



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000 and OpenScape Manager V10

Software Activation

Administrator Documentation

08/2025

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1 General information

When either a:

- RLC: **R**evision **L**evel **C**omplete (Major Releases / Minor Releases / Fix Releases)
- PP: **P**atch **P**ackage (Fix Releases / RMX-HotFixes)
- Assistant/Manager HotFix
- OS4K Platform HotFix
- CSTA HotFix

is transferred using Software Transfer (SWT) to the OpenScape Manager system running SUSE Linux Enterprise Server (SLES), it must be subsequently activated there. The Software Activation (SWA) service function is used for activation.

2 Starting the application

To start the SWA service function, select on the OpenScape 4000 Manager or Assistant home page:

Software Management -> Software Activation

3 Home Page

The following home page appears after you start the "Software Activation" function.

<div>Current status</div> <div>Detailed version info</div> <div>New activation</div> <div>Activation history</div> <div>Hotfix Deactivation</div> <div>Start Assistant reinstallation</div>	<table> <tr> <th data-bbox="778 421 1050 443">Last activation executed</th><th data-bbox="1050 421 1327 443">Current activation</th></tr> <tr> <td data-bbox="778 443 1050 470">Version: RLC FR OpenScape 4000 V10 R1.29.0</td><td data-bbox="1050 443 1327 470">Version: ---</td></tr> <tr> <td data-bbox="778 470 1050 497">Date: 2022-04-01</td><td data-bbox="1050 470 1327 497">Date: ---</td></tr> <tr> <td data-bbox="778 497 1050 524">Time: 13:03</td><td data-bbox="1050 497 1327 524">Time: ---</td></tr> <tr> <td data-bbox="778 524 1050 551">Status: successful</td><td data-bbox="1050 524 1327 551">Status: ---</td></tr> <tr> <td data-bbox="778 551 1050 577"></td><td data-bbox="1050 551 1327 577">Task: ---</td></tr> <tr> <td colspan="2" data-bbox="778 577 1050 604"> <div>Further information</div> </td></tr> </table>	Last activation executed	Current activation	Version: RLC FR OpenScape 4000 V10 R1.29.0	Version: ---	Date: 2022-04-01	Date: ---	Time: 13:03	Time: ---	Status: successful	Status: ---		Task: ---	<div>Further information</div>	
Last activation executed	Current activation														
Version: RLC FR OpenScape 4000 V10 R1.29.0	Version: ---														
Date: 2022-04-01	Date: ---														
Time: 13:03	Time: ---														
Status: successful	Status: ---														
	Task: ---														
<div>Further information</div>															

The home page corresponds to the [Activation](#) window.

On the home page you have the possibility to invoke either the [Activation](#) function by clicking the button **New activation** or by following the link **New activation** on the left-hand navigation bar.

You can also view the activation history by clicking the link **Activation history** on the left-hand navigation bar, or use [HF Deactivation](#) functions.





You can initiate the [Start Assistant Reinstallation](#) using the Start Assistant reinstallation button on the left-hand navigation bar.

NOTICE: This section is only available on the Assistant.

The [Standard Toolbar](#) can be found on each Software Activation page.

Standard Toolbar

The standard toolbar contains the following icons:

	Help button	Opens the online help and displays the help index.
	Home button	Links to SWA home page
	Start button	Opens a new browser window which displays the start page of the OpenScape 4000 Manager. All applications which can be accessed by the presently logged in user are listed there.
	Close session button	Logs off the current user, closes the running session for all associated browser windows and returns to the login screen.

4 Activation

Last activation executed	Current activation
Version: Installation OpenScape 4000 Assistant V10 R1.27.0	Version: ---
Date: 2022-02-23	Date: ---
Time: 11:03	Time: ---
Status: successful	Status: ---
	Task: ---
Further information	

The Activation page can be separated into three sections:

- [Left-hand window \(Last activation executed\)](#)
- [Right-hand window \(Current activation\)](#)
- [Buttons](#)

4.1 Left-hand window (Last activation executed)

The outcome of the last software activation is displayed as an overview in upper part of the left-hand window.

Information provided

- **Version**

This shows which type of software package was used in the last activation and the system variant and software to which it belongs.

Possible values for Version

- [Major Release | Minor Release | Fix Release] <System Variant, Major Version, System Release>
- Hotfix <Identification of platform, Major Version, System Release>

NOTICE: This value appears only on the "New activation" page.

- Installation

You will see this value if the executed activation was a first installation.

NOTICE: This value does not appear on the "New activation" page.

- Update

You will see this value if the executed activation was an update made with an installation medium.

NOTICE: This value does not appear on the "New activation" page.

- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Patch Package
- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Revision Level Complete
- First Installation

You will see this value if first installation was the executed activation.

NOTICE: This value does not appear on the "New activation" page.

- **Date**

The date of the last software activation.

- **Time**

The time of the last software activation.

- **Status**

The status describes whether the last software activation was successful or not.

Possible values for Status

- successful

The last software activation was successful.

- failed

The last software activation failed.

- warning

The last software activation finished successfully with some warnings.

- check-RMX

The last activation finished successfully with some RMX warnings.

NOTICE: This value only appears only on the Assistant.

