

Oracle® SD-WAN OS

Partition Update Guide



Original Publication Date: Nov 1, 2019



Partition Update Guide

Copyright © 2019, 2007 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. Windows® 7 and Windows® XP are trademarks or registered trademarks of Microsoft Corporation.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Table of Contents

- About This Document4
 - Audience**4
 - References**4
- Introduction**5
 - Supported Software and OS Combinations**5
 - OS 4.6**5
 - OS 5.0**6
 - OS 5.1**6
 - OS 5.2**7
 - Check Current Talari OS Image**8
- OS Partition Update**8
 - Check OS Partition Update Requirements**8
 - Procedure Overview**9
 - Procedure Details - Network Upload**10
 - Procedure Details - USB Upload**13
- OS Patch Installation**16
 - Procedure Overview**16
 - Procedure Details - Network Upload**16
- Appendix A - Monitor Talari OS Upload via CLI**19
- Appendix B - FAQ**19
 - Who Should Update to OS 5.2?**19
 - Who Should Update to OS 5.1?**19
 - Who Should Update to OS 5.0?**19
 - Who Should Update to OS 4.6?**20
 - Who Should Update to OS 4.4?**20
 - My Web Browser Won't Accept the Security Certificate?**20
 - OS Partition Failure – Next Steps?**20

About This Document

This document describes how to install a full Oracle SD-WAN OS Partition Image or Oracle SD-WAN OS Patch on an Oracle Talari Appliance in order to migrate to a new version of Oracle SD-WAN OS or to apply fixes to an existing version. This document covers the configuration commands and sequences required for both operations.

My Oracle Support

My Oracle Support (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with My Oracle Support registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request.
2. Select 3 for Hardware, Networking, and Solaris Operating System Support.
3. Select one of the following options:
 - For technical issues such as creating a new Service Request (SR), select 1.
 - For non-technical issues such as registration or assistance with My Oracle Support, select 2.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability

- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at <http://www.adobe.com>.

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click Industries.
3. Click the Oracle Communications link.

Under the SD-WAN header, select a product.

4. Select the Release Number.

A list of the entire documentation set for the selected product and release appears.

5. To download a file to your location, right-click the PDF link, select Save target as (or similar command based on your browser), and save to a local folder.

References

The following documents are available:

- *Talari Glossary*
- *Talari OS Release Notes* (available for each Talari OS version)



Introduction

A Talari OS Partition Image is used to update the Talari OS image on a Talari Appliance. For instructions on how to install an OS Partition Image, see the **OS Partition Update** chapter.

A Talari OS Patch is used to apply enhancements or bug fixes to the Talari OS image on a Talari Appliance without requiring a full Talari OS update. For instructions on how to install an OS Patch, see the **OS Patch Installation** chapter. **Supported Software and OS Combinations**

The following tables show the minimum software level that is supported in conjunction with major OS releases, and which devices they are supported with. If you wish to upgrade to a higher OS version that is not supported with your current software level, you will need to first upgrade your appliance's software to at least the minimum supported level for your desired OS version. If an appliance is not listed, it is not supported in conjunction with that OS version.

OS 4.6

Talari OS 4.6 is supported in combination with the following levels of Talari APN:

Talari APN	Talari Appliance Model								
	T510	T730	T750	T860	T3000	T3010	T5000	T5200	VT500
R4.3 GA P5+ ¹	YES	YES	YES	YES	YES	YES	YES	--	--
R4.4 GA P3+ ¹	YES	YES	YES	YES	YES	YES	YES	YES	YES
R5.0 GA P1+ ¹	YES	YES	YES	YES	YES	YES	YES	YES	YES
R5.1 GA+ ¹	YES	YES	YES	YES	YES	YES	YES	YES	YES
R5.2 GA+ ¹	YES	YES	YES	YES	YES	YES	YES	YES	YES
R6.0 GA+	YES	YES	YES	YES	YES	YES	YES	YES	YES
R6.1 GA+	YES	YES	YES	YES	YES	YES	YES	YES	YES
R7.0 GA+	YES	YES	YES	YES	YES	YES	YES	YES	YES
R7.1 GA+	YES	YES	YES	YES	--	YES	YES	YES	--
R7.2 GA+	YES	YES	YES	YES	--	YES	YES	YES	--
R7.3 GA+	YES	≤R7.3 P2	≤R7.3 P2	YES	--	YES	YES	YES	--

¹ This software level is End of Life and no longer supported. Compatibility information is provided for upgrade purposes only.

OS 5.0

Talari OS 5.0 is supported in combination with the following levels of Talari APN:

Talari APN	Talari Appliance Model					
	T510	T860	E100	T3010	T5000	T5200
R5.2 GA P2+ ²	YES	YES	--	YES	YES	YES
R6.0 GA+	YES	YES	R6.0 P2+	YES	YES	YES
R6.1 GA+	YES	YES	YES	YES	YES	YES
R7.0 GA+	YES	YES	YES	YES	YES	YES
R7.1 GA+	YES	YES	YES	YES	YES	YES
R7.2 GA+	YES	YES	YES	YES	YES	YES
R7.3 GA+	YES	YES	YES	YES	YES	YES

OS 5.1

Talari OS 5.1 is supported in combination with the following levels of Talari APN:

Talari APN	Talari Appliance Model												
	E50	T510	T860	E100	E500	T3010	E1000	T5000	T5200	VT800	VT800-128	CT800	CT800-128
R6.0 GA+	--	YES	YES	R6.0 P2+	--	YES	--	YES	YES	YES	--	YES	--
R6.1	--	YES	YES	YES	--	YES	--	YES	YES	YES	--	YES	--
R1.0	--	YES	YES	YES	--	YES	R7.0 P3+	YES	YES	YES	--	YES	--
R7.1 GA+	R7.1 P1+	YES	YES	YES	--	YES	YES	YES	YES	YES	--	YES	--
R7.2 GA+	YES	YES	YES	YES	--	YES	YES	YES	YES	YES	--	YES	--

² This software level is End of Life and no longer supported. Compatibility information is provided for upgrade purposes only.

