. (Required)

**Port** The port used for SCP. The default is 22. (Required)

**User name**

The user ID that is used for authentication with the SCP. (Optional)

**Password**

The user password that is used for authentication with the SCP. (Optional)

**Path** The path to the system maintenance fixpack iFP file. (Required)

6. Click **OK** and verify that the upload process starts. After the file is uploaded, the following message is displayed on the System Maintenance page:  
The selected fix pack is available for updates.
7. Complete the following steps if the upload does not complete:
  - a. Click **System > Job Queue** to view the details in the job queue.
    - If the log helps you determine why the upload did not complete, repeat the previous steps beginning with step 3.
    - If the log does not help you determine why the upload did not complete, continue with the remaining steps.

- b. From the "Actions" column of the log, click the **Download Log** icon and save the log to your system.
- c. Contact IBM support for assistance and provide the saved log. For more information, see "Contacting IBM Support" on page 2-11.

### **What to do next**

Install the system maintenance fixpack IFP file.

---

## Installing system maintenance

Install system maintenance to ensure the PureSystems Managers are updated with the latest fixes. Deployments running on the system are not effected by the system upgrade. They should be available and unaffected during the upgrade process.

### Before you begin

You must be assigned Hardware administration (Full permission) and hardware resource level administration permission.

Ensure that you have reviewed and completed all previous sections before continuing with the upgrade.

### About this task

When you install a fixpack, updates are automatically applied to the leader PureSystems Manager. After a reboot, the non-leader PureSystems Manager is updated.

### Procedure

**Important:** You cannot cancel or revert an upgrade after it has started. Confirm that you are ready to upgrade before proceeding.

1. Put the system in maintenance mode to prevent deployment operations from being submitted during upgrade.
  - a. Click **System > System Settings**.
  - b. Expand **Maintenance Mode**.
  - c. Specify a start date/time and an end date/time.
  - d. Click **Submit**.
2. Confirm that the system is ready for the updates to be installed.
  - a. Click **System > System Maintenance** to access the System Maintenance page in the console.
  - b. From the "Check if the system is ready to update" section, click **Check**. This confirms whether or not the system is ready for the updates to be installed. After the check is complete, a green checkmark displays if the check is successful or a red "x" displays if the check is not successful. If the check is successful, continue to step 3.

**Important:** If the check is not successful, **do not** proceed with the upgrade. Continue with the following steps:

- c. Click the **Show detailed results for the status check** icon to display the status messages and take a screen capture.
  - d. Open a word processing document. Copy and paste the following text at the top of the document: "Installing V<version>, Step (this) page (this 2-6) failed." and paste the screen capture of the detailed status messages.
  - e. Click the **Download the system check logs** icon and download the validateRack.log file.
  - f. Contact IBM Support for assistance and provide the saved word processing document and the validateRack.log file. IBM Support must resolve the issue that caused the unsuccessful check before you proceed with the update. For more information, see "Contacting IBM Support" on page 2-11.
3. Update the system.
    - a. From the System Updates panel, click **Update System**.
    - b. Review the terms that are declared in the license agreement and then accept the license agreement.

- c. After the "System update status:" changes to "Executing", click the **Access the Upgrade Status page** link at the top of the page. This navigates you to the other PureSystems Manager to view the status page.
    - This status page is used to monitor the progress of the leader PureSystems Manager during the console outage. When you first view this page it can display "Updates to the PureSystems Managers are not currently monitored by this PureSystems Manager." The page auto-refreshes and displays status when the leader PureSystems Manager update begins. If the page does not refresh within 30 minutes of beginning the upgrade, use the back button to return to the console and ensure that the update was successful before restarting the leader PureSystems Manager.
    - When PureSystems Manager updates begin, the status page displays three steps. After all three steps are complete, a link is provided back to the console to monitor the rest of the update.
    - If any of the three steps are not successful, take a screen capture of the status page and contact IBM Support. For more information, see "Contacting IBM Support" on page 2-11.
  - d. After returning to the System Maintenance page in the console, monitor the progress of the system update until the "System update status:" changes to "The selected fix pack has been fully applied".
4. Verify that the system update is complete.

After the automated updates are installed, a system diagnostic task automatically runs to verify the system is updated. Use the following steps to review the task results.