- **Note**

NOTICE: This field is only displayed if the system was modified by Application Administration!

A short note concerning the last activation.

Possible values for Notes

- System modifications done by APP.

The Application Installer (APP) only installs or uninstalls certain customer-specific applications. This is signaled by an appropriate message. Otherwise this message is not displayed.

4.2 Right-hand window (Current activation)

Information concerning the status (in other words, set to be executed) of a currently set or running software activation is displayed in the upper area of the right-hand window.

Information provided

- **Version**

This shows which type of software package is being used in the current activation and the system variant and software to which it belongs.

Possible values for Version

- [Major Release | Minor Release | Fix Release] <System Variant, Major Version, System Release>
- Hotfix <Identification of platform, Major Version, System Release>

NOTICE: This value appears only on the "New activation" page.

- Installation

You will see this value if the executed activation was a first installation.

NOTICE: This value does not appear on the "New activation" page.

- Update

You will see this value if the executed activation was an update made with an installation medium.

NOTICE: This value does not appear on the "New activation" page.

- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Patch Package
- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Revision Level Complete
- First Installation

You will see this value if first installation was the executed activation.

NOTICE: This value does not appear on the "New activation" page.

- **Date**

The date on which the current software activation should be carried out.

- **Time**

The time at which the last software activation was carried out.

- **Status**

The status of the current software activation.

Possible values for Status (Current activation)

- configured

An application has been set for a later time.

- running

The software activation is currently running.

- **Task**

If more than one package is activated in the current activation run, the number of this task and the total number of tasks are displayed here, e.g. "1/4".

NOTICE: This field is not updated automatically during the activation; it can be updated manually via a page refresh.

4.3 Buttons

The following buttons can be found on the home page (not all buttons are available at the same time):

- [Further information](#)
- [Cancel](#) / [Display log file](#) (Multistate button)

4.3.1 Further information

Up to three log files and two information files are generated during each activation. You can access these files by clicking the **Further information** button. For more detailed information, see the "[Further information](#)" window.

4.3.2 Cancel

Visible only, if there is a scheduled, but currently not yet started activation. You can use this button to cancel a software activation which has the status "**configured**".

4.3.3 Display log file

Visible only, if an activation is in progress. You can use this button to display the log file of the current activation progress.

4.4 "Detailed Version info" window

This window is displayed, if you click the **Detailed version info** button on the home page. The following sections are displayed:

- [OpenScape 4000 - Software Overview](#)
- [A&S Base](#)
- [A&S Platform](#)
- [A&S Applications](#)
- [A&S Special Packages](#)
- [Missing A&S Packages](#)
- [OpenScape 4000 Platform](#)
- [OpenScape 4000 CSTA](#)
- [Other packages](#)

OpenScape 4000 - Software Overview

This table contains information about

- Type of OS (PKGINST)
- Full name of OS (OSNAME)
- Platform
- Date of installation
- Date of last update
- Information from YAPS component (APS line/Correction Version)
- Version of RMX (Assistant only)
- Version of OpenScape 4000 Platform software (Assistant only)

NOTICE: If the version can not be retrieved, the value "unknown" appears; the reason is displayed in the hint that appears if you move the mouse pointer over that field.

- Version of OpenScape 4000 CSTA software (Assistant only)

NOTICE: If the version can not be retrieved, the value "unknown" appears; the reason is displayed in the hint that appears if you move the mouse pointer over that field.

A&S Base

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag rpm package)
- expected Version (according to CV)

of HW dependent packages and 3rd party software. Packages with wrong version according to the installed CV are highlighted red.

Software Overview

OSNAME	SUSE Linux Enterprise Server GNU/Linux 3.0.101-71-default
A&S PLATFORM	Unity A&S
INSTDATE	2015-08-18 14:58
UPDATE	2016-06-23 08:46
A&S APS LN	50-APL.00
A&S YAPS	OpenScape 4000 Assistant V8 R0.7.0
RMX YAPS	V8 R0.6.0 (P30252N5000B00006)
OpenScape 4000 PLATFORM	V8_R0.7.0
OpenScape 4000 CSTA	V8 R0.206.0

Legend
Info
Error
OK

A&S BASE:

Package-Name	Package	actual Version	expected Version
ADP Configuration	ASadpcfg	08.000-0102	08.000-0102
Comedit	AScomedit	08.000-0102	08.000-0102
System Configuration	ASconf	08.000-0102	08.000-0102
Logging Management	ASlogman	08.000-0102	08.000-0102

A&S Platform

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)
- expected Version (according to CV)

of packages for installation and assistance of application. Packages with wrong version according to the installed CV are filled red. Not every package from this category is upgraded on AP-E. If a version inconsistency is detected, these packages are highlighted in yellow (instead of red).

A&S PLATFORM:

Package-Name	Package	actual Version	expected Version
Application Control	ASappctrl	08.000-0102	08.000-0102
Appliance Management feature Backup/Restore Appliances	ASappm	08.000-0102	08.000-0102
Application Administration	ASapp	08.000-0102	08.000-0102

A&S Applications

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)
- expected Version (according to CV)

of application packages. Packages with wrong version according to the installed CV are filled red. Not every package from this category is upgraded on AP-E. If a version inconsistency is detected, these packages are highlighted in yellow (instead of red).