R7.3	YES	YES	YES	YES	R7.3 P3+	YES	YES	YES	YES	YES	R7.3 P4+	YES	R7.3 P4+
R2.0	YES	--	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
R8.1 GA+	YES	--	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

OS 5.2

Talari OS 5.2 is supported in combination with the following levels of Talari APN:

Talari APN	Talari Appliance Model	
	D2000	D6000
R8.1 GA+	YES	YES

Check Current Talari OS Image

To see which Talari OS image is currently running on your Talari Appliance, log into the appliance web console and look at the Talari Image Version or OS Partition Version (depending on your Talari Appliance software version) displayed on the home screen. In APN 7.2 or above, the running OS version will be displayed on the System Info page, which can be accessed from the left-hand navigation menu.

System

Site Name: RDU-T860-Primary

OS Version:	4.6	Hardware Version:	T860v1
Appliance Mode:	Active NCN	Software Version:	R7_2_GA_P4_06072018
Management IP Address:	10.0.10.1	Appliance Uptime:	17 day(s):02 hour(s):51 minute(s):24 second(s)
Unique Identifier:	529219016015	Service Uptime:	1 day(s): 22 hour(s):44 minute(s):27 second(s)

If the Talari OS image on your Talari Appliance is older than the OS version required for your operating environment or older than the version you prefer to run, download a newer Talari OS Partition Image or Talari OS Patch from the Talari Support site, or contact Talari Support to request a copy of the new Talari OS Partition Image on a USB flash drive. Once you have obtained the correct image or patch, refer to the **OS Partition Update** or **OS Patch Installation** chapter, as appropriate, for instructions on how to proceed.

OS Partition Update

This chapter illustrates the process of updating a Talari Appliance from Talari OS 4.5 to Talari OS 5.0, but the steps described apply to all Talari OS partition updates, regardless of OS version.

Check OS Partition Update Requirements

Before starting the Talari OS Partition Update process, ensure that your Talari Appliance meets the necessary requirements. Talari OS versions are supported in combination with certain Talari Appliance models and Talari APN software versions. Refer to the appropriate Talari OS release notes for details.

Note: Talari OS Partition Images are quite large (~450 MB). In order to avoid upload timeout, we recommend downloading the image to a local host before uploading it to the Talari Appliance. If local upload fails, we recommend attempting a remote upload. If both measures timeout, please request a copy of the Talari OS Partition Image on a USB flash drive from Talari Support.

Note: Activating a new Talari OS image requires an appliance reboot and should be scheduled during a maintenance window.

Procedure Overview

This is an overview of the procedure that is detailed in the following section.

Note: The following steps must be performed for each Talari Appliance that you wish to update. There is no centralized mechanism for updating all appliances in your network.

1. Update to a version of Talari APN software that supports both the old and the new Talari OS image. See Talari APN and Talari OS release notes for details or consult with Talari Support.
2. Upload and install the new OS Partition Image. This will install the new Talari OS image to the backup OS partition.
3. Switch OS partitions to activate the new Talari OS image on the active OS partition. This will require a reboot of the appliance.
4. After the reboot, verify that the Talari APN software version and Talari OS image version are correct, and that any previously established Conduits have been brought back up.

Talari Appliances have two OS partitions: active and backup. Upon successful completion of an OS partition update procedure, the new Talari OS image will be installed on the active partition and the old Talari OS image will be moved on the backup.

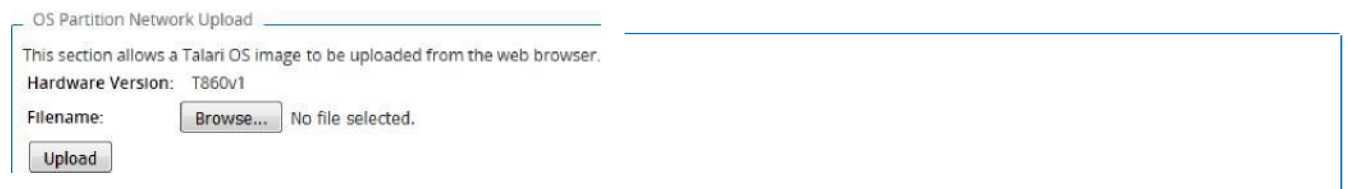
Procedure Details - Network Upload

Follow this procedure if you are able to connect to the Talari Appliance from your workstation across a network connection.

