



Appliance Software Update Guide

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Overview

Software updates for the Axcient appliance are managed through the Axcient Web Application. The user can configure software updates to occur automatically, or to be required to be initiated manually.

When a software update begins, it will proceed as follows:

1. All local backups that are currently running will be canceled.
2. A running Cloud backup will be allowed to complete, after which the software update will occur.

A software update may be blocked from running due to one of the following reasons:

- A Failover VM is currently running on the appliance.
- A DAS device is attached to the appliance.
- A degraded RAID (in this case, the user will need to contact [Axcient Support](#)).

In order for a software update to unblock, the above situations need to be resolved.

Viewing the Appliance Software Version

There are two ways the user can view the current software version on the Axcient appliance:

1. In the Services page.
2. In the Service Details page.

Viewing the Software Version in the Services Page

To quickly view the software versions for all Axcient appliances, the user will need to navigate to the Services page.

To arrive at the Services page, click the **Services** tab in the top navigation bar of the Web Application from any screen.

Figure 1 - Services page

The screenshot shows the Axcient web application interface. At the top, there is a navigation bar with the Axcient logo and tabs for DASHBOARD, SERVICES, CLIENTS, EVENTS, USERS, and REPORTS. On the right side of the navigation bar, there are links for My Account, Help, Feedback, and Logout. Below the navigation bar, there is a sidebar on the left with filter options for CLIENT, TUNNEL, and SERVICE TYPE. The main content area displays a table titled 'All 5 Services'. The table has columns for TUNNEL, SERVICE ALIAS, SERVICE ID, VERSION, HEALTH, and CLIENT. The 'VERSION' column is highlighted with a red box. The data in the table is as follows:

TUNNEL	SERVICE ALIAS	SERVICE ID	VERSION	HEALTH	CLIENT
⊖	Direct to Cloud - kvm5	kvm5		●	New York
✓	NancyVAPP	l4cs	6.4.7	●	HQ (SF Bay Area)
✓	PmLab2-App	ejzj	6.4.7	●	HQ (SF Bay Area)
✓	Nancy App2	3qey	6.4.7	◆	Florida
ⓘ	Acme's Appliance	6wdk	5.4.1	○	Houston

Viewing the Software Version in the Service Details Page

The user can view the current software version on the Axcient appliance, as well as the newest version and the software update settings in the *Hardware at a Glance* section of the *Service Details* page.

To view the *Hardware at a Glance* section, do the following:

1. Click on the **Services** tab on any page in the Web Application.
2. In the *Services* page, select the desired service.
3. In the *Service Details* page, scroll down to view the *Hardware at a Glance* section.

Figure 2 - Hardware at a Glance section in the Service Details page

The screenshot displays the Axcient web application interface. At the top, there is a navigation bar with 'AXCIENT™' and a menu with 'DASHBOARD', 'SERVICES', 'CLIENTS', 'EVENTS', 'USERS', and 'REPORTS'. Below the navigation, the user is logged in as 'Houston' and is viewing 'Services' for 'Acme's Appliance'. The main content area is divided into several sections:

- Acme's Appliance Overview:** Shows service ID '6wdk', cloud storage at 0%, local storage at < 1%, and a tunnel/connection warning. It includes 'LOGIN', 'RECOVER', and 'PROTECT' buttons.
- Cloud Storage Summary:** A progress bar showing 0% usage of 1000 GB cloud storage.
- Local Storage Summary:** A progress bar showing < 1% usage of 1000 GB local storage, with '0 Files Protected'.
- Protection Snapshot:** A donut chart showing 100% free space and a line graph for storage usage history over the last 12 months.
- Hardware at a Glance (highlighted):** Details for the A20-T-1000 appliance:
 - Capacity: 1000 GB, Using: 4 GB
 - Usage: < 1% full
 - Serial Number: AA0913A0211210012, Model Number: A20-T-1000
 - Provisioned: August 19th, 2013 at 11:15am
 - Registered: September 26th, 2013 at 5:35pm
 - IP Address (Autodetected): 192.168.1.52
 - Software: Version AxOS 5.4.1, New Version is 6.3.7, Opted In for Automatic Updates
 - Buttons: 'UPDATE APPLIANCE SOFTWARE' and 'CONFIGURE SERVICE'.
- Entitlements at a Glance:** Lists entitlements for STORAGE (1000 GB local and cloud), VIRTUALIZATION (None active), and PROTECTION (0 of 1000 servers protected).
- Footer:** A message stating '0 devices protected by 6wdk - Acme's Appliance' and a table with columns for 'HEALTH', 'DEVICE NAME', 'DEVICE TYPE', 'BACKUP DATA', 'LATEST LOCAL RP', and 'LATEST CLOUD RP'. Below this is a 'Nothing to see here!' message with a puzzle piece icon.

Configuring Software Updates

The user has two options when configuring when Axcient appliance software updates occur:

1. **Manual** - The user will manually begin a software update on the Axcient appliance.
2. **Automatic** - Configure the settings for when the Axcient appliance will automatically begin updating the software version.

To edit the software update settings, do the following:

1. Click on the **Services** tab on any page in the Axcient Web Application.
2. In the *Services* page, click on the desired service.
3. In the *Service Details* page, click on the **Configure Service** button.
4. Scroll down to the *Software Update* section and click the **Edit** button.

Configure Manual Software Updates

To configure the software updates to only occur when manually initiated, do the following:

1. Set *Update Automatically* setting to **Disabled**.
2. Click the **Save** button to save the new software update setting.

When software updates are released for the Axcient appliance, the user will need to manually initiate the update from the Service Details by [clicking the Update Software Now](#) button, and following the steps when prompted.

IMPORTANT: Any running backup job will be canceled once the user manually initiates the software update. When updating the software manually, make sure that there are no backups running. Any backup jobs that are canceled will have to be restarted entirely at their scheduled time after the software update is completed.

Figure 3 - Update Automatically set to Disabled



Configure Automatic Software Updates

To configure software updates to occur automatically, do the following:

1. Set *Update Automatically* setting to **Enable**.
2. Select when the auto updates will occur:
 - a. **Run as soon as an update becomes available** - The appliance will automatically update the software once it is free to do so (meaning there are no active backups running).
 - b. **Run at a target time** - Backups will occur at the configured time. Axcient recommends setting this time to be when no local or Cloud backups running.
3. Click the **Save** button to save the new software update setting.

In both cases, the Axcient appliance will wait for any running backup jobs to complete before beginning the software update.

Figure 4 - Update Automatically set to Enabled