A&S APPLICATION:

Package-Name	Package	actual Version	expected Version
Configuration Management - CM	AScm.adp	08.000-0100	08.000-0100
COL - Call Data Collection	AScol	08.000-0104	08.000-0104
COOLS ISDN Message Interpreter needed by ASrds	AScools	08.000-0102	08.000-0102

A&S Special Packages

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)
- expected Version (according to CV)

of special packages.

SPECIAL PACKAGES :

Package-Name	Package	actual Version	expected Version
Apache 2 "prefork" MPM (Multi-Processing Module)	apache2-prefork	2.4.10-28.1	--
Apache 2 worker MPM (Multi-Processing Module)	apache2-worker	2.4.10-28.1	--

Missing A&S Packages

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)

Missing Packages:

Package
All packages are installed

OpenScape 4000 Platform

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)
- expected Version (according to CV)

of packages for OpenScape 4000 Platform software. Packages with the wrong version (according to the installed CV) are highlighted in red. Not every package from this category is upgraded via PP/RLC.

If a version inconsistency is detected, the packages are highlighted in yellow (instead of red).

Platform:

Package-Name	Package	actual Version	expected Version
The vmmemctl kernel module package	vmware-tools-vmmemctl-kmp-trace	1.3.2.0_3.0.101_6-8-5.sles11	1.3.2.0_3.0.101_6-8-5.sles11
Integrated DTB Application (DTB Master/DTB Slave)	dtb	1.0-20	1.0-20

OpenScape 4000 CSTA

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)
- expected Version (according to CV)

of packages for OpenScape 4000 Platform software. Packages with the wrong version (according to the installed CV) are highlighted in red.

CSTA:

Package-Name	Package	actual Version	expected Version
SSH interface	ASrcon	8.0-0002	8.0-0002
OpenScape 4000 CSTA installation package.	CSTA	V8_R0.206.0-0	V8_R0.206.0-0
Unix Y-APS	ASyaps	V8_R0.206.0-0	V8_R0.206.0-0

Other packages

This table contains information about

- Package name (Summary Tag from rpm package)
- Package (Name Tag of rpm package)
- actual Version (Version Tag - Release Tag of rpm package)

of other installed packages.

OTHER PACKAGES :

Package-Name	Package	actual Version	expected Version
System daemon for tracking users, sessions and seats	ConsoleKit	0.2.10-64.67.1	--
Documentation for PolicyKit	PolicyKit-doc	0.9-14.43.1	--

NOTICE: It may take a while (up to 5 minutes) until this page is completely displayed on the Assistant.

Clicking the **Back** button on your browser or the button **Home Page** at the bottom of the window returns you to the home page.

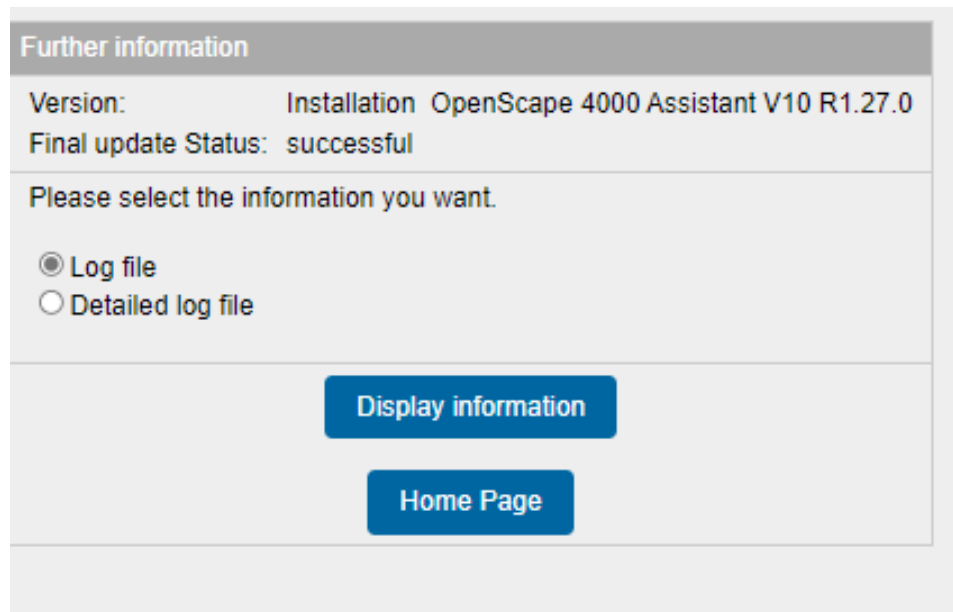
4.5 "Further information" window

The "Further information" window is displayed if you click the **Further information** button on the home page. Here you are given the option of viewing the content of the [Log files](#).

NOTICE: Only files which are actually available will be offered.
All possible file types are described below.

The version of the software package to be activated and the activation status are displayed once more in the upper part of the window.

The lower part of the window displays the selection list for the log files.



Further information

Version: Installation OpenScape 4000 Assistant V10 R1.27.0

Final update Status: successful

Please select the information you want.

