Mitel MiVoice Business

SECURITY CERTIFICATE UPDATE PROCEDURES FOR PRE-MIVB 9.0



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Root Certificate Update Procedures V1

July 2019

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Purpose of this Document

On August 21, 2020 15:52:50, the MiVB's AMC root certificate will expire. As a result, all MiVB systems running release MCD 5.0 to MIVB 9.0 SP2 must be updated with a new AMC root certificate prior to the expiry date to prevent the system from going into critical license violation.

To update the AMC root certificate on the MiVB, refer to Table 1 for the summary of upgrade options.

MCD/MIVB version	AMC root certificate Upgrade options	Remarks
MiVB 9.0 ~ MiVB 9.0 SP2	Upgrade to MiVB 9.0 SP3 or later	MiVB 9.0 SP3 includes the new AMC root certificate
MCD 5.0~MIVB 8.0 SP3 PR3	Manually apply the AMC root certificate for online licensing only; OR	Manual process does not require to reboot.
	Use Software Installer (S.I) 14.0.0.15 to apply the root certificate.	S.I Tool activates the patch by rebooting MIVB automatically
	For offline licensing option, S.I is required.	
For pre-MCD 5.0	Not applicable	

Table1: AMC root certificate upgrade options

This document describes procedures to update the AMC root certificate on systems running pre-9.0 software:

- S.I Update Procedure for all platforms
 - Troubleshooting
- For Manual Update procedure, please download these patches for each associated platform from Software Download Center > MiVoice Business > AMCRootCertExpiryPatch for Pre-MiVB9.0

	Filter	-	Filter	*		Filter 👻		
MiVoice Busine	ss > A	MCRootCertExpiry	Patch f	or Pre-	MiVB9.0 🕦			
	•	Patch for ISS, VMCD, MXe Server	Hotfix		rootCert2040_linux.zip https://swdLmiteLcom/ui/TechSup/Mitel Communications Director/AMCCert2040/rootCert2040_linux.zip	Akamai UI Content (Secured)	Download URL	
	•	Patch for MiCD tenants	Hotfix		rootCert2040_x86 https://swdl.mitel.com/ui/TechSup/Mitel Communications Director/AMCCert2040/rootCert2040_x86	Akamai UI Content (Secured)	Download URL	
	•	Patch for Mxe, CX AX, LX, MX	Hotfix		rootCert2040_ppc https://swdLmiteLcom/ui/TechSup/Mitel Communications Director/AMCCert2040/rootCert2040_ppc	Akamai UI Content (Secured)	Download URL	

Table 2:	Tools and	patch d	leliverables	reauired to	manually	update	AMC roo	ot certificate
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Platform Type	AMC root Patch deliverables	Tools required
AX	rootCert2040_ppc	Tool= FTP for transferring patch
CX, CXi (II)		
LX, MX		RTC shell access (serial port or equivalent)
MXe		
MiCD tenant(s)	rootCert2040_x86	Tool = FTP for transferring patch
		Putty (SSH) to access RTC shell
ISS,vMiVB, MIVBx	rootCert2040_linux.zip	Tool = WinSCP or sFTP for transferring patch
Stratus, MXe Server		Putty (SSH) to access RTC shell

- Manual Update Procedure for AX, CX, CXi, LX, MX, or MXe Systems
- Manual Manual Update Procedure for MICD Systems
- Manual Manual Update Procedure for ISS, vMiVB, MIVBx, MXe Server, Stratus Systems
- S.I Update Procedure for all platforms
- Troubleshooting

For Manual Update procedure, please download these patches for each associated platform from Software Download Center > MiVoice Business > AMCRootCertExpiryPatch for Pre-MiVB9.0



Table 2: Tools and patch deliverables required to manually update AMC root certificate

Platform Type	AMC root Patch deliverables	Tools required
AX	rootCert2040_ppc	Tool= FTP for transferring patch
CX, CXi (II)		
LX, MX		RTC shell access (serial port or equivalent)
MXe		
MiCD tenant(s)	rootCert2040_x86	Tool = FTP for transferring patch
		Putty (SSH) to access RTC shell
ISS,vMiVB, MIVBx	rootCert2040_linux.zip	Tool = WinSCP or sFTP for transferring patch
Stratus, MXe Server		Putty (SSH) to access RTC shell

Manual Update Procedure for AX, CX, CXi, LX, MX, or MXe Systems

Preparation:

- a. Download the rootCer2040_ppc update (see page 4)
- b. RTC shell access (serial port of the controller or Putty to system IP with port 2002 in raw mode)
- c. FTP from DOS prompt or FTP application for transferring patch in BINARY mode.