1. Open any web browser and go to the Talari Support site (www.talari.com/support). Login with your Talari Support credentials.
2. Click the **Talari Appliances** link and then click the link to the Talari OS version you plan to upgrade to (e.g., **Talari OS 5.0**).
3. Click the link for your specific Talari Appliance model to download the Talari OS Partition Image file (e.g., **talari_t860v1_OS_Partition_Update_50.img**) to your workstation or to a host that is on the same local network as the Talari Appliance.

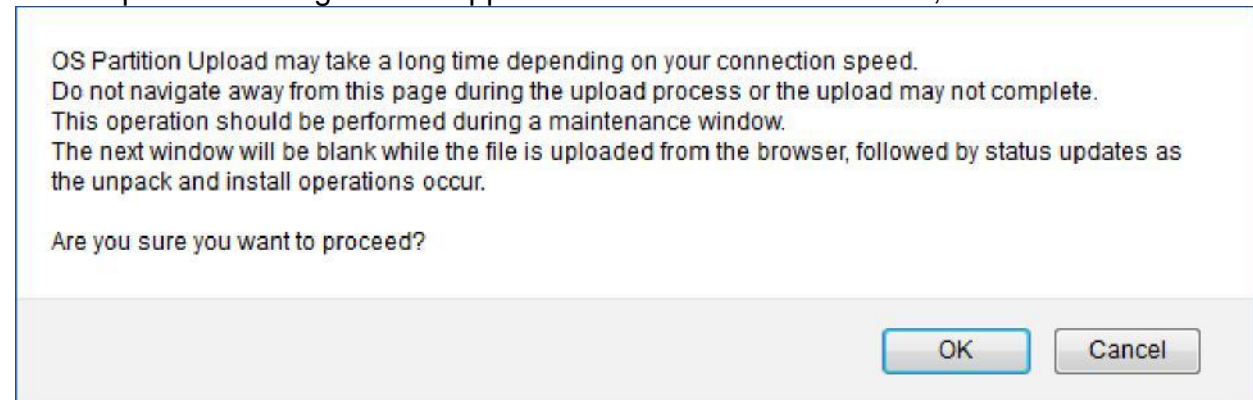
Note: If your workstation is not on the same local network as the Talari Appliance, we recommend copying the image to a local host before uploading it to the Talari Appliance to avoid upload timeout.

4. Log into the appliance web console and locate the OS Partition Network Upload section under **Manage Appliance** → **OS Partitions**.



The screenshot shows a web interface titled "OS Partition Network Upload". Below the title, it states: "This section allows a Talari OS image to be uploaded from the web browser." The "Hardware Version" is set to "T860v1". There is a "Filename:" label followed by a "Browse..." button and the text "No file selected.". Below this is an "Upload" button.

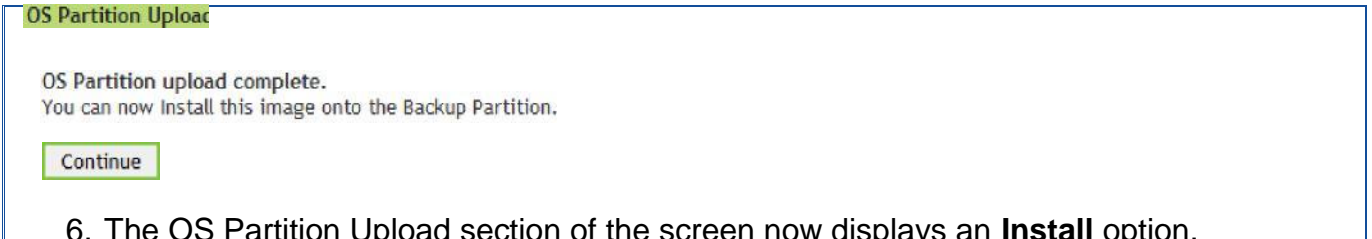
5. Click **Browse...** and locate the new Talari OS Partition Image on your workstation or the local host on which you downloaded it, then click **Upload** to upload the image to the Appliance. When asked to confirm, click **OK**.



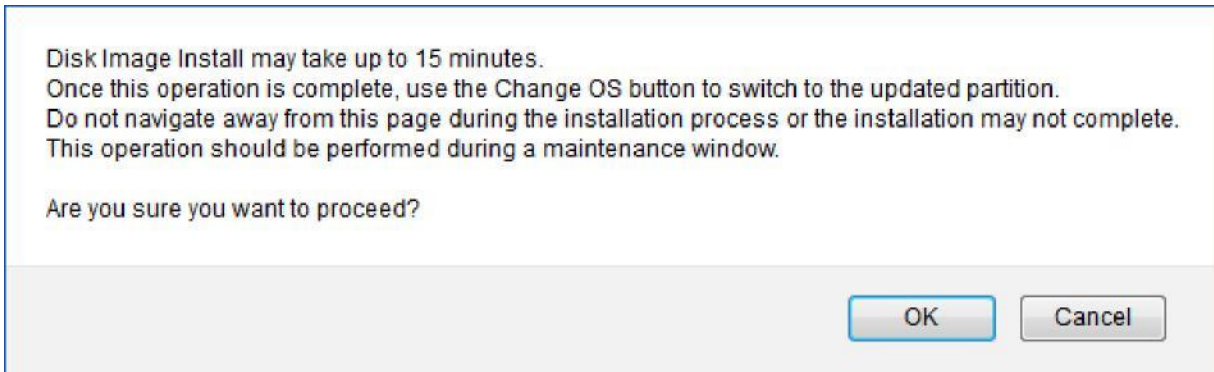
The dialog box contains the following text: "OS Partition Upload may take a long time depending on your connection speed. Do not navigate away from this page during the upload process or the upload may not complete. This operation should be performed during a maintenance window. The next window will be blank while the file is uploaded from the browser, followed by status updates as the unpack and install operations occur." Below the text is the question "Are you sure you want to proceed?". At the bottom right, there are two buttons: "OK" and "Cancel".