☒ Log file

☐ Detailed log file

Display information

Home Page

4.5.1 Log files

- Log File (see also [Content of the log file](#))
- Detailed log file (see also [Content of the detailed log file](#))
- RMX log file (see also [Content of the RMX log file](#))
- System modifications done by APP (see also [Content of the "System modifications done by APP" file](#))

The installations and uninstallations performed by the Application Installer (APP) are logged in this file.

- LoadWare update log file (see also [Content of the LoadWare update log file](#))
- OpenScape 4000 Platform update log file (see also [Content of the OpenScape 4000 Platform update log file](#))
- OpenScape 4000 CSTA update log file (see also [Content of the OpenScape 4000 CSTA update log file](#))

Content of the log file

The log file contains an overview of actions which have been carried out and notifies you of the current status. If you look at the log file while an activation is running, the window is updated periodically.

- **Home Page** button You can use this button to return to the SWA home page.
- **Activation history** button Clicking this button displays an overview of all completed software activations

Content of the detailed log file

The detailed log file contains all releases generated during a software activation. This file can be used as a more accurate analysis in the event of an error.

- **Home Page** button You can use this button to return to the SWA home page.
- **Activation history** button Clicking this button displays an overview of all completed software activations

Content of the RMX log file

This file is only generated on the ADP when a patch package is activated. It simply contains the RMX part of the detailed log file.

Content of the "System modifications done by APP" file

The installations and uninstallations performed by the Application Administration (APP) are logged in this file.

- **Home Page** button

You can use this button to return to the SWA home page.

Content of the LoadWare update log file

The detailed log file contains all records generated during a LoadWare update. This file can be used as a more accurate analysis in the event of an error.

Content of the OpenScape 4000 Platform update log file

The detailed log file contains all records generated during an OpenScape 4000 Platform update. This file can be used as a more accurate analysis in the event of an error.

Content of the OpenScape 4000 CSTA update log file

The detailed log file contains all records generated during an OpenScape 4000 CSTA update. This file can be used as a more accurate analysis in the event of an error.

4.5.2 Buttons

In the "Further information" window, the following buttons are available.

- [Display information](#)
- [Home Page](#)

4.5.2.1 Display information

Clicking this button, you can view the log files selected above.

4.5.2.2 Home Page

Clicking this button, you return to the SWA home page.

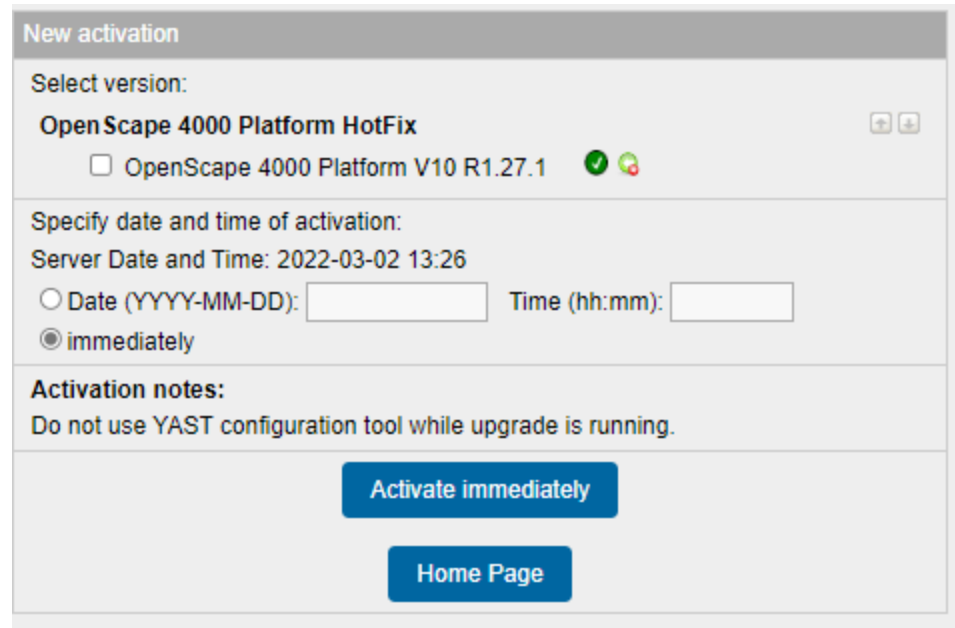
4.6 "New activation" window

After you have clicked **New activation**, the SWA function checks what data is available for activation and calls up the "New activation" window.

If no software package is available for activation, an information message is displayed. After confirming this message with **OK**, the home page is displayed.

Activation

The [Structure](#) of the "New activation" window is described in the following section.









4.6.1 Structure

The "New activation" window is divided into several sections; the number of sections depends on the actually selected activation type.



The "New activation" window supports multiple activations which can be selected by clicking on the checkboxes. SWA displays the updates in the default activation order. If more than 1 HF is available for the same subsystem, SWA displays all of them, but only the latest one will be selected by default.

Icons next to the upgrades listed offer detailed information when the mouse pointer is moved over the icons.

	Display upgrade info for the file.
	This icon indicates a HF that can not be deactivated.
	This upgrade will cause telephony downtime.
	This upgrade will cause a reboot of the Linux Host system.
	This upgrade will cause a reboot of systems running in VM (RMX, CSTA, Assistant).
	For this upgrade, a BIOS update will be incorporated into the regular (already existing) upgrades.