Step 1	FTP rootCert2040_ppc to the /sysro folder of 3300 ICP system in Binary mode					
	You can use your preferred FTP client. If you are not familiar with FTP, you can use the instructions below					
	to FTP from the windows operation system					
	To access DOS prompt:					
	 To open the Windows command line, click Start > Run In the Run dialog, type: cmd and then click OK. A new DOS window opens, displaying the current path of C:/ < >. 					
	Type: cd / to change the directory to where rootCert2040_ppc is					
	To start FTP session in DOS:					
	 Type: ftp <ip address="" controller="" of=""> and log in with ESM credentials.</ip> 					
	Type: bin #for binary mode					
	Type: put rootCer2040_ppc					
	Type: bye #To terminate					
Step 2	To install rootCert2040_ppc					
	On RTC shell, type: ld -> ld Wrote new certificate to /sysro/certificate/LM_AMC_root.pem New root certificate activated.value = 484762168 = 0x1ce4e238					
	New root certificate activated.value = $484762168 = 0x1ce4e238$					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change , click Retrieve License to perform AMC sync, then click					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required.					
Step 3	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required. To validate if the new certificate is in use after AMC sync.					
Step 3 Step 4	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required. To validate if the new certificate is in use after AMC sync. 4a> View ESM maintenance logs and verify that the software version would have ".9" appended to the current system's software					
Step 3 Step 4	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required. To validate if the new certificate is in use after AMC sync. 4a> View ESM maintenance logs and verify that the software version would have ".9" appended to the current system's software version. "xx.9" confirms that new certificate is in use after AMC sync.					
Step 3 Step 4	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required. To validate if the new certificate is in use after AMC sync. 4a> View ESM maintenance logs and verify that the software version would have ".9" appended to the current system's software version. "xx.9" confirms that new certificate is in use after AMC sync. Maintenance 1528 Warning 2019/Jun/05 08:44:00 Licensing AMC sync 3300-14.0.9=software					
Step 3 Step 4	To perform AMC sync to update ARID and/or GARID with the newly installed certificate 3a> Launch ESM > License and Options Selection Form, click Change, click Retrieve License to perform AMC sync, then click SAVE 3b> For GARIID if applicable, access the Application Group Licensing form, click Change, click Save Note: For offline licensing sync, S.I 14.0.0.15 or higher is required. To validate if the new certificate is in use after AMC sync. 4a> View ESM maintenance logs and verify that the software version would have ".9" appended to the current system's software version. Maintenance 1528 Warning 2019/Jun/05 4b> (optional) View the ARID/GRID record in AMC to confirm that ".9" is appended to software version. Software Version Software Version Software					

Manual Update Procedure for MICD Systems

Preparation:

- a. Download the **rootCer2040_x86** update from software download center (see page 4)
- b. RTC shell access (Require Putty or similar application to establish SSH session to MiCD server)
- c. FTP from DOS prompt or FTP application for transferring patch in BINARY mode