6. Wait for the upload to complete. Do not leave the upload status page until the **Continue** button becomes active. Click **Continue** to return to **Manage Appliance → OS Partitions**.

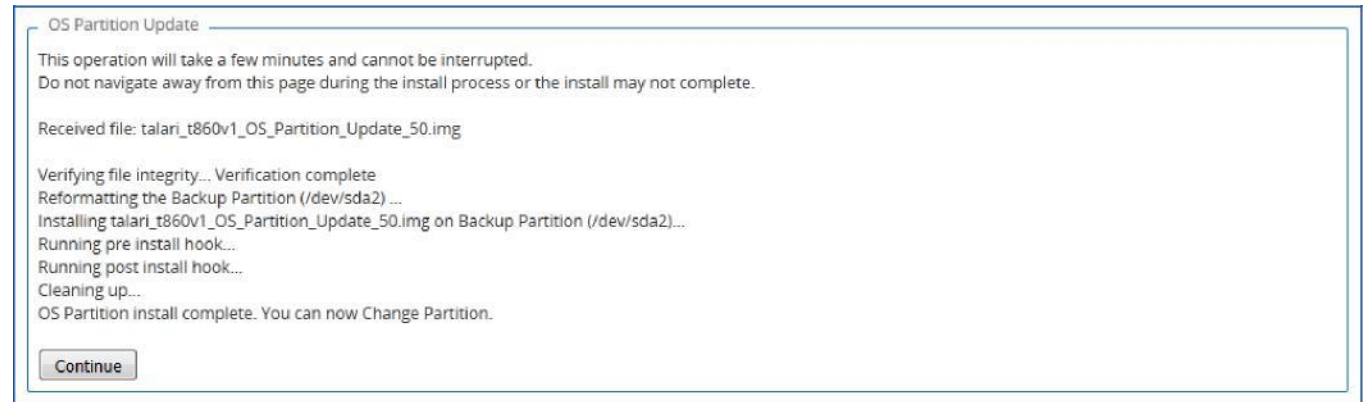
Note: Upload progress can be monitored via the CLI. Please refer to Appendix A - Monitor Talari OS Upload via CLI for more details.



6. The OS Partition Upload section of the screen now displays an **Install** option. Click **Install** to install the image to the backup OS partition and click **OK** on the confirmation dialog box.

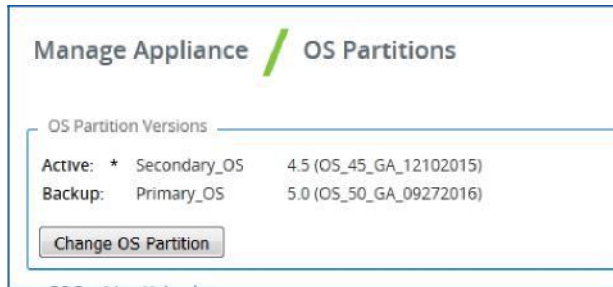


7. Wait for installation to complete. Do not leave the install status page until the **Continue** button is active. Click **Continue** to return to **Manage Appliance → OS Partitions**.

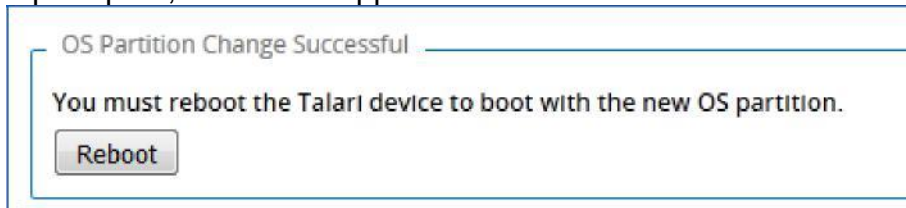


9. The OS Partition Versions section will display the newly installed Talari OS image on the backup partition. Click **Change OS Partition** to swap the backup partition with the active partition. An appliance reboot is required. Click **OK** to confirm.

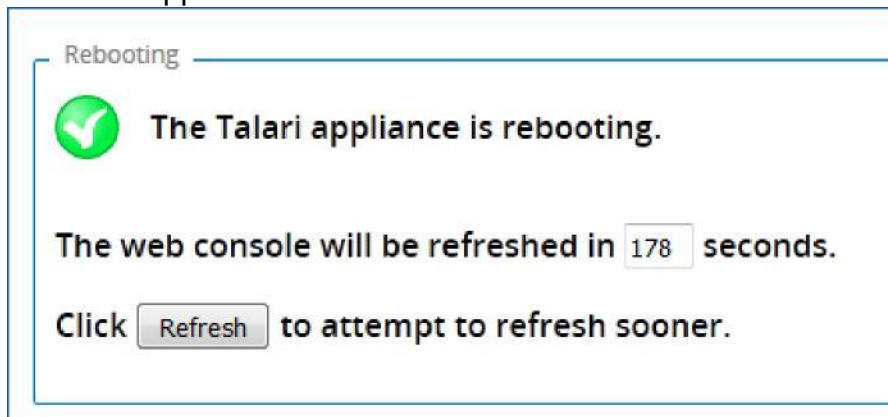
Note: Activating a new Talari OS image requires an appliance reboot and should be scheduled during a maintenance window.