This upgrade is blocked because some problem was detected.

The upgrades can be moved down or up in the list by using the  and  buttons.

Using the "Details" buttons, options specific to the related upgrade type (RLC, RMX-HF) can be displayed or hidden.

The possibility of an activation is automatically evaluated after an MajR/MR/FR checkbox was changed. For example: If an MajR/MR/FR is unchecked, HFs that can only be activated after the MajR/MR/FR was activated will be unchecked as well. If such an HF is again selected by the user, the corresponding MajR/MR/FR is also selected.

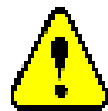
While an upgrade job is running, a summary log of the running task is displayed. Once this task is finished, SWA will display a summary log of the next task (if available).

Section 1 - System warnings

This section contains information which might affect any upgrades.



This icon means that one (or more) activation(s) can not be started. The reason is detailed in the warning text.



This icon means that one (or more) activation(s) are affected by the problem described; the upgrade is not blocked, but to start or configure the upgrade a user confirmation might be requested.

Section 2 - Select version

If some Hotfix is available (transferred using Software Transfer), it is shown in this section and you can select it for activation.

Please select **MajR, MR, FR (PP, RLC)** (Major Release, Minor Release, Fix Release) or **Hotfix** version for activation.

Possible values for Version

- [Major Release | Minor Release | Fix Release] <System Variant, Major Version, System Release>
- Hotfix <Identification of platform, Major Version, System Release>

NOTICE: This value appears only on the "New activation" page.

- Installation

You will see this value if the executed activation was a first installation.

NOTICE: This value does not appear on the "New activation" page.

- Update

You will see this value if the executed activation was an update made with an installation medium.

NOTICE: This value does not appear on the "New activation" page.

- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Patch Package
- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Revision Level Complete
- First Installation

You will see this value if first installation was the executed activation.

NOTICE: This value does not appear on the "New activation" page.

Section 3 - Specify date and time of activation

You must either enter the date and time for the software activation in section 2 or select an immediate software activation. You can see the remote server's system date and time in the "Server Date and Time" field.

Possible values (Date and time specification)

- Date (YYYY-MM-DD)

Enter the date on which the software activation should start, in the format YYYY-MM-DD.

- Time (hh:mm)

Enter the time according to the format hh:mm. The time determines the starting time for the software activation.

- immediately

An info message appears indicating that an immediate software activation may lead to the termination of some existing processes. With **OK** you get back to "New Activation" window.

NOTICE: The Info message does not appear for RMX-HF activations.

The software activation begins immediately after clicking the **Activate immediately** button.

Section 4 - Specify date and time of RMX reload

NOTICE: This section is only available if RLC or Platform Hotfix is selected.

The software activation will be on hold until the point in time entered here; at this point in time the OpenScape 4000 platform activation will be started. If the system time is after the end time of the entered interval, the activation will not

continue (it will fail and RMX will not be reloaded). You can then initiate a new activation.

Possible values (Date and time specification of RMX reload)

You can specify an interval between

- Date (YYYY-MM-DD)

Enter the dates between which RMX should be reloaded, in the format YYYY-MM-DD.

- Time (hh:mm)

Enter the time according to the format hh:mm. The time determines the starting & end times for the RMX reload.

NOTICE: The software activation will wait until the scheduled time before it starts the OpenScape 4000 Platform upgrade in case of an RLC activation.

- Immediately

NOTICE: This is only available on the Assistant if PP is selected.

Additionally, you have the possibility to select the time when to continue with further updates after an RMX update. It is advantageous if you want to check if the RMX software is running steadily.

Possible values (further update after RMX update)

- SWA waits 10 minutes before starting the next update. (default value: 10, possible values between 0 and 60)
- SWA starts the next update immediately after the RMX update.

Section 5 - LW update options

NOTICE: This section is only available on the Assistant and if the PP or RLC contains Loadwares for activation.

In this section you can customize the behaviour of the LW activation.

Possible values (LW Update Options)

In this section you can specify how an LW update will be handled. You can specify from which location SWA should take the LoadWare files for activation in the "Use LoadWare files from:" section.

- LoadWare Hotfix - Select this option if you would like to use LoadWare files from the LoadWare Hotfix rather than from the Major/Minor/Fix release. You can transfer the LoadWare Hotfix using the Software Transfer tool prior to the activation of the Major/Minor/Fix release.
- RMX :SCR:hispa_lw - Select this option if you would like to use the LoadWare files from the :SCR:hispa_lw location rather than from the Major/Minor/Fix release. You can transfer the LoadWare files to this location using the HiSPA Manager tool prior to the activation of the Major/Minor/Fix release.
- Fix Release - This is the default option. It can not be changed. Software activation will use the LoadWare from the Major/Minor/Fix Release if none of

the previous options is selected or if the selected LoadWare source location doesn't contain the loadware delivered in the Major/Minor/Fix release.

