Update

Update

We are working on the translation of the Pandora FMS documentation. Sorry for any inconvenience.

Warp Update (Update Manager)

If you have version 762 (or earlier) installed, use Update Manager .

- This section will only be visible if Enable Warp Update is activated in the General Configuration.
- You must have Internet access in Web Console and in Pandora FMS server.
- Warp Update will contact you to find the latest version available (on SourceForge).
- Updates are automatic and in 99% of cases it works successfully if the environment is correctly configured.
- You can also update offline (offline) if the PFMS server to be updated is in a restricted and/or limited environment.

Warp Update Online

- To update by Warp Update online you must be registered.
- Warp Update will connect and analyze what updates are needed.
- If it is up to date, it will show the current active version, without the need to perform any other action.

Warp Update Offline

ⒺFor Enterprise environments you can upgrade *offline*. Contact support for downloading the files.

Warp Update Offline also serves to install *patches* of different types: console (OUM), server (`tar.gz`) and manual combined *patches* (`tar.gz`).

Applying patches and/or updates offline may make your Web Console unusable, it is recommended to perform a full backup beforehand.

- In the case of a version upgrade, you must download the corresponding OUM and `tar.gz`, install the OUM first and then the *tarball*.
- Once the file(s) have been downloaded, access the Warp Update → Warp Update Offline menu and click the Browse it button to select file by file.
- Review the information displayed on the screen and check if it matches the updates and/or corrections. To process click on the green icon in the lower right corner, wait for the console to display the results of each process.

Warp Update Journal

Go to the Warp Update menu → Warp Update Journal to know the updates made, version, date and time of application, user who requested and applied it, etc.

Warp Update Setup

Enterprise version: Please contact support before changing
any of the following fields:

- Warp Update URL.
- Use secured Warp Update.
- Proxy server.
- Proxy port.
- Proxy user.
- Proxy password.

- Allow no-consecutive patches: Allows non-consecutive updates to be installed. Off by default and is the recommended option.
- Limit to LTS updates: Allows you to update only long-term versions, active by default.

Manual update

- Pandora FMS consists of: Server, Database and Console (Open source version).
- In Enterprise installations the process will have a few more steps than the Open version.
    - Enterprise Web Console (extended functionality in the Console).
    - Enterprise Server (extended functionalities in the Server).
    - Database (additional tables of the Enterprise version).
- Updates will always include console changes, occasionally server changes (minor updates) and rare database changes (major updates).

Update a minor version

1. A database backup must be performed. Example:

```
mysqldump -u root -p pandora> backup_pfms_X.Y.sql
```

2. A backup of the configuration files must be made: `pandora_server.conf`, `config.php`, `pandora_agent.conf`.

3. A backup of the Server and Agent plugins must be made, located at:

```
/etc/pandora/plugins
pandora_console/attachment/plugin
```

```
/usr/share/pandora_server/util/plugin
```

4. The services: `pandora_server`, `tentacle_serverd`, `httpd`, `pandora_agent` and `mysqld` must be stopped.

5. You can proceed with the update.

6. Remember to restart the services stopped in point 4.

From RPM packages

Download the next version to the one installed:

https://firefly.pandorafms.com/pandorafms/

- Open Source Console Update:

```
rpm -U pandorafms_console*.rpm
```

- 🅴 Update of the Enterprise console:

```
rpm -U pandorafms_console_enterprise_package.rpm
```

- Open Source server update:

```
rpm -U pandorafms_server*.rpm
```

- 🅴 Server update Enterprise with tar.gz:

```
tar -xvzf pandorafms_server_enterprise_package.tar.gz
cd pandora_server
./pandora_server_installer --install
```

- Software Agent Update:

```
rpm -U pandorafms_agent_*.rpm
```

At all times, before and after the update, you will be able to know your installed versions by running the command:

```
rpm -qa | grep -i pandora
```

From Tarball / Sources

- You must visit https://firefly.pandorafms.com/pandorafms/ and download the version after the

one installed.