5. When prompted, reboot the appliance and click **OK** to confirm.



6. Wait for the reboot to complete. This may take several minutes, during which time the appliance will be inaccessible.



Note: Following the reboot, the old Talari OS image will still be available on the backup OS partition should you need to revert. Please contact Talari Support before attempting to revert to the previous OS image.

- When reboot is complete, log into the appliance web console and verify that the **Talari Software Version** and **Talari OS Version** are correct, and that any previously established Conduits have been brought back up.



Procedure Details - USB Upload

Follow this procedure if you have received a specially-formatted USB flash drive from Talari Support that contains Talari OS Partition Image.

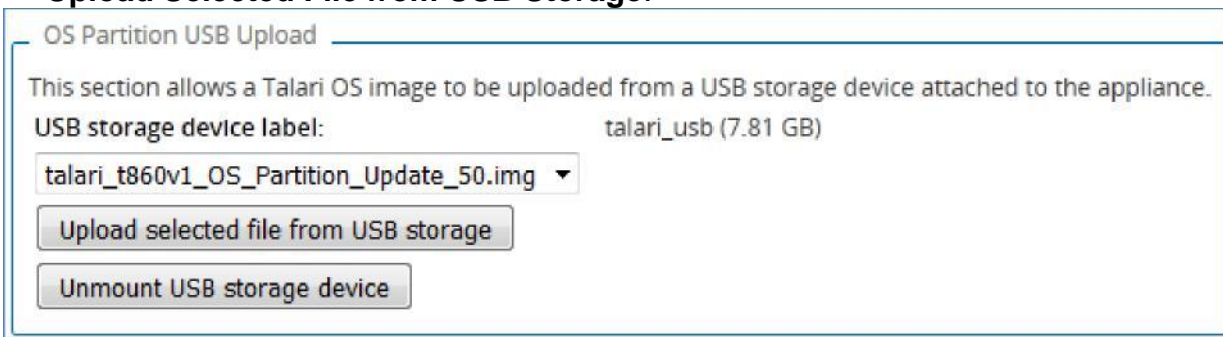
Note: For this option, the Talari Appliance must be running Talari APN 3.0 GA P2 or later.

Note: The screen shots in this chapter were taken from a Talari Appliance T860.

- Connect the USB flash drive to the Talari Appliance and refresh the **Manage Appliance → OS Partitions** screen. Locate the OS Partition USB Upload section and click **Mount USB storage device**.

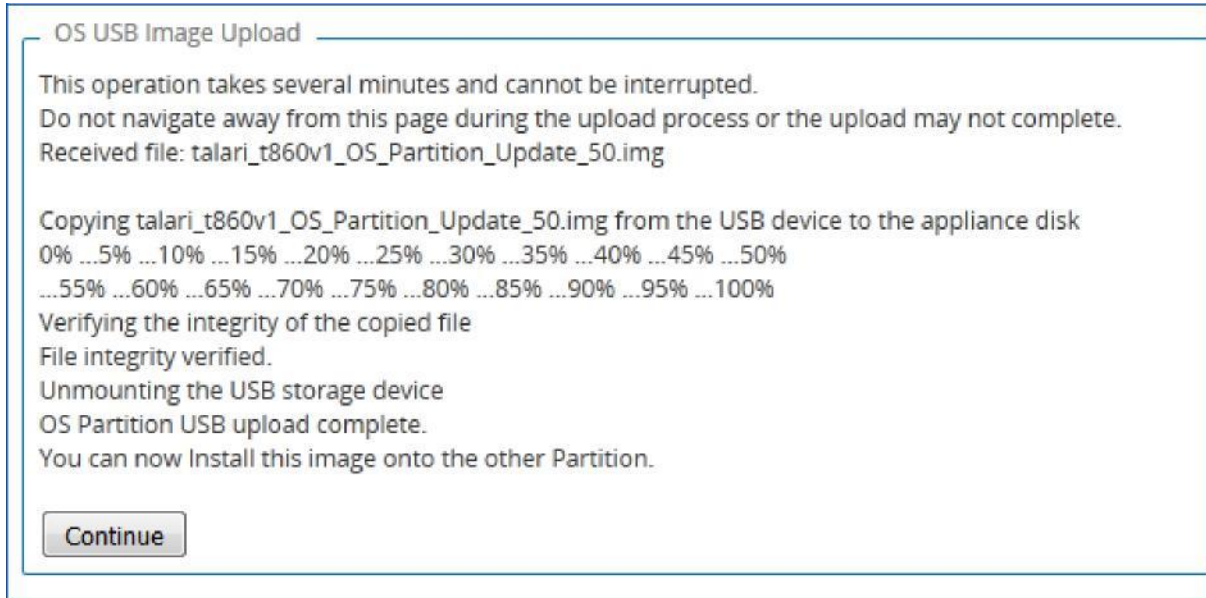


- Select the new Talari OS Partition Image from the drop-down menu and click **Upload Selected File from USB Storage**.

