

# Patch Management

## Contents

- 1 Overview
- 2 Prerequisites
  - ◆ 2.1 Applying upgrade patches
  - ◆ 2.2 Virtual or hardware appliance Upgrade Patch 2.0.8.appliance
  - ◆ 2.3 Swivel Upgrade Patch 'patch.3.9.6.swivel'
    - ◇ 2.3.1 Swivel Upgrade Patch 'patch.3.9.6.swivel' Known Issues
- 3 Patch Install Video
- 4 Troubleshooting
  - ◆ 4.1 Previous version displayed in CMI
  - ◆ 4.2 Patch file not located
  - ◆ 4.3 No upgrade option in the CMI
  - ◆ 4.4 Swivel will not start
- 5 Patch Output
  - ◆ 5.1 2.0.8.appliance patch output
  - ◆ 5.2 2.0.7r1.pinsafe and 2.0.7r2.pinsafe patch output
  - ◆ 5.3 2.0.3.appliance patch output

## Overview

How to update the virtual or hardware appliance using a patch file issued by Swivel Secure. Swivel periodically produce updates, and it is advisable to ensure the appliance is on the most current release.

For virtual or hardware appliances see also [Upgrade Appliance](#)

## Prerequisites

Swivel virtual or hardware appliance running smenu (CMI).

Requires a minimum level of virtual or hardware appliance version 2.0.9a, for older versions see [Upgrade Appliance](#)

Only one patch may be applied at a time.

Patch file (see below)

Custom changes backup. Custom changes such as with custom Single Channel images may be overwritten on an upgrade and should be backed up and restored after the upgrade.

## Applying upgrade patches

1. Copy the the patch file (patch.pxxx.tar.gz) to the virtual or hardware appliance using SFTP. Change the uppercase 'P' at the beginning of the filename to be lowercase or else this file will not be detected in step 4
2. Upload to the "/backups/upload" directory
3. Login as "admin" on the console
4. Select "Update Appliance/Swivel" from the "Advanced" menu. This option only appears when the upgrade file has been uploaded and the file is all in lower case (see above)
5. Select "Import patch file {filename}"
6. Select "Display Patch Information" and read the release notes
7. Select "Install new patch file"
8. Confirm the patch upgrade successfully completed
9. Select "Remove patch temporary files"
10. Logout of the session

## Virtual or hardware appliance Upgrade Patch 2.0.8.appliance

You should be running virtual or hardware appliance version 2.0.9a as a prerequisite to this patch. Once patch 2.0.8.appliance is installed, then install the pinsafe patch. Upload and install one patch at a time. Two virtual or hardware appliance patch files are available, the 'full' or 'part'. The 'full' patch file will upgrade any virtual or hardware appliance from version 2.0.9a, however the 'part' should only be used on more recently distributed virtual or hardware appliances, from version 2.0.12. Chose the relevant patch for your virtual or hardware appliance, based on its current version.

For the latest patches see [Downloads](#)

## Swivel Upgrade Patch 'patch.3.9.6.swivel'

Note: only to be applied after the above patch 2.0.8.appliance (either part or full).

For the latest patches see [Downloads](#)

## IMPORTANT:

- if you are using a database other than Internal or MySQL, the JDBC database drivers are NOT copied across from the old Swivel application, nor are any custom transports you may have written yourselves. Custom transports from an earlier version of Swivel software which were written by Swivel Secure will be included in the new application. The easiest way to ensure that the database drivers are included is to copy them to the Tomcat common library: /usr/local/tomcat/common/lib (rather than /usr/local/tomcat/webapps/pinsafe/WEB-INF/lib). Make sure you do this BEFORE you apply this patch. If you forget, and Swivel gives an error after upgrade, copy the drivers to the specified location and then restart Tomcat. Ensure that you set the owner and group for the file to swivel if necessary.
- If you are using Session Sharing see [Swivel will not start](#)

## Swivel Upgrade Patch 'patch.3.9.6.swivel' Known Issues

If the Swivel Administration console has not started after 5 minutes, restart Tomcat, and wait 5 minutes to test again.

If Session Multicast is being used then the cache.xml will need to be manually copied (see Troubleshooting below).

## Patch Install Video

## Troubleshooting

Login as admin, and check the patch has correctly applied.

Ensure the virtual or hardware appliance patch version numbers have incremented.

## Previous version displayed in CMI

Logout the CMI session and log back in again and check version

## Patch file not located

Ensure that the patch file name starts with a lower case p

## No upgrade option in the CMI

This options is only available when the patch file is present on the system, see also case above.

Also if the file name has been modified in another way such as replacing . with \_ this can stop the menu item appearing

Contact Swivel support for any issues.

## Swivel will not start

Check the latest /var/log/tomcat logs for errors, the catalina.out file may show the following message:

**Servlet /pinsafe threw load() exception java.io.FileNotFoundException: /home/swivel/.swivel/conf/cache.xml (No such file or directory)**

If there is an error regarding cache.xml not found then copy the multicast-cache.xml to cache.xml as below

```
cp -pr /usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/multicast-cache.xml /usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/cache.xml
```

## Patch Output

### 2.0.8.appliance patch output

Upgrading Swivel

Continuing will apply patch 2.0.8. It is suggested that the system is not authenticating users whilst the patch is applied.

Checking virtual or hardware appliance version....

Creating backup of original appliance files to /tmp

Updating appliance

Upgrade complete. Please exit the menu system and login again to access the new menus.

Press Return to continue

## 2.0.7r1.pinsafe and 2.0.7r2.pinsafe patch output

Upgrading Swivel

Continuing will apply patch PINsafe 3.9.2. It is suggested that the system is not authenticating users whilst the patch is applied.

Stopping Tomcat and Swivel service

Stopping Tomcat: [ OK ]

waiting for processes to exit

waiting for processes to exit

waiting for processes to exit [ OK ]

Creating new Swivel configuration dir.

Creating backups of original configurations

Creating backup of original PINsafe to /tmp

Starting Tomcat and Swivel service

Tomcat: start....

Removing old PINsafe instance

Deploying new Swivel software

Upgrade complete

Press Return to continue

## 2.0.3.appliance patch output

Applying Patch

Preparing to update CMI.

Are you sure? (Yes/No): y

Creating backup file: /tmp/.backup\_existing\_cmi-1753\_31-Oct-2012.tgz

Backup Completed

Updating RPM Signing Keys

Installing / Updating required packages.

##### [100%]

##### [100%]

##### [100%]

##### [100%]

##### [100%]

##### [100%]

##### [100%]

##### [100%]

Updating WEBMIN

Stopping Webmin server in /usr/libexec/webmin

Running uninstall scripts ..

Deleted init script /etc/rc.d/init.d/webmin

##### [100%]

Operating system is Generic Linux

##### [100%]

Webmin install complete. You can now login to <https://appliance.swivel.local:10000/>

as root with your root password.

Stopping Webmin server in /usr/libexec/webmin

webmin update complete.

Updating Single

1.  
1. 1.  
Updated Single.

Clean up done...

Clean up backups done...

Scanning for orphaned backup directories

Scanning:

No directories matching criteria

Patch applied. Log out to apply changes.

Press Return to continue