harmonic

Activating new version of software in a Harmonic XOS IRD

This procedure describes how to activate a new version of software.

After the software package is pushed to your XOS IRD in the background, a manual activation of the software is required.

- Note <u>This process is service affecting. If your XOS IRD is in production operation, please</u> <u>arrange a maintenace window, if necessary.</u>
 - 1. Enter the XOS IRD Management IP address into your browser The main login page appears.
 - Enter in your login credentials Login: xos Password: xos-user
 - 3. From the Main Menu, select Platform Configuration





4. In Platform Configuration Window, click the gear icon in the upper-right and select **Upgrade**.

XOS	Platform Configuration -		0.0	ntrolled by DMS: WM TDT (ID 30	a, 232.20.2.93:2093) 💄 -	
	P Settings P Monito	ring CHS PRotes	Tene III System Information	OneCare Portal	. 0.	
	Ethernet ports IP c	∑ Upgrade G Reboot				
	Designation	IP Address	Network Mask	Gateway	VLan	
	Management 01	24.125.137.177	255 255 246.0	241751361	•	
	GbE 03	122.16.38.166	255 255 255 252	172 16 38 165		
	Revert Save					
kmac/04.175.117.177/	Harmonic XDS - Version 1.17.2.0.233 on Uning the Company of Compan			Ucersed by Remove Inc.		

5. The following screen appears. Click **Activate**.

Upgrade equipment

Path
Avantibitims_sw_download_files/full_from_incremental/1.17.3.0.282/xos-upgra

Download

Download and Installation progress
Upprade is ready to be activated

The version 1.17.3.0.282 is ready to be activated

The version 1.17.3.0.282 is ready to be activated

Xativate
Close

6. The following screen appears. Click **Yes**.

🛎 Upgrade equipment

Avar/lib/dms_sw_download_files/full_from_incr	emental/1.17.3.0.282/xos-upgra
	✓ Download
Download and Installation progress	
· · · · · · · · · · · · · · · · · · ·	
 Upgrade is ready to b 	ve activated
✓ Upgrade is ready to b The version 1.17.3.0.282 is ready to be activated	e activated
✓ Upgrade is ready to b The version 1.17.3.0.282 is ready to be activated Activation	ve activated
✓ Upgrade is ready to b The version 1.17.3.0.282 is ready to be activated Activation To finalize the new software activation you need	e activated



- 7. The IRD reboots, which takes about 6-and-a-half minutes. If your service is live, this process will be service-impacting.
- 8. Return to the main Login page and verify the new code version at the bottom of the screen

Version number should display 1.19.3.0.378 at the bottom of the screen

	harmonic
	Please log in
	Username
	Patsword
	C Remember me
	Log in
Hermonic XOS - venion 1.19.3.0.378	Reisene Formy - Key Printed

9. **NOTE**: In rare occasions, if you encounter the below error at the end of the upgrade procedure, please perform an additional IRD reboot, which will resolve the error.

System: VOS App Failure	×						
Detected Today at 04:39:51 PM							
There is 1 app at failure state [Upgrade]							
Solutions							
1. Report to DevOps for restoring the vos app							
Take me there Acknowledge (10 min snooze) All	Schedule fix						