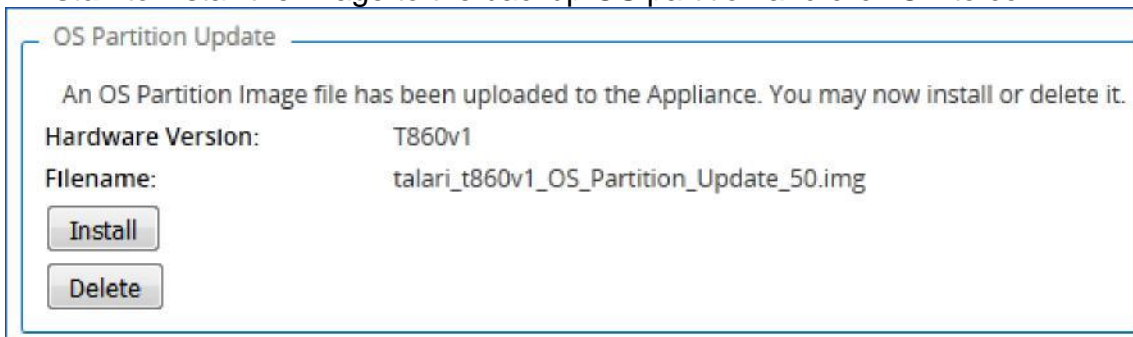


3. Wait for upload to complete. Do not leave the upload status page until the **Continue** button becomes active. Click **Continue** to return to **Manage Appliance → OS Partitions**.

Note: Upload progress can be monitored via the CLI. Please refer to Appendix A - Monitor Talari OS Upload via CLI for more details.



7. The OS Partition USB Upload section now displays an **Install** option. Click **Install** to install the image to the backup OS partition and click OK to confirm.

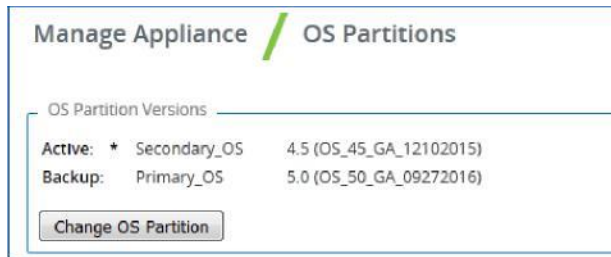


8. Wait for install to complete. Do not leave the install status page until the **Continue** button becomes active. Click **Continue** to return to **Manage Appliance → OS Partitions**.
9. Remove the USB flash drive from your Talari Appliance and refresh the **Manage Appliance → OS Partitions** screen.

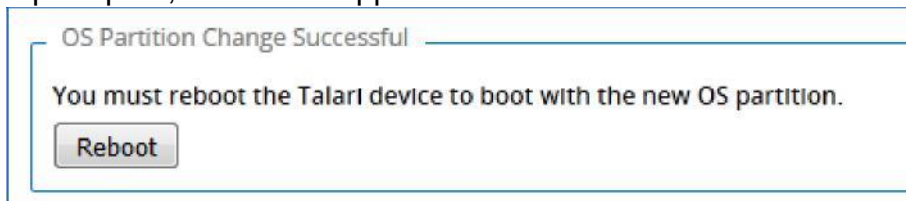
Note: Removal of the USB flash drive does not require un-mounting or ejecting it. The drive can simply be removed.

7. The OS Partition Versions section will display the newly installed Talari OS image on the backup partition. Click **Change OS Partition** to swap the backup partition with the active partition. An Appliance reboot is required. Click **OK** to confirm.

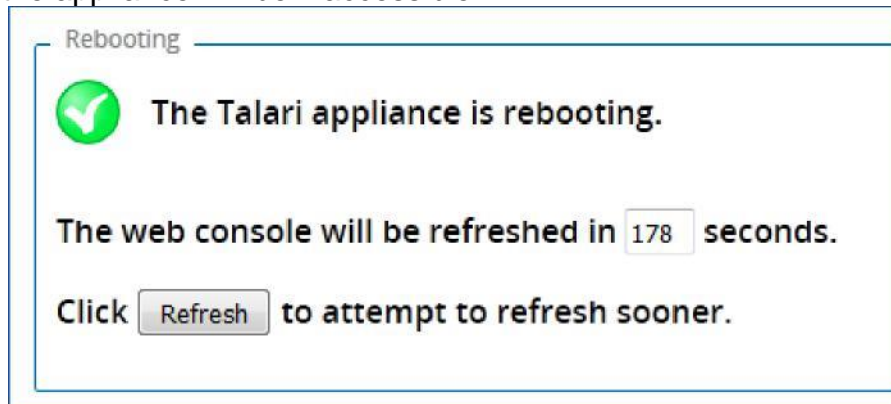
Note: Activating a new Talari OS image requires an appliance reboot and should be scheduled during a maintenance window.



10. When prompted, reboot the appliance and click **OK** to confirm.



11. Wait for reboot to complete. This may take several minutes, during which time the appliance will be inaccessible.



Note: Following the reboot, the old Talari OS image will still be available on the backup OS partition, should you need to revert. Please contact Talari Support before attempting to revert to the previous OS image.