- Enable reduce downtime LW update during activation - Check this option if you want to upgrade LW with the "Reduce Downtime" feature during the PP/RLC activation.
- Backup GW configuration before LW update - Check this option if an automatic board's configuration backup should be done before the LW upgrade is started.
- Force LW upgrade without any version check - Check this option if you want to suppress the LW version check (version check between loaders in PP/LW and current LW's on RMX).
- Update SoftGate - Check this option if SoftGate should be upgraded during the PP/RLC upgrade.
- Continue with activation if LW activation fails - Check this option if the software activation should continue in case of a LW upgrade failure.

Section 6 - Activation options

In this section you can customize the behaviour of the activation.

Possible values (Activation Options)

In this section you can specify how an activation will be handled.

- Activate the OS on Standalone SoftGate after Transfer - Uncheck this option if you not want to automatically activate the new OS on Standalone SoftGates once it has been transferred (you would rather activate it manually from the Gateway Manager later). The new OS image will be transferred to the Standalone SoftGates automatically. You can monitor the progress in the Gateway Manager.
- Do automatic Hotfix deactivation in case of activation failure - Uncheck this option if you not want to automatically deactivate the Hotfix in case of a failure during the activation. In this case, the HF will be partially activated and can be deactivated using the [HF Deactivation](#) feature.
- Continue with the upgrades even if one of the task fails - Check this option if you want to continue with next selected upgrades even if a previous upgrade failed.

Section 7 - Activation notes

In this section you can see recommendations for the selected upgrade.

Section 8

- **Save current setting** button

You can save the settings and return to the home page.

- **Home Page** button

Using this function returns you to the home page but without saving the changes made.

- **Activate immediately** button

If the software activation process is set to start immediately, (see [Section 3 - Specify date and time of activation](#)), the **Save current setting** button switches to **Activate immediately** button and you can start the software activation process immediately. The summary log is automatically displayed. This page displays the software activation progress which has been started.

4.7 "Activation history" window

The "**Activation history**" window appears after clicking the **Activation history** button on the home page. This window displays an overview of all completed software activations and deactivations presented in a table.

You can collect activation log for further analysis by clicking on "Collect activation log" button.

Overview

- [Table structure](#)
- [Buttons](#)

Activation history

Collect activation logs

2022-04-01 13:03	RLC FR	Activation	OpenScape 4000 V10 R1.29.0	successful	log file	detailed log file
2022-04-01 11:28	RLC FR	Activation	OpenScape 4000 V10 R1.29.0 Preparation	successful	log file	detailed log file
2022-03-28 10:37	PP RMX-HF	Activation	OpenScape 4000 V10 R1.28.1	successful	log file	detailed log file
2022-03-24 14:41	HF PLT	Activation	OpenScape 4000 Platform V10 R1.28.2	successful	log file	detailed log file
2022-03-15 15:32	RLC FR	Activation	OpenScape 4000 V10 R1.28.0	successful	log file	detailed log file
2022-03-15 13:58	RLC FR	Activation	OpenScape 4000 V10 R1.28.0 Preparation	successful	log file	detailed log file
2022-02-23 15:19	RLC FR	Activation	OpenScape 4000 V10 R1.27.0	successful	log file	detailed log file
2022-02-23 14:46	RLC FR	Activation	OpenScape 4000 V10 R1.27.0 Preparation	successful	log file	detailed log file
2022-02-04 17:27	Installation		OpenScape 4000 Assistant V10 R1.26.0	successful	log file	detailed log file

Home Page

4.7.1 Table structure

Column 1

Date and time at which the software activation was started.

Columns 2 - 4

The type, activation type and system variant, version and system release of the package which has been activated, or "**Installation**" if the executed activation was a first installation, or "**Update**" if the executed activation was an update via installation CD (Manager only).

Possible values for Version

- [Major Release | Minor Release | Fix Release] <System Variant, Major Version, System Release>
- Hotfix <Identification of platform, Major Version, System Release>

NOTICE: This value appears only on the "New activation" page.

- Installation

You will see this value if the executed activation was a first installation.

NOTICE: This value does not appear on the "New activation" page.

Activation

- Update

You will see this value if the executed activation was an update made with an installation medium.

NOTICE: This value does not appear on the "New activation" page.

- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Patch Package
- First Installation
- [Major Release / Minor Release / Fix Release] <System Variant, Version, System Release > Revision Level Complete

You will see this value if first installation was the executed activation.

NOTICE: This value does not appear on the "New activation" page.

Column 5

The status of the software activation.

Possible values for Status

- successful
The last software activation was successful.
- failed
The last software activation failed.
- warning
The last software activation finished successfully with some warnings.
- check-RMX
The last activation finished successfully with some RMX warnings.

NOTICE: This value only appears only on the Assistant.

Column 6

A link to the corresponding log file.

Column 7

A link to the corresponding detailed log file.

