

# Upgrade Process for appliances 2.0.9 or older

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## Overview

Please be aware that v2.0.10 was released for a very short period of time and this article is applicable to v2.0.10 too.

This article explains the step by step process to upgrade the Swivel virtual or hardware appliances at version 2.0.9 or older to version to 2.0.12. This patch will upgrade OS packages, the CMI menu system and underlying scripts.

For Swivel virtual or hardware appliance versions later that 2.0.9 see [Patch Appliance Install](#)

Note that this will not upgrade the Swivel application version. If a Swivel upgrade is required, upgrade the virtual or hardware appliance first.

Refer to the [Version Information](#) article if you need to clarify your virtual or hardware appliance version.

## Prerequisites

- This update is suitable only for virtual or hardware appliances which have a Console Management Interface menu system. Any previous versions of the virtual or hardware appliance are not upgradable;
- Please ensure that you have [DRAC](#) access available, since this update will include updates to the Console Management Interface scripts, which are an essential element to the SSH login. DRAC is a last resort for access should you encounter any unforeseen issues during the upgrade;
- Incorrect application of the patch has the potential to be service affecting. Please ensure that you conduct the update during UK working hours and involve your PINsafe reseller to minimise risk.
- Before proceeding, login to the virtual or hardware appliance and take a screenshot, or copy and paste the entries on the Version Information screen, so that you are able to recall the previous versions if required. To get to the Version Information screen, select: Advanced Menu -> Version Information.

## Upgrade Process for appliances 2.0.9 or older

1. Download and extract the rpm patch file from the zip file here: [swivel-update1-2.0.12r2-1.noarch.rpm](#)
2. Using [WinSCP](#), upload the patch to the /root directory on the virtual or hardware appliance;
3. Login via SSH. From the CMI menu, select:

- Advanced Menu
  - ◆ Command Line

Enter the command line password;

4. Enter the following commands on the command line to install the patch:

```
cd /root
rpm --force -ivh swivel-update1-2.0.12r2-1.noarch.rpm
cd /root/update
./update_now.sh
```

Follow the on-screen prompts;

5. Once the update has completed, exit from the command line by typing the exit command. Then logout of the CMI menu using the "0." option.
6. Login via SSH once more. You will notice a backup take place;
7. The upgrade is now complete. Check the Version Information screen once again to verify that the versions have been updated. From the CMI menu, select:

- Advanced Menu
  - ◆ Version Information

## Upgrading beyond 2.0.12

Once the Swivel virtual or hardware appliance is at version 2.0.12, and has been verified to be stable, the [Patch Appliance Install](#) can be used to upgrade further.

For information on upgrading the proxy software refer to [Appliance Proxy Server Upgrade](#). For information on upgrading the reset PIN see [ResetPIN upgrade for PINsafe 3.8 How To Guide](#).

## Known Issues

- You may see an error referring to line 60. This can be ignored and is a known issue.