Step 1	FTP rootCert2040_x86 to the /sysro folder of 3300 ICP system in Binary mode				
·	You can use your preferred FTP client. If you are not familiar with FTP, you can use the instructions below to FTP in the windows operation system				
	To access DOS prompt:				
	• To open the Windows command line, click Start > Run				
	 In the Run dialog, type: cmd and then click UK. A new DOS window opens, displaying the current path of C:/ <>. 				
	• Type: cd / to change the directory to where rootCertzU4U_ppc is				
	To start FTP session in DOS:				
	Type: ftp <ip address="" controller="" of=""> and log in with ESM credentials.</ip>				
	Type: bin #for binary mode				
	Type: put rootCer2040_x86				
	Type: bye #To terminate				
Step 2	To establish RTC shell of a tenant				
	To identify the tenant ID in which patch will be applied,				
	Launch I.E browser and access MICD sever-manager (https:// <x.x.x.x>/server-manager) -> Applications > MiVoice Business Mulit-</x.x.x.x>				
	instance, identify the ID for RTC shell access.				
	To establish RTC shell of a specific tenant,				
	Launch Putty to establish SSH session to MiCD server and login as root user				
	Type: mcd-debug-console N where N (e.g. 17) is the tenant ID to be entered.				
	login as: root				
	Last login: Fri May 31 14:29:38 2019 from 10.35.27.23				
	[root@micdlsupport ~] # mcd-debug-console 17				
Stop 3	To install rootCart2010 v86				
	On RTC shell (with ->prompt) type: Id				
	Tin: If you do not see -> prompt, press Enter				
	-> ld				
	Wrote new certificate to /sysro/certificate/LM_AMC_root.pem				
	New root certificate activated.value = 982517236 = 0x3a9005f4				
Step /	To perform AMC supe to update ARID and/or GARID with the newly installed certificate				
Olep 4	As Laureh ESM > License and Ontions Selection Form, click Change, click Patricus License to perform AMC cure				
	then click SAVE, and/or				
	then chick SAVE; and/or the For ODAID if any lightly access the Application Occurs Lightness from all the Observe all the Court				
	4D> For GRAID IT applicable, access the Application Group Licensing form, click Change , click Save				
Step 5	To validate if the new certificate is in use after AMC sync.				
	5a> View ESM maintenance logs and verify that the software version would have ".9" appended to the current system's software				
	version. "xx.9" confirms that new certificate is in use after AMC sync.				
	Maintenance 1528 Warning 2019/Jun/05 08:44:00 Licensing AMC sync 3300-14.0.9=software				
	First (and in a NIC) of the ADID (CADID as and in ANC) to an firm that " O" is some and all to a fitness surprise				
	5D> (optional) View the ARID/GARID record in AMC to confirm that ".9" is appended to software version.				
	Software Version Software Version				
	3300 ICP / MCD MIVB 8.0.9				

Manual Update Procedure for ISS, vMiVB, MIVBx, MXe Server, Stratus Systems

Preparation:

- a. Download the **rootCer2040_linux.zip** update from software download center (see page 4)
- b. RTC shell access (Require Putty or similar application to establish SSH session to MSL based server.
- c. WinSCP or SFTP application for transferring rootCer2040_linux.zip in BINARY mode

Step 1	WinSCP or SFTP rootCert2040_linux.zip to the /tmp folder of MSL based server in Binary mode				
	You can use your preferred SFTP application such as WinSCP. If you are not familiar, you can use the instructions using FileZilla application To establish SFTP session to the controller: Launch FileZilla application > File > Site Manager				
	General Advanced Transfer Settings Charset				
	Protocol: SFTP - SSH File Transfer Protocol Host: 10.37.28.171 Port:				
	Logon Type: Normal V User: root				
	Password:				
	To transfer rootCert2040_linux.zip to the /tmp folder On the local site (left), navigate to the folder in which rootCert2040_linux.zip is located On the remote site(controller), change to /tmp folder Select rootCert2040_linux.zip_right-click and select Upload to /tmp folder				
	Note: Make sure the transfer option is in binary mode				
	File Edit View Transfer Server Bookmarks Help New version availal				
	Host: Username: Password:				
	Status: Directory listing of "/root" successful Status: Retrieving directory listing of "/tmp" Status: Listing directory /tmp				
	Micd13 - system@10.37.54.13 × Micd13 - system@10.37.54.13 × micd				
	Local site: .1\Pre-9.0Cert\FromSandy\ Remote site: /tmp				
	Filename Filename				
	i rootCert2040_x8b i hsperfdata_tenant0 i rootCert2040_ppc i hsperfdata_tenant1 i rootCert2040_linux.zip i hsperfdata_tenant2 i rootCert2040 v1.doc i hsperfdata_tenant3				
Step 2	To establish SSH session to MSL based server and then unzip rootCer2040_linux.zip				
	במנותר דעונץ ום באמטואוד ססד אבאוטוד נס אוסב שמצע צבועבן מוע וטעוד מא דטטר עצבו				

