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Troubleshooting Linux Upgrades

You might encounter certain problems when upgrading to future versions of Cisco ER from Cisco ER 8.0. This section explains what could cause these problems and the provides recommended actions.

Upgrade Patch Fails to Install

Symptom On the first page of the Install / Upgrade menu, after you enter the details for an upgrade patch, the error message ?No valid upgrade options found? appears.

> **Recommended Action** Verify that you are not trying to upgrade the Subscriber before upgrading the Publisher. When upgrading a Cisco ER servergroup, you must always upgrade the Publisher first.

> **Recommended Action** Verify that the local/remote path that you have specified actually contains a valid, signed ISO image, having the extension .sgn.iso.

Upgrade Patch Fails to Install At Remote Location

Symptom On the first page of the Install / Upgrade menu, after you enter the details for an upgrade patch at a remote location, the error message ?Incorrect user name/password? appears.

> **Recommended Action** Verify that the username and password entered for the remote SFTP/FTP location are correct.

Checksum Value Does Not Match

Symptom After downloading the ISO image onto the Cisco ER server, the checksum values do not match.

> **Recommended Action** Download a fresh ISO image from Cisco.com and try the upgrade again.

Upgrade Cancelled Impromptly

Symptom The upgrade was cancelled, but a warning message appears prompting you to reboot the system.

> **Recommended Action** During the upgrade, certain services on the Cisco ER server could have been stopped, depending on when the upgrade was cancelled. In this case, it is highly recommended that you reboot the server.