4.7.2 Buttons

Home Page

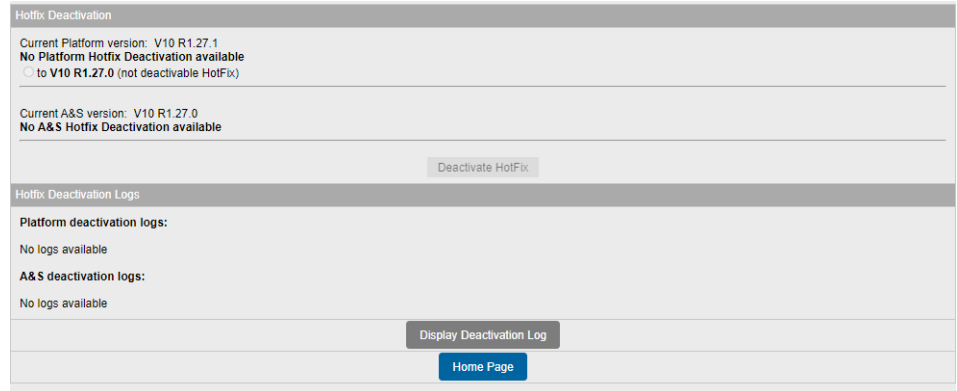
You can use this button to return to the SWA home page.

Collect activation log

The logs are zipped into the one file and can be saved on the client PC (a Save dialog is offered) by clicking on this button.

4.8 HF Deactivation

When you select "Hotfix Deactivation" and HFs are available for deactivation, the "Hotfix Deactivation" window appears with the available HFs:



In order to deactivate a Hotfix, select it in the Hotfix list and start the deactivation by clicking on **Deactivate HotFix**.

4.8.1 RMX HF deactivation

NOTICE: This section is only available on the Assistant.

The GUI offers either none or only one possibility for RMX HF deactivation ("undo" step). For example:

- activation order: V6 R1.4.0, V6 R1.4.1, V6 R1.4.2, V6 R1.4.5 (partially activated)
- deactivation options:
 - to V6 R1.4.2 => deactivation of partially activated RMX HF
 - to V6 R1.4.1 => deactivation to V6 R1.4.0 is not possible, only 1 undo step is supported

RMX HF deactivation supports the deactivation of LoadWare, AMOs, subsystems and patches.

NOTICE: Obsolete patches will not be reactivated after RMX-HF deactivation. For example if some patch in V6 R1.4.1 causes reloads, and it is fixed in V6 R1.4.2, the deactivation to V6 R1.4.1 will obsolete the "problematic" patch from V6 R1.4.1 (it will be not reactivated).

If an RMX HF was only partially activated, it can also be deactivated using this feature.

4.8.2 A&S/Platform/CSTA HF deactivation

The GUI offers up to two possibilities for A&S/Platform/CSTA HF deactivation (one "undo" step and one "back to original load" step). For example:

Activation

Start Assistant Reinstallation

- activation order: V6 R2.0.1, V6 R2.0.3, V6 R2.0.6
- deactivation options:
 - to V6 R2.0.3 (undo)
 - to V6 R2.0.0

This means that a deactivation to V6 R2.0.1 is not possible, only 1 "undo" and "back to base" steps are supported.

The GUI also offers the deactivation of partially activated Hotfixes as a separate option (it automatically detects if a deactivation of a partially activated HF is available).

4.8.3 Logging

The actual log file will be displayed during deactivation processing. Deactivation logs can be displayed by clicking on "Display Deactivation Log" on the "Deactivation" screen.

4.8.4 Restrictions

- Only 1 deactivation can be running at a time.
- No software activation is allowed during deactivation.
- Only 1 deactivation step is supported, with eventual deactivation to the base load for A&S/Platform/CSTA.

4.9 Start Assistant Reinstallation

You can initiate "Assistant Reinstallation" using the Start Assistant reinstallation button on the left-hand navigation bar of the Software Activation Home Page.

NOTICE: This section is only available on the Assistant.

After confirmation, the reinstallation will be initialized and the Assistant will be inaccessible.

NOTICE: Please note that any Assistant-related data which was not backed up will be lost!

The following rules apply to Assistant reinstallation:

- If the system was restored from System Backup, the Assistant will be reinstalled from this System Backup Set.
- If a Major/Minor/Fix release upgrade was applied before reinstallation, the Assistant will be reinstalled to the same version as after the Major/Minor/Fix release upgrade.
- If an Assistant HF was activated before reinstallation, this HF will be activated automatically at the end of Assistant reinstallation.
- If any Data Backup is available on HD, the latest backup will be restored at the end of Assistant reinstallation.

Once the Assistant's HTTP server is up and running, you can monitor the installation progress via the Assistant public area: http://Assistant_IP/install/

4.10 REGEN-GENDB update case

The RMX SWU DB layout change (EXE-UPDAT:BP) is not possible from any previous RMX version, therefore the RLC update procedure was changed to use an automated REGEN-GENDB process.

NOTICE: This section is only available on the **Assistant**.

NOTICE: By REGEN-GENDB, OS4K will understand REGEN-GENDB of SWU only. The EXE-UPDAT:A1 is still being used as DB-backup/restore mechanism for updating ADP as part of the RLC update process.

REGEN-GENDB is initiated automatically at the end of the RLC NUC Preparation. When all goes well and there are no warnings or errors, the results of this 1st run will be stored but then later during the RLC activation a 2nd run will be automatically initiated. The main purpose of the 2nd run is to get also the latest changes in the RMX configuration, which were executed between the Preparation and the RLC activation.

The RLC Preparation result can be checked in Software Activation page under Activation history tab.

NOTICE: When the RLC activation is started immediately after the Preparation has finished and while the REGEN-GENDB is still running, then the RLC activation will not initiate a 2nd REGEN-GENDB run but will instead wait for the current run to finish and if the result is ok then it will continue with the activation.