12. When reboot is complete, log into the appliance web console and verify that the APN Software version and Talari OS image version are correct, and that any previously established Conduits have been brought back up.

OS Patch Installation

This chapter illustrates the process of installing a Talari OS Patch on a Talari Appliance with OS 4.6 on its active OS partition, but the steps described apply to all patch installations, regardless of OS version.

Talari OS Patches are uploaded and installed directly to the active OS partition. They are versioned, with each new patch building on the previous version. For this reason, Talari OS Patches cannot be explicitly downgraded; however, if the active and backup OS partitions are switched after a patch has been installed on the active OS partition, the patch is preserved but no longer active.

Note: Talari OS Patches can only be installed on top of Talari OS 4.1 and later versions.

Note: A Talari OS Patch can only be installed on top of its specified base version (e.g., OS Patch 4.6P1 can only be installed on top of OS 4.6).

Procedure Overview

This is an overview of the procedure that is detailed in the following section.

13. Upload and install the Talari OS Patch from your local workstation to the Talari Appliance. This will install the patch to the active OS partition.
14. If prompted to do so, reboot the Talari Appliance in order to activate the patch. This is only required for patches that update critical system libraries.
15. After installation is complete, verify that the Talari OS Partition version is correct (e.g., 4.6P1) and that any previously established Conduits are still up.

Procedure Details - Network Upload

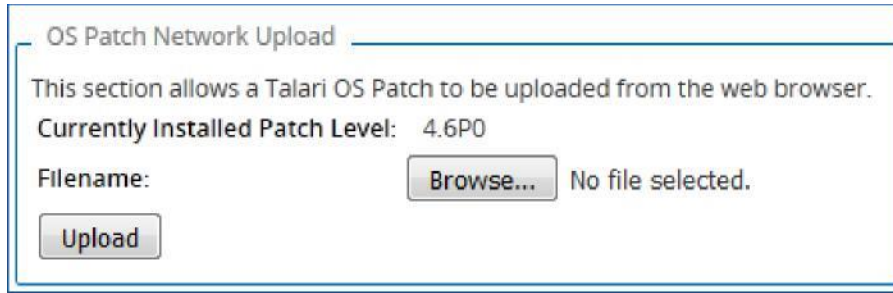
Follow this procedure if you are able to connect to the Talari Appliance from your local workstation across a network connection.

16. Open any web browser and go to the Talari Support site (www.talari.com/support). Login with your Talari Support credentials.
17. Click the **Talari Appliances** link and then click the link to the Talari OS version you want to patch (e.g., **Talari OS 4.6**).
18. Click the link for the patch you are interested in to download the Talari OS Patch file (e.g., **talari-os-patch-4.6P1.tar.gz**).

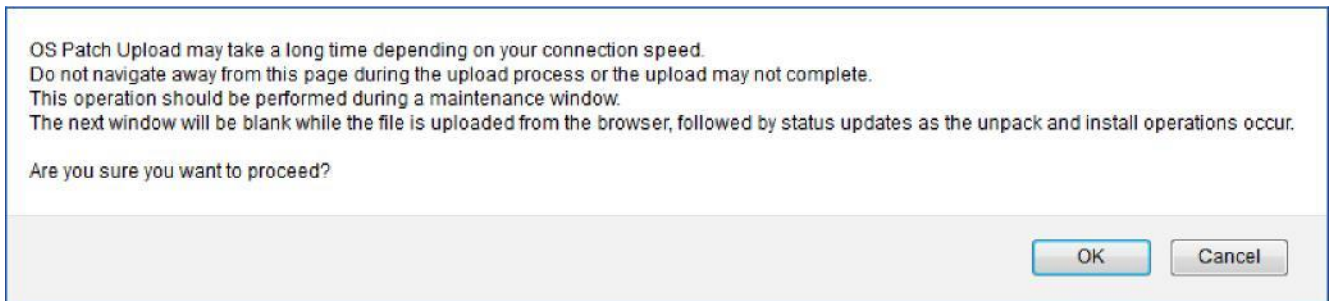
Note: Unlike Talari OS Partition Images, patches are not tied to specific Talari Appliance models.

19. Log into the appliance web console and locate the OS Patch Network Upload section under **Manage Appliance** → **OS Partitions**. If no patches have been previously installed, the base OS version (e.g., **4.6P0**) is displayed as the

Currently Installed Patch Level.



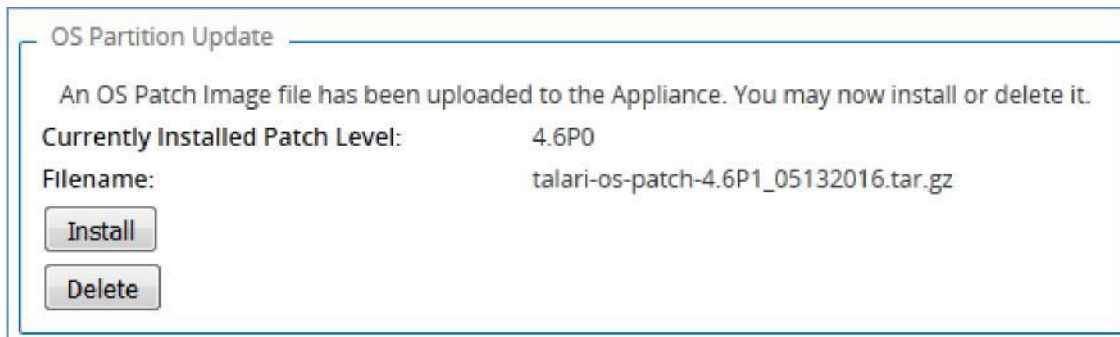
5. Click **Browse...** and locate the Talari OS Patch on your local workstation, then click **Upload** to upload the image to the appliance. When asked to confirm, click **OK**.