[Type: unzip -d "/" "/tmp/root	Cert2040 linux zin"			
	Proof@mivb-x~				
	Brotemive-x:~	_			
	.ogin as: root				
	coot@10.37.28.41's pa	ssword:			
	ast login: Thu Aug 3	0 13:07:08 2018 from 10.35.19.95			
	robiue: /twp/rootCe	p -a "/" "/tmp/rootcert2040_linux.zip"			
	inflating: /etc/e-s	mith/events/pre_sync/S22mcd_certyer			
	inflating: /var/ser	vice/tenant0/mn3300/active/svsro/rootCert2040_x86			
	root@mivb-x ~1#	·100, 0000000, 000100, 01010, 01010, 100000101010_00_			
010	To be to Balance and the second				
Step 3	To install the new certificate	e on RTC shell stan2) type: mcd-dahug-console			
		med debug geneele			
	[IOOC@mIVDX805p5 ~]#	mca-debug-console			
		the second state of the se			
	Tip: If you do not see -> pro	mpt press Enter			
		n=2040_m26			
	-> Id <th>rt2040_X00 e to /svero/certificate/IM AMC root nem</th>	rt2040_X00 e to /svero/certificate/IM AMC root nem			
	New root certificate	activated value = 982517236 = 0x3a9005f4			
_					
Step 4	To perform AMC sync to update ARID and/or GARID with the newly installed certificate				
	4a> Launch ESIVI > License	and Options Selection Form, click Change , click Retrieve License to			
	4b> For GRAID if applicable	access the Application Group Licensing form click Change click			
	Save				
Step 5	To validate if the new certific	cate is in use after AMC sync.			
	5a> View ESM maintenance the current system's softwar sync.	e logs and verify that the software version would have ".9" appended to re version. "xx.9" confirms that new certificate is in use after AMC			
	Maintenance 1528 Warnin	g 2019/Jun/05 08:44:00 Licensing AMC sync 3300-14.0.9=software			
	5b> (optional) View the ARI	D/GRID record in AMC to confirm that ".9" is appended to software			
	Version.				
	Software Version . Software	Version			
	3300 ICP / M	CD MIVB 8.0.9			
	For ULM record, AMC displa	ays .9 version as follows:			
	Software	Version			
	MBG: Web Proxy	MiVoice Border Gateway 9.4			
	Teleworker Solution	MiVoice Border Gateway 9.4			
	NuPoint Messenger	NuPoint Unified Messenger v8.0			
	3300 ICP / MCD	MiVB 8.0			
	3300 ICD / MCD	MiVB 8 0 9			
	SSUDICE / WICD				

Software Installer (S.I) update procedure for all platforms

To use S.I to update AMC Root Certificate, please download S.I version 14.0.0.15 or higher from Software download center.

S.I provides a new "Update Root Certificate" option to apply on the current 3300 controllers running MCD 5.0~MiVB 8.0 SP3 PR3. To prevent the loss of AMC root certificate, S.I automatically applies the new AMC root certificate on MiVB software upgrade.

1. Choose the option	n you would like to perform.
O Perform Upgrade	Offline (stops call processing to decrease upgrade time)
O Perform Full Instal	Migrate SX-2000 Database
Apply Patch	
Opdate Root Certif	icate

A system reboot will be performed automatically for new root certificate to take effect.

