Install Hot Fix and Hot Patch on ISE

Contents

Introduction

Prerequisites

Background Information

- Requirements
- Hot Patch Files
  - Installation File
  - Rollback File
  - Readme File
- Hot Patch Installation Steps
- Verify Hot Patch Installation
- Hot Patch Rollback Steps

Introduction

This document describes Identity Service Engine (ISE) hot patch/hot fix installation.

Prerequisites

You must have the basic knowledge of the Cisco Identity Service Engine (ISE).

Background Information

When a known defect is hit and the fixed release is not yet available, you can make use of Hot Patch which is available in the Download Portal or you can receive it from Cisco TAC. Hot patches must be a last resort if no other possible workarounds are available.

Requirements

If a known defect is confirmed and it is impacting your environment, you can use a hot patch when there is no known workaround or fixed release.

Hot Patch Files

Typically, there are three hot patch files:

- Rollback
- Installation
- Readme File

Installation File

This file must contain the hot patch installation file.

Format:

- ise-apply-<bugid>_<version_applicable>_<patch_applicable>-SPA.tar.gz
- bugid: provides details of bug
- version_applicable: provides details to install if it is specific to a particular ISE version or common for all versions
- patch_applicable: provides details if it is specific to a particular patch or common for all patches

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Examples:

- Suitable for all ISE versions and patches:
  - ise-apply-CSCwk61938_Universal_patchall-SPA.tar.gz
- Suitable for ISE 3.3 version and all patches:
  - ise-apply-CSCwk61938_3.3_patchall-SPA.tar.gz

- Suitable for 3.3 ISE version and only for patch 4:
  - ise-apply-CSCwk61938_3.3_patch4-SPA.tar.gz

Rollback File

This file is useful for removing the installed hot patch.

Format:

ise-rollback-<bugid>_<version_applicable>_<customer>_<hotpatchversionnum>-SPA.tar.gz

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Examples:

- Suitable for all ISE versions and patches:
  - ise-rollback-CSCwk61938_Universal_patchall-SPA.tar.gz
- Suitable for ISE 3.3 version and all patches:
  - ise-rollback-CSCwk61938_3.3_patchall-SPA.tar.gz

- Suitable for 3.3 ISE version and only for patch 4:
  - ise-rollback-CSCwk61938_3.3_patch4-SPA.tar.gz

Readme File

This file contains the details, important notes, installation steps, and rollbacks steps specific to the hot patch defect.

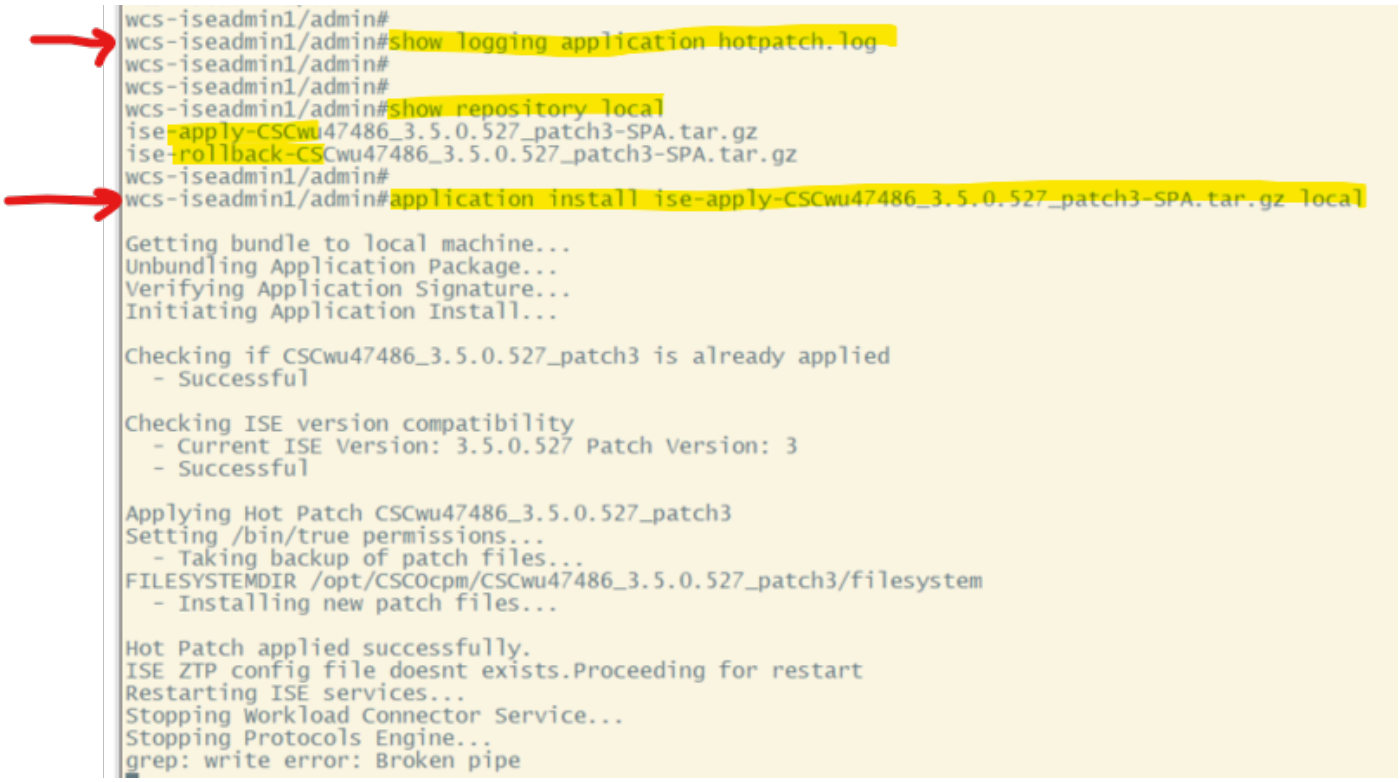
Hot Patch Installation Steps

You cannot install hot patches from webGUI. To install hot patches, you must have CLI access.