- a. Click **System > Job Queue** to view the details in the job queue.
- b. Review the "Post-SGEN System Diagnostics Full Verification" job (with type VGENTask) to verify whether or not the job is successful.
  - If the job is successful, continue to step 5.

**Note:** Successful jobs are deleted from the queue within a few hours. If it has been several hours since the update completed, consider the job successful if it is not displayed in the queue.

- If the job is not successful, complete steps 4c through 4d.
- c. From the "Actions" column of the log, click the **Download Log** icon and save the log to your system.
- d. Contact IBM support for assistance and provide the saved log. For more information, see "Contacting IBM Support" on page 2-11.

**Note:** After the upgrade is complete, the console displays the new version in the lower right corner.

5. Confirm the health of the system and prepare the system for use.
  - a. Complete the steps in the following technote to perform a Lite Health Check and Full Health Check on the system: Health Checks and Introduction to Troubleshooting on a PureApplication System.
  - b. If you disabled the Service and Support Manager (Call Home), enable the Service and Support Manager (Call Home) from the **System > System Settings** page. For more information, see Enabling and disabling Service and Support Manager.

**Note:** Service and Support Manager (Call Home) capabilities may be lost after upgrading from PureApplication System Version 2.1.0.0 to Version 2.1.0.1. See Service and Support Manager (Call Home) failure after upgrading from PureApplication System Version 2.1.0.0 to Version 2.1.0.1 for complete details and a workaround.

- c. Upgrade integrated components that are available for use with PureApplication System. From the following link, click the appropriate version in the **System maintenance and pre-entitled components** column to review these upgrade options: Related information for IBM PureApplication System recommended fixes.
- d. Reimport certificates if you have peer location certificates in a multisystem environment. For more information, see "Importing peer location certificates" on page 2-10.

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## Importing peer location certificates

After you install system maintenance, you must reimport peer location certificates in a multisystem environment.

### Before you begin

You must be assigned Hardware administration (Full permission) and hardware resource level administration permission.

Install system maintenance. See “Installing system maintenance” on page 2-8.

### About this task

The Java default truststore is upgraded during the system maintenance installation making it necessary to reimport remote location certificates in a multisystem environment.

### Procedure

Use the following example to run the **peercertificate\_import** method:

```
deployer.peercertificate._import({'certfilepath':'C:\\temp\\pavcenter.crt', 'peername':'rack1'})
```

This example imports the certificate of the remote location named rack1 into the Java default truststore. If the peer certificate already exists in the truststore, it updates the certificate. For more information, see Peer location certificate management.



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## Contacting IBM Support

If the system update is not successful, consult the dW Answers forum for a solution. If you cannot find a solution on the dW Answers forum, gather necessary information and contact IBM Support for assistance.

### Consult the dW Answers forum

Prior to contacting IBM Support, use the dW Answers forum to ask your question about PureApplication (System, Software or Service). Use the following link to access the forum where you can ask questions, offer answers, and collaborate with others. dW Answers forum.

### Gather the necessary information before contacting IBM Support

Use the following steps to collect MustGather trace files and logs for IBM PureApplication System Support:

1. Click **System > System Maintenance** to access the System Maintenance page in the console.
2. Under the "Update Progress" section of the System Maintenance page, click **Download Log** to collect the log.
3. From the console, click **System > System Troubleshooting** to locate the collection set.

Complete the steps in the following IBM Support blog entry: Save time reporting problems to IBM using our "MustGather" documents to gather the necessary information.

Be sure that you use the templates that are described in the MustGather: Organizing your problem information when reporting PureApplication System problems technote that is referenced by the IBM Support blog entry.

For more information about contacting IBM Support, see this technote: Contacting IBM PureApplication System, PureApplication Software, and PureApplication Service Technical Support.

### Additional resources

- Application Integration Middleware Support Blog
- Contacting IBM PureApplication System, PureApplication Software, and PureApplication Service Technical Support
- PureApplication System Customer Support Plan
- Enhanced Customer Data Repository (ECuRep)
- Exchanging information with IBM PureApplication System and PureApplication Service Technical Support for problem determination
- MustGather: Read first for PureApplication System
- MustGather: Organizing your problem information when reporting PureApplication System problems



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