



Install and Upgrade Patch Deployment Guide 2020.3.0 FP3

Version: 2020.3.0

Patch Deployment Guide FP6

The purpose of this document is to guide the users for applying patches on AppViewX v2020.3.0 FP6.

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Preface

Revision History

Revision	Description	Date
v1.0	Patch deployment guide for Appviewx 2020.3.0 FP3	April, 2021

About this Guide

The purpose of this document is to guide the users for applying patches on AppViewX v2020.3.0 FP3.

Audience

This document is intended for internal users and customers of Appviewx to support patch deployment activities.

Text Conventions

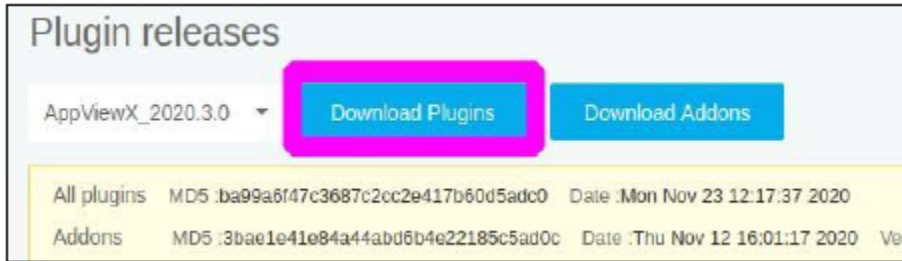
The following text conventions are used in this document:

Convention	Description
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>codeblock</code>	Indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

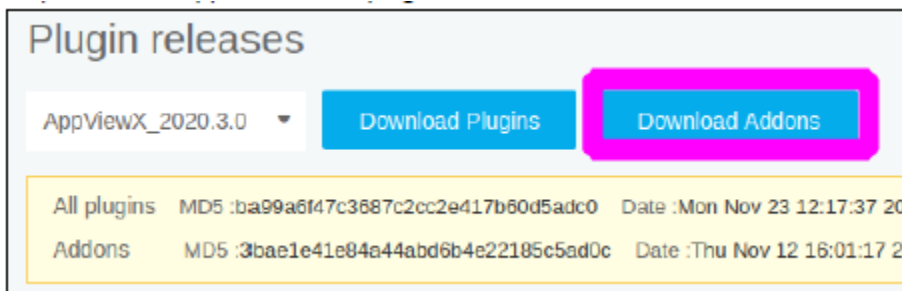
Chapter 1: Prerequisites

The prerequisites for applying the FP3 patch are as follows.

1. Login to the AppViewX release portal using the credentials provided by the AppViewX support team.
2. Download Monthly patch plugins and addons, or
 - a. Download the plugins from the URL: <https://release.appviewx.com/#plugins>



- b. Download the addons from the URL: <https://release.appviewx.com/#plugins>



3. Download the **scripts.tar.gz** from release portal under **Overview > AppViewX_2020.3.0**



4. Downloaded plugins can be cross-verified for md5 checksum.
5. Check if the necessary plugins are enabled in: `<INSTALLER_PATH>/appviewx_kubernetes/scripts/appviewx.conf`

```
ENABLED_PLUGINS=appviewx_dependencies,avx_commons,avx_crontab,avx_config_server,avx_platform_core,  
avx_platform_amc,avx_platform_queue,avx_platform_gateway,a  
vx_platform_web,avx_subsystems,avx_vendors,avx_subsystems_sync  
SSH_OTHER_USER=appviewx  
avx_commons=absecon  
avx_config_server=absecon avx_platform_core=absecon  
avx_platform_queue=absecon avx_subsystems=absecon  
avx_subsystems_sync=absecon
```

For example: Addons package is necessary for some of the plugins to be deployed. Ensure that the addons package downloaded from the release portal is applied first followed by the plugins package

Chapter 2: Applying the Patch

Follow the steps below to apply the FP3 patch.

1. Open the terminal window with valid credentials.
2. To know the status of the pods, execute the command,

```
kubectl get pods -A
```

If a pod is in a state other than *“Running”* or the two containers associated with the pod (0/2 or 1/2) are not up and running, take note of it.

3. If the Fixed Patch1 from AppViewX had already been applied, ignore this step or else follow the two steps below before proceeding with the patch upgrade.

- a. Run the following command on any one node

```
helm uninstall avx-platform-webavx-platform-gatewayavx-platform-amc
```

- b. Run the following commands on all the nodes

```
cd <installation_path>/plugins
```

```
sudo rm -rf avx_platform_web avx_platform_gateway avx_platform_amc
```

4. Copy the downloaded files to the AppViewX server where the AppViewX installer is available.
5. Untar the scripts using the command

```
tar -xzf scripts.tar.gz
```

6. Take backup of the **plugins_install.sh** file in **<INSTALLER_PATH>/appviewx_kubernetes/scripts** using the command:

```
cd <INSTALLER_PATH>/appviewx_kubernetes/scripts mv plugins_install.sh plugins_install.sh.bak
```

7. Copy the files in the scripts directory to the **<INSTALLER_PATH>/appviewx_kubernetes/scripts** directory using the command:

```
cp -r <Download_Directory>/scripts/* <INSTALLER_PATH>/appviewx_kubernetes/scripts/.
```