- Change `package` to the name of the downloaded version and `yourconsolepath` to the full path of the installed console.
- Open Source Console Update:

```
tar xvzf pandorafms_console_'package'.tar.gz
cd pandora_console
./pandora_console_upgrade -p /'yourconsolepath'
```

- 🅴 Update of the Enterprise console:

```
tar xvzf pandorafms_console_enterprise_'package'.tar.gz
cd pandora_console
./pandora_console_upgrade -p /'yourconsolepath'
```

- Open Source server update:

```
tar xvzf pandorafms_server_'package'.tar.gz
cd pandora_server
./pandora_server_upgrade --upgrade
```

- 🅴 Server update enterprise:

```
tar xvzf pandorafms_server_enterprise_'package'.tar.gz
cd pandora_server
./pandora_server_installer --upgrade
```

- Software Agent Update:

```
tar xvzf pandorafms_agent_'package'.tar.gz
cd pandora_agent
./pandora_agent_installer --force-install
```

Major Update

Version 7.0 NG Rolling Release

It is always recommended to update the Console using Update Manager. If the database is out of date, the web console will show a notice with the title Minor release/s available.

To solve this problem, you must enter through a shell to the server where the Pandora FMS Console is located and go to the directory:

```
cd /var/www/html/pandora_console/extras/mr
```

Inside this directory will appear another directory named `updated`. All the MR that are applied must be stored there and those that are not must be stored outside of it. Example of executing the file `1.sql` (MR 1):

```
cat 1.sql | mysql -u root -p pandora
```

Once the sql(s) have been applied to the database, they must be moved to the `updated` directory.

```
mkdir -p updated
mv1.sql updated/
```

Then you have to update the value of MR inside the MySQL table `tconfig`:

```
mysql -u root -p pandora> use pandora;> update tconfig set value=XX where
token='MR';
```

To know the MR to be applied, please go to the following link.

Automatic update with Update Manager

- You must have Internet access in Web Console and in Pandora FMS server.
- The Update manager menu is accessed → Update manager online.
- It will show if there is any pending update as well as the current version of the console.
- If there is any update, press Ok to install.
- Some of the updates carry database modifications. If this is the case, click on the Apply MR button.
- Click on the Ok button to finish the update process.

Enterprise Online Updates

Unlike Open Source updates, these have some additional features:

- 100% tested and verified by the development team so you can enjoy daily updates (sometimes within a few hours after opening a ticket).

- Targeted (incremental) updates that allow you to update only what is out of date, without downloading heavy packages from the Internet.

- Allows offline updates, downloading packages from the support page, for installations ofPandora FMS that do not have an Internet connection (for security).

To be able to use Update Manager in the Enterprise version, you must first have correctly configured that software for updates, which has its own section in the Update manager menu → Update manager options.

Open Source online updates

The process is similar to the Enterprise version but without the additional step of license

verification.

Enterprise Offline Updates

(E) You can download Pandora FMS offline updates, which are files with the extension .OUM. To do this, go to the page of official support of Pandora FMS and download it.

Offline patching can make your console unusable, it is recommended to do a full backup first.

- Access the Update manager → Offline menu and press the Browse it button to select the downloaded OUM file.
- Click on Click on file for install.
- The update will be applied following the same flow of operations as in the online case, showing the dialogs corresponding to the update of the Console and the database, in the event that there are changes in it.

In case of updating an installation with High Availability (HA), it will be necessary to take into account what is indicated in this section.

Additional PHP engine configuration for Update Manager operation

For Open Update Manager to run correctly you must set the reserved memory to 800 megabytes in the php.ini file:

```
memory_limit = 800M ; Maximum amount of memory a script may consume
```

To know the location of the php.ini file you can use:

```
php -i | grep php.ini
```

Downgrade

From RPM packages

- Open Console Update:

```
rpm -i --force pandorafms_console_package.rpm
```

- Enterprise Console Update:

```
rpm -i --force pandorafms_console__enterprise_package.rpm
```

From Tarball/Sources

- Open Source console update:

```
tar -xvzf pandorafms_console_package.tar.gz
mv --force ./pandora_console/* /yourconsolepath
```

- Enterprise Console Update:

```
tar -xvzf pandorafms_console_package.tar.gz
mv --force ./enterprise /yourconsolepath
```

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