Platform Type	No MiVB software upgrade involved	MiVB Software upgrade involved
AX	Use S.I option to "Update Root Certificate"	Launch S.I to perform MiVB upgrade.
CX, CXi (II)		i.e. S.I automatically applies Root Certificate on MiVB
LX, MX		upgrade.
МХе		
MiCD tenant(s)	Use S.I option to "Update Root Certificate"	Launch S.I to perform MiVB upgrade.
		Note: If the MiVB upgrade is via MiCD server manager, no new Root Certificate is installed. Use S.I option to "Update Root Certificate".
ISS, vMiVB, MIVBx	Use S.I option to "Update Root Certificate"	S.I does not support MiVB upgrade on these platforms.
Stratus		After MiVB software is upgraded, use S.I option to "Update Root Certificate",
MXe Server	Use S.I option to "Update Root Certificate"	Launch S.I to perform MiVB upgrade.
		If MXe Server is re-installed via recovery iso image, choose one of following options:
		Launch S.I to upgrade MiVB software; or
		Use S.I option to "Update Root Certificate".

Table 3: S.I Option to update root certificate with or without MIVB Software upgrade

S.I online licensing Procedure to "Update Root Certificate"

Step 1	Launch S.I 14.0.0.15 or higher to select "Update Root Certificate"		
	Connect to 3300 system, click Configure		
	Select "Update Root Certificate" option, click Next		
Step 2	Retrieve ARID and/or GRID if applicable from AMC		
	In Step 3a. License and Option Selection, click Retrieve Licenses for ARID, click Next,		
	Note: Please do not alter any license options as it may require database backup and restore.		
	In Step 3b, click Next		
	Click Start to update root certificate and to reboot.		
	Wait until S.I confirms Update is successful.		
Step 3	To validate if the new certificate is in use after AMC sync.		
	View the ARID/GARID record in AMC to confirm that ".9" is appended to the corresponding software version		
	Software Version : Software Version		
	3300 ICP / MCD MIVB 8.0.9		
	For CARID day 1.0-coftware" would be undeted to "day 1.0.0-coftware"		
	Tor GARD, diff-1.0-software would be updated to diff-1.0.3-software .		
	For ULM, AMC displays .9 version as follows:		
	Software Version		
	MBG: Web Proxy MiVoice Border Gateway 9.4		
	Teleworker Solution MiVoice Border Gateway 9.4		
	NuPoint Messenger NuPoint Unified Messenger v8.0		
	3300 ICP / MCD MiVB 8.0		
	3300 ICP / MCD MiVB 8.0.9		
	Mitel Applications Suite Suite Applications Services 7.2		

S.I offline licensing Procedure to "Update Root Certificate"

Conditions:

• 3300 system and PC running S.I does not have internet access in the customer's network

Step 1	Launch S.I 14.0.0.15 or higher to select "Update Root Certificate"			
	Connect to 3300 system, click Configure			
	Select "Update Root Certificate" option, click Next			
Step 2	Retrieve ARID and/or GRID if applicable from AMC			
	 In Step 3a. License and Option Selection, click Retrieve Licenses for ARID, click Next, 			
	Note: Please do not alter any license options as it may require database backup and restore.			
Step 3	(optional). S.I may present confirmation dialog. Press No to continue			
	The confirmation dialog(optional) is likely that license key was previously retrieved and/or saved to the local P.C. This is to confirm if you want to use the previous key saved to P.C. It is required to retrieve new key based on the new root certificate.			
	Software Installer - 10.39.80.23: Confirmation			
	A License Keys file from an Offline sync has been detected locally.			
	Do you wish to use the values in this file? Select "No" to delete			
	bo you wish to use the values in this hier beleter his to delete.			
	Yes No			
Step 4	Due to no AMC access. S.I prompts to license the system "OFFLINE"			
	S.I dialog - "Cannot Contact AMC" is presented when S.I is unable to connect to the AMC via the internet.			
	The location of the batch file – retrvlic.bat is showed in the dialog.			
	If you have GARID as well, S.I dialog displays 2 location of retrvlic.bat for both ARID and GARID.			
	Make a note of this location for Step 5 and then close the current S.I session.			
	For reference, the location of the batch file may year depending on Windows as follows:			
	For reference, the location of the batch file may vary depending on Windows as follows: For Windows 10, C:\Lisers\ <user id="">\AppData\Local\Mitel\Mi\/oice Business Software Installer\AMC\<arid garid="" or=""></arid></user>			
	For Windows XP, C:\Documents and Settings\ <user id="">\Application Data\Mitel\MiVoice Business Software</user>			
	Installer\AMC\ <arid garid="" or=""></arid>			
	····			
	Note: The folder for the location of batch file is hidden by default in Windows.			
	To unhide, open File Explorer from taskbar, select View > Options> Change Folder and search options.			
	select view tab and, in Auvanceu settings, select Show muden mes, folders and unves			
	10.39.80.23 - Cannot Contact the AMC ×			
	The AMC cannot be contacted. Please run the batch file located at			
	C:\Users\lai\AppData\Local\Mitel\MiVoice Business Software Installer\AMC\64244384\retrvlic.bat			
	from a PC with internet connectivity. After obtaining the licenses please restart the Software Installer tool to complete the Licensing process.			
	OK			