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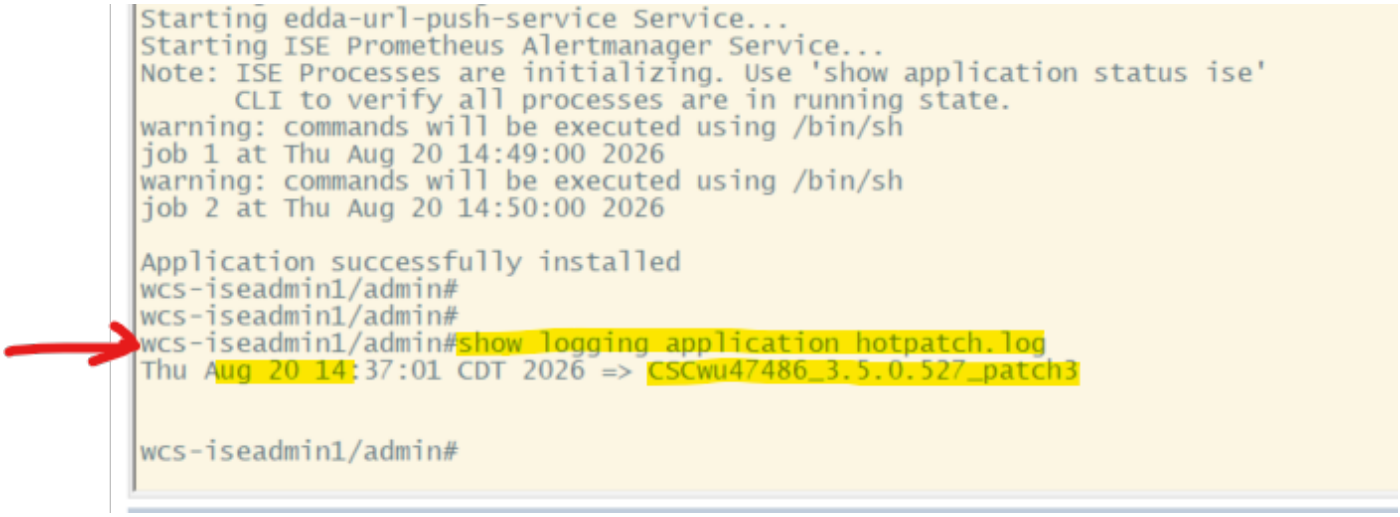
1. Download the installation file **ise-apply-<bugid>_<version_applicable>_<patch_applicable>-SPA.tar.gz**.
2. Verify the hash of the downloaded file is correct.
3. Copy the installation bundle to a repository [Repository Creation], which is available to ISE. If you do not have a working repository, you can use the local disk management of ISE from GUI to upload files on respective nodes.
4. Run the **#application install <filename> <repository name>**

Example: **#application install ise-apply-CSCwk61938_Universal_patchall-SPA.tar.gz local**



Verify Hot Patch Installation

On the CLI, you can see which bundled hot patches are installed by running the **#show logging application hotpatch.log** command:



Hot Patch Rollback Steps

1. Download the installation file ise-rollback-<bugid>_<version_applicable>_<patch_applicable>-SPA.tar.gz.
2. Verify the hash of the downloaded file is correct.

3. Copy the rollback bundle to a repository [Repository Creation], which is available to ISE. If you do not have a working repository, you can use the local disk management of ISE from GUI to upload files on respective nodes.
4. Run the **application install <filename> <repository name>**

Example: **application install ise-rollback-CSCwk61938_Universal_patchall-SPA.tar.gz local**

```
wcs-iseadmin1/admin#
wcs-iseadmin1/admin#show repository local
ise-apply-CSCwu47486_3.5.0.527_patch3-SPA.tar.gz
ise-rollback-CSCwu47486_3.5.0.527_patch3-SPA.tar.gz
wcs-iseadmin1/admin#
wcs-iseadmin1/admin#
wcs-iseadmin1/admin#application install ise-rollback-CSCwu47486_3.5.0.527_patch3-SPA.tar.gz local

Getting bundle to local machine...
Unbundling Application Package...
Verifying Application Signature...
Initiating Application Install...

Checking if CSCwu47486_3.5.0.527_patch3 is applied
  - Successful

Checking if rollback script exists
  - Successful

Rolling back Hot Patch CSCwu47486_3.5.0.527_patch3
Setting /bin/true permissions...
  - Validating installed patch files...
  - Validating backed up files...
  - Restoring backed up files...

Hot Patch rolled back successfully.
Restarting ISE services...
Stopping Workload Connector Service...
```

```
wcs-iseadmin1/admin#
wcs-iseadmin1/admin#show logging application hotpatch.log


wcs-iseadmin1/admin#
```