



# Pandora ITSM Upgrade



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<https://pandorafms.com/manual/!current/>

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# Pandora ITSM Upgrade

In Pandora ITSM there are two types of updates to obtain and install all the necessary versions until the last published version is reached. The first one may be done through the graphical interface and the second one is intended for system administrators or by automated processes.

## Online web update

Warp update → Update online menu.

Since version 105, the Warp update feature takes care of keeping up to date with new Pandora ITSM new versions and patches.

In order to access the repository, sign up with an email address to obtain a permanent UID, which is saved for future updates.

Once you contact the update server, you will be offered two options, Update to next version button or Update to latest version button. *If you have the latest version installed, neither of the two buttons will be enabled.*

A summary of each update will be displayed with the changes and fixes included, it will take some time to download the files. Upon completion, it is recommended to check the [system status](#).

## Offline web update

Intended for environments without Internet access or which, for security reasons, do not have direct Internet access. One or more files containing the updates must be downloaded to the computer.

Applying patches offline may render PITSM Web Console unusable, it is recommended to make a full backup of the files before applying any patches.

Warp update → Update offline menu.

Unless you [pre-registered](#), in order to download the necessary files, request a temporary code to access the update repository.

## Offline update Pandora ITSM

DROP THE PACKAGE HERE OR [BROWSE IT](#)

To download new packages, copy the text below and go to this link.

Please complete the email first for generate code:

[Generate](#)

Please fill in this field.



When you enter an email address and click Generate, copy it to the code by clicking on the icon, click on ... go to this link, paste and login.

### Warp update



Pandora ITSM is a powerful and flexible helpdesk solution for support and customer service teams, aligned with ITIL processes. It allows for easy ticket management and service measurement both internally and externally. With Pandora ITSM, you can set and track SLAs, measuring each client's incidents individually.

#### Details of your current Pandora ITSM version

Everything is okay, you have the latest version!

Current version

104

Your license will expire on: 31 December 2034

If you need more information regarding offline installation, please [check our documentation](#) ...

[Search](#)

#### Information

No version available

You may search by keyword in the name and description of the update and click on the list to get a pop-up window with all the files available in that version.

Once downloaded (one at a time), click BROWSE IT to select each file in the pop-up window.

The size of each file must be smaller than specified in the `post_max_size` and `upload_max_filesize` tokens in the `/etc/php.ini` file.

Once you have finished uploading each file, if the file analysis is satisfactory, you may apply the update by clicking on the green button in the bottom right corner and [Finish the update process](#).

## Updating by packages

### Upgrade with RPM

In the terminal window, download the package in `.rpm` format and with the appropriate permissions run the following command (replace `< new_packet_name >` with the name given to the downloaded file):

```
rpm -U <new_packet_name>.rpm
```

To upgrade from any previous version to version 103 or later, the following steps must be followed:

- Query the installed package name (`< old_package_name >`) with:

```
rpm -qa | grep -i integria
```

- Uninstall the installed package without altering the files:

```
rpm -e --justdb --noscripts < old_package_name >
```

- Install the new RPM package with `dnf` or `rpm`:

```
rpm -U < new_package_name >
```

### Upgrade with DEB

In the terminal window, download the package in `.DEB` format and with the appropriate permissions run the following command (replace `< packet_name >` with the name given to the downloaded file):

```
dpkg -i <packet_name.deb>
```

## Upgrade with tarball

Depending on where Pandora ITSM is installed, by default `/var/www/html/integria`. The tarball is downloaded in the `/tmp` directory and the following commands are executed as root user or equivalent (`< name_packet >` is replaced with the name given to the downloaded file):

```
cd /tmp
tar xzf <name_packet>.tar.gz
cd integria_enterprise
./integria_update -p /var/www/html/integria
```

## Warp Update Setup

Warp update → Options menu.

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: It allows non-consecutive updates to be installed. Off by default and is the recommended option.
  - Limit to LTS updates: It allows you to update only long-term versions, active by default.

## Warp update options

### Warp Update URL

### Use secured Warp Update



### Proxy server

### Proxy port

### Proxy user

### Proxy password

### Allow no-consecutive patches



### Limit to LTS updates



### Registration ID

F2...jM

### Cancel registration

Unregister

## Warp journal


Warp update → Warp journal menu.

Since version 105, this option has been available to register one by one the updates applied (version, type, source, user and date). It has a keyword filter with search in several columns.

## After upgrading

It may be necessary to log in to the Web Console again. Then check in the About menu to make sure that the version and MR changed from the previous version.

[Information](#) [License information](#) [System Info](#) ✕

 **PANDORAITSM**

**Pandora ITSM**  
**Version 5.0.104 - Andromeda - Enterprise**  
**MR version** MR97  
**Package** 104

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