-				
Step 5	To perform AMC sync by running retrvlic.bat for ARID and/or GARID(if applicable)			
	 Connect the PC running S.I to the network with internet connectivity 			
	 From windows explorer, navigate to retrvlic.bat and double-click to run 			
	C:\Users\lai\AppData\Local\Mitel\MiVoice Business Software Installer\AMC\64244384>a EnableDelayedExpansion			
	 Set up required environment: The operation completed successfully. Sync footprint 0000002b222b with AMC - wait up to 90 seconds: 			
LOG NORMAL, June 20, 2019 12:14:24: Starting sync at Thu Jun 20 12:14:24 2019 LOG NORMAL, June 20, 2019 12:14:35: Sync #20 completed successfully at Thu Jun 20 1 3. Results: Sync completed successfully.				
				Press any key to continue This confirms that the new license key is available
	• For GARID, navigate to retrvlic.bat (2 nd location for GARID) and double-click to run to complete.			
Step 6	6 To license 3300 with the new license key			
	 Reconnect PC running S.I to the local network in which 3300 is located (no internet connectivity) 			
	 Repeat Step 1 and 2 to launch S.I to retrieve license from 3300 controller Click YES when prompted to use local license keys (which recently retrieved from step 5) 			
	Software Installer - 10.39.80.23: Confirmation			
	A License Keys file from an Offline sync has been detected locally.			
	Do you wish to use the values in this file? Select "No" to delete.			
	Yes No			
	 Complete the rest for S.I prompts and click Start to complete 			
	Note: 3300 will reboot upon successful licenses			
017	Wait until S.I confirms the Update is successful.			
Step /	To validate it the new certificate is in use after AMC sync			
	View the ARID/GARID record in AMC to confirm that ".9" is appended to the corresponding software version			
	Software Version Software Version			
	3300 ICP / MCD MIVB 8.0.9			
	For GARID, dlm-1.0=software" would be updated to "dlm-1.0.9=software".			
	For ULM, AMC displays .9 version as follows: Software Version			
	MBG: Web Proxy MiVoice Border Gateway 9.4			
	Teleworker Solution MiVoice Border Gateway 9.4			
	NuPoint Messenger NuPoint Unified Messenger v8.0			
	3300 ICP / MCD MiVB 8 0			
	3300 ICP / MCD MiVB 8 0 9			
	Mital Applications Suite Suite Applications Services 7.2			
	Suite Abbilications Suite Suite Abbilications Services 7.2			