When the REGEN-GENDB actions produce errors or warnings, then your interaction is necessary/required. You must choose one of the following options:

- 1) "AUTO (default) = REGEN-GENDB will be repeated during RLC activation and the update will fail if there are still errors"

This is the default and it triggers a 2nd REGEN-GENDB run during the RLC update with the "hidden hope" that this time it will go well.

Use this option in case you already identified the error and you corrected it via for e.g. a change in the RMX configuration and then a subsequent REGEN-GENDB cycle would work fine

- 2) "Use current RMX DB for the RLC update and ignore SWU GENDB DELTAS when present"

Use this option when you know that no change will be done in the RMX DB from the time of REGEN&GENDB run until the actual software activation.

When the REGEN file was generated without errors but there are DELTA-s during GENDB, then logs can be downloaded and the GENDB file checked

(the "SES.samt.txt"). If the DELTA-s are acceptable then this option can be selected.

NOTICE: Selecting this option will cause the RLC update to use the already generated new RMX Image, so the 2nd REGEN-GENDB cycle will be skipped. If you want to update the latest RMX changes before the RLC then start REGEN-GENDB again.

The Software Activation page left side menu offers new menu item named "Auto REGEN&GENDB" when the NUC Preparation has finished.

What it does:

- displays the REGEN-GENDB state/status and progress
- allows re-running the REGEN-GENDB procedure as many times as needed
- in case of REGEN-GENDB warnings/errors/DELTA-s, you can choose how should the RLC update the RMX by selecting one of the options mentioned above
- offers REGEN-GENDB relevant logs download

Successful REGEN-GENDB:

Current status

Detailed version info

New activation

Activation history

Hotfix Deactivation

Start Assistant

reinstallation

Auto REGEN&GENDB

REGEN&GENDB finished with success.

ORIGINAL CODEWORD :

REGEN RESULT :

GENDB DELTAS :

OVERALL RESULT :

LAST REGEN&GENDB DURATION :

USER OPTION :

VALID

SUCCESSFUL

NONE

SUCCESSFUL

0 hours 29 minutes 10 seconds

AUTO REGEN&GENDB will be repeated during RLC activation and the update will fail if there are still errors

Download logs including REGEN and GENDB files [here](#) (opens a popup window)

Run REGEN&GENDB again

REGEN-GENDB failed:

Current status

Detailed version info

New activation

Activation history

Hotfix Deactivation

Start Assistant

reinstallation

Auto REGEN&GENDB

REGEN&GENDB finished with warnings/errors.

ORIGINAL CODEWORD :

REGEN RESULT :

GENDB DELTAS :

OVERALL RESULT :

LAST REGEN&GENDB DURATION :

USER OPTION :

VALID

FAILED

NONE

FAILED

0 hours 36 minutes 26 seconds

AUTO REGEN&GENDB will be repeated during RLC activation and the update will fail if there are still errors

Download logs including REGEN and GENDB files [here](#) (opens a popup window)

Run REGEN&GENDB again

Please select one of the following available options :

AUTO (default) = REGEN&GENDB will be repeated during RLC activation and the update will fail if there are still errors

Apply

Last 20 log lines :

Id	Name	State	
Fri Jun 2 15:38:52 CEST 2017	/opt/yaps/script/update_new/regen_genadb.sh stopping daemons		
	Shutting down frontpanel D-Bus daemon ..done		
Fri Jun 2 15:38:53 CEST 2017	/opt/yaps/script/update_new/regen_genadb.sh stopping network		
Fri Jun 2 15:38:57 CEST 2017	/opt/yaps/script/update_new/regen_genadb.sh reverting script modifications		
Fri Jun 2 15:38:57 CEST 2017	/opt/yaps/script/update_new/regen_genadb.sh listing still active processes		
UID	PPID	C STIME TTY TIME CMD	
root	376	1 0 15:38 ?	00:00:00 /bin/bash /opt/yaps/script/update_new/regen_genadb.sh in_lko
Fri Jun 2 15:38:57 CEST 2017	/opt/yaps/script/update_new/regen_genadb.sh all activities inside LXC container finished.		
/bin/media/opt/yaps/script/update_new/regen_genadb.sh	line 505: 22504 Terminated	fail -f /newlko/tmp/create_new_rmx_hd.current_log_file	
Fri Jun 2 15:39:01 CEST 2017	/bin/media/opt/yaps/script/update_new/regen_genadb.sh LXC container finished. Results are :		
COWORD STATUS : VALID			
REGEN-GENDB cycle completed : FINISHED_FAILED			
GENDB DELTA-s : NONE			
Overall result : failed to initialize architecture for new RMX HD			

INFO:

For systems with very large databases, the **REGEN-GENDB** process may take longer than usual. As a result, the second **REGEN-GENDB** run during activation can exceed the time limit, causing the activation to fail. To avoid this, it is recommended to enable the **REGEN-GENDB** option **Use current RMX DB**

for the RLC update and ignore SWU GENDB DELTAS when present.

Keep in mind that the time between the first successful **REGEN-GENDB** and the activation should be minimized, since any database changes made after the first run will not be preserved.

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