8. Execute the script file **apply_patch.sh**. On execution it will request the following:

- Absolute file path for plugins and add-on tar files

Atleast one input must be given to proceed with the patch process, or both inputs can be given at the same time also. Both examples are shown below:

```
./apply_patch.sh
```

```
Enter the absolute path of Addon tar package downloaded from the AppViewX Release Portal (Press enter to leave it blank): /home/appviewx/installer/appviewx_kubernetes/scripts/appviewx_addons_2020.3.0.7.tar.gz
```

Enter the absolute path of Plugins tar package downloaded from the AppViewX Release Portal (Press enter to leave it blank):

```
./apply_patch.sh
```

Enter the absolute path of Addon tar package downloaded from the AppViewX Release Portal (Press enter to leave it blank): /home/appviewx/installer/appviewx_kubernetes/scripts/appviewx_addons_2020.3.0.7.tar.gz

Enter the absolute path of Plugins tar package downloaded from the AppViewX Release Portal (Press enter to leave it blank): /home/appviewx/installer/appviewx_kubernetes /scripts/AppViewX_2020.3.0_Latest_Plugins.tar.gz

9. By default, the patch script works at interactive mode and the following questions will be asked during the process:

- a. Verify the list of enabled plugins and their respective data center. After the verification, provide the appropriate input to continue the deployment or exit the process.

```
ENABLED_PLUGINS
_____
appviewx_dependencies
_____

ENABLED PLUGINS AND NAMESPACES
....
Do you wish to continue (Yes/No)? Yes
```

- b. DB backup can be taken before deploying the newer version for rollback.

```
Do you wish to take DB backup(Yes/No)? Yes
```

- c. Old Existing DB Backups can be cleaned.

```
Do you wish to remove Existing DB backup (Yes/No) - Default (No): ? No
```

- d. Old Existing plugin backup can be cleaned up.

```
Do you wish to remove Existing plugin backup (Yes/No) - Default (No): ? No
```

- e. In case of any failure during the patch deployment, an automated rollback can be initiated and done within the script

```
Do you wish to roll back the patch process(Yes/No)? Yes
```

10. After successful deployment, the following message will be displayed along with the manual restore commands for rollback. **Kindly wait for a few minutes for the backend process to complete**

```
Apply complete! Resources: 104 added, 0 changed, 0 destroyed.
```

```
Patch Process Completed and Plugins are Upgraded.
```

Please use following commands to restore:

Restore Plugins:

```
1. rm -rf ../yaml/appviewx_plugins && mv
```

```
/opt/opt1/appviewx_kubernetes/scripts/backup_20210208-021556/appviewx_plugins ../yaml/
```

Restore Database:

```
1. ./mongo_restore.sh /opt/opt1/opt2 /opt/opt1/appviewx_kubernetes/scripts/../../ config-
```

```
server /opt/opt1/opt2/logs/mongo_backup_Mon_Feb_8_02_20_15_UTC_2021/
```

```
2. ./vault_restore.sh -p /opt/opt1/opt2/logs/vault_backup_Mon_Feb_8_02_20_19_UTC_2021
```

11. After the patch upgrade is done, run the following command a gain

```
kubectl get pods -A
```

- If the upgrade is successful, all the pods in the custom data centers should be up and running.
- If a pod is not in the running state but its predecessor (this can be derived from the age of the pod) is up and running, the latest plugin has failed to deploy. Reach out to AppViewX's support team if this is the case

12. Interactive mode can be disabled, by passing the parameter non-interactive in **apply_patch** script

```
./apply_patch.sh non-interactive
```



Note: Automated rollback is not possible since the DB and plugin backup will not be taken in the non-interactive mode.

Chapter 3: Debugging Information

Information on debugging details are mentioned below

1. If deployment fails with the message: “*scp failed: Upload failed*”, run the commands below:

```
chown -R appviewx:appviewx <installation_path>/plugins
```

```
chown -R appviewx:appviewx <installation_path>/logs
```



Note: The `<installation_path>` is mentioned in the `/appview_kubernetes/scripts/appviewx.conf` as the parameter `INSTALLATION_PATH`.

2. The config server pod must be in “Running” state to deploy the plugin. If the config server pod is not in “Running” state, the script will terminate with the following error message.

```
Please ensure that config server pod is in running state before applying the patch.
```

3. To check the status of pods use the command below. If the plugin upgrade is successful, all the pods will be in the running state.

```
kubectl get pods -n <namespace>
```

Chapter 4: More Information

For the latest, most complete information about known and fixed issues with the AppViewX modules, see the latest revision of the release notes.

To access Software Release Notifications for AppViewX Releases, visit our Help center at <https://help.appviewx.com/home>. You need to log in to your AppViewX account. From the Help center, search by the specific release number or navigate to Release Portal and choose the release, for example, v20.3.0.

Documentation Feedback

We request you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to tech-documentation@appviewx.com

If you are preferred to send feedback through e-mail, be sure to include the following information with your comments:

- Document or topic name
- URL or page number
- Software release version (if applicable).

Requesting Technical Support

Technical product support is available through AppViewX help support center, request to send an email to help@appviewx.com

Self-Help Online Tools and Resources

For quick and easy problem resolution, AppViewX is designed an online self-service portal called the help support center that provides you with the following features:

- Find help support center: <https://help.appviewx.com/home>
- Find product technical documentation: <https://helpcenter.appviewx.com/techdoc/>
- Find solutions and answer questions using our Knowledge Base: <https://internalkb.appviewx.com/knowledge-base>
- Download the latest versions of software: <https://release.appviewx.com>