Troubleshooting for manual update

Symptom when issuing Id command	Solution
When issuing	Make sure that rootCert2040_ppc or rootCert2040_x86 is in
ld <th>/sysro directory</th>	/sysro directory
ld <th>If so, make sure that the file was transferred in binary mode</th>	If so, make sure that the file was transferred in binary mode
it fails as if the file does not exit	
If the returned error is	Please make sure the patch is installed for the associated
Incorrect ELF header size: 13312	platform type:
ld error: error loading file (errno = 0x3d0001).	rootCert2040_ppc for MXe, etc.,
	rootCert2040_x86 for MiCD
	rootCert2040_linux.zip for vMCD, MiVBX etc.
If the returned error is	This is the resulting of issuing Id command twice or more i.e. the
Unable to update AMC licensing client to request new	first installed cert is still in effect.
licensekeys!!	
Unable to update validate to use the new root certificate!!	On RTC shell, issue moduleShow to confirm if there are more
New root certificate activated	than one rootCert2040_ppc or rootCert2040_x86 loaded.
	If so, make sure if AMC sync can show .9 appended to software
	version, then reboot to clear the multiple ld issues.
Symptom on failing with AMC sync	
MiVB maintenance logs does not show AMC sync 3300 xx.09	On AMC, check if ARID has MiVB x.0.9 option
	If not so, please contact AMC
	Or
	Clear Hw ID from AMC and the re-sync.
In the unlikely event, you must remove the patch for any reason	For MXe, CX, AX
to revert to old Certificate	In RTC, Type: unld "rootCert2040, ppc"
Note: Mitel does not recommend doing so as the old certificate	
will expire in 2020.	For MiCD
	In RTC shell. Type: unld "rootCert2040 x86"
	For ISS, Vmcd, MiVBX, Mxe Server, Stratus
	1. SSH to the server as root and type:
	rm /etc/e-smith/events/pre-sync/S22mcd-certver
	In RTC shell, Type: unld "rootCert2040_x86"
	For all platforms, then, delete I.M. AMC, root nem and
	certVersion from /sysro/certificate
	To complete, perform AMC sync
License violation occurs after upgrade to MiVB 8.0 SP3 PR3	It is required to re-apply the patch for any manual software
	upgrade and/or see Table 3.
	If the upgrade is via S.I, S.I 14.0.0.15 or higher would re-apply
	the new root certificate automatically.

Troubleshooting for S.I update

In the event of S.I failing to update Root Certificate, S.I would have to rolled back to restore the original license key and remove patch files. No manual intervention should be required.

S.I error: Unable to upload files required for the new root certificate	Suggested action(s)
Potential reasons:	Verify if the patch files exit in S.I PC as follows:
SI fails to upload rootCert2040_ppc or sysro/rootCert2040_x86 or s04UseRootCert2040	C:\Users\ <username>\AppData\Local\Mitel\MiVoice Business Software Installer\AMC\NewRC\<platform>\</platform></username>
	If patch files are missing in S.I PC, re-install S.I 14.0.0.15 or higher or use Manual Update procedure to apply.
	If patch files exit, verify if you can ftp file to /sysro and /sysro/script/startup, then relaunch S.I or use Manual Update procedure to apply
Potential reason(s)	Verify if you can ftp file to /db/temp/amc/ <arid>/sync/inbox.</arid>
SI fails to upload the new license keys (ARID or GARID)	To ensure that the original license key is restored, log in ESM and retrieve the licenses from License and Option Selection for ARID; and/or update Application Group Licensing for GARID.
	Relaunch S.I or use Manual update procedure to apply
S.I error: Failed to rename the license key files	Verify if you can ftp /db/temp/amc/ <arid>/sync/inbox.</arid>
Note: S.I renames the existing key to licensekeys_oldRC and	Verify if you can rename licensekeys to licensekeys_oldRC.
then upload the new key	To ensure that the original license key is restored, log in ESM and retrieve the licenses from License and Option Selection for ARID; and/or update Application Group Licensing for GARID.
	Relaunch S.I or use Manual update procedure to apply.
S.I error: Failed to reboot the system after uploading new root certificate	Manual reboot 3300 and confirm if the ".9" is appended to software version in AMC.
S.I error: Failed to activate the new root certificate	Verify if the LM_AMC_root.pem is located at /sysro/certificate
Reason: S.I may fail to log in to verify the new root certificate is installed at /sysro/certificate.	On RTC, issue moduleShow to confirm if either rootCert2040_ppc or rootCert2040_x86 is loaded.
	If so, verify if the ".9" is appended to software version in AMC.