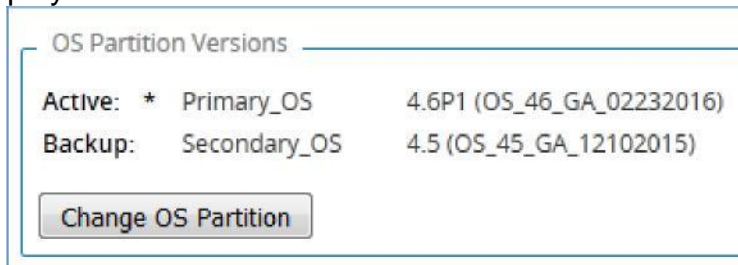
10. Wait for the upload to complete. Click **Continue** to return to **Manage Appliance → OS Partitions**.



11. The OS Partition Update section of the screen now displays an **Install** option. Click **Install** to install the patch to the active OS partition and click **OK** on the confirmation dialog box.

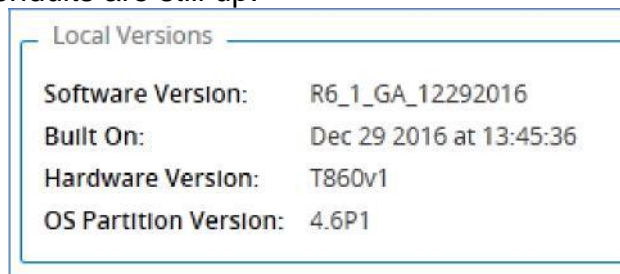


8. Wait for installation to complete. You will then be returned automatically to **Manage Appliance → OS Partitions**, where the patch version (e.g., **4.6P1**) will now be displayed as the active version in the OS Partition Versions section.



Note: If prompted to do so, reboot the Talari Appliance in order to activate the patch. This is only required for patches that update critical system libraries and should be scheduled during a maintenance window.

20. After installation is complete, verify on the appliance home page that the Talari OS Partition version is correct (e.g., **4.6P1**) and that any previously established Conduits are still up.



Appendix A - Monitor Talari OS Upload via CLI

To monitor the progress of a Talari OS image upload, SSH into the Talari Appliance and issue the command `cd /var/tmp/`. Then issue the `ls -al` command periodically to monitor the growth of the temporary file.

```
talariuser@NYC:~# cd /var/tmp/
talariuser@NYC:/var/tmp# ls -al
total 4444
drwxrwxrwt  2 root    root      4096 Apr 15 09:39 .
drwxr-xr-x 13 root    root      4096 Feb 23 12:20 ..
-rw-----  1 www-data www-data 4530176 Apr 15 09:40 CGItemp11970
talariuser@NYC:/var/tmp# ls -al
total 34088
drwxrwxrwt  2 root    root      4096 Apr 15 09:39 .
drwxr-xr-x 13 root    root      4096 Feb 23 12:20 ..
-rw-----  1 www-data www-data 34856960 Apr 15 09:40 CGItemp11970
talariuser@NYC:/var/tmp# ls -al
total 114180
drwxrwxrwt  2 root    root      4096 Apr 15 09:39 .
drwxr-xr-x 13 root    root      4096 Feb 23 12:20 ..
-rw-----  1 www-data www-data 116793344 Apr 15 09:40 CGItemp11970
talariuser@NYC:/var/tmp# █
```

When the upload is complete, issue the `ls /home/talariuser/install/image/` command in order to display the contents of that folder. If the upload was successful, the Talari OS image zipped tar file will be displayed (e.g., `talari-t860v1-root-45.tgz`).

Appendix B - FAQ

Who Should Update to OS 5.2?

Customers who would like to use the D2000 and D6000 appliances and who are willing to run Talari APN 8.1 GA (or later) on their network. Please refer to *Talari OS 5.2 Release Notes* for more details.

Who Should Update to OS 5.1?

Customers who would like to take advantage of the enhanced security and stability of Talari OS 5.1 and who are willing to run Talari APN 6.0 GA (or later) on their network. Please refer to *Talari OS 5.1 Release Notes* for more details.

Who Should Update to OS 5.0?

Customers who would like to take advantage of the enhanced security and stability of Talari OS 5.0 and who are willing to run Talari APN 5.2 GA P2 (or later) on their network. Please refer to *Talari OS 5.0 Release Notes* for more details.

Who Should Update to OS 4.6?

Customers who would like to take advantage of the enhanced security and stability of Talari OS 4.6 and who are willing to run Talari APN 4.4 GA P3 (or later) on their network. Please refer to *Talari OS 4.6 Release Notes* for more details.

Who Should Update to OS 4.4?

Customers who would like to take advantage of the enhanced security and stability of Talari OS 4.4 and who are willing to run Talari APN 4.1 GA P2 (or later) on their network. Please refer to *Talari OS 4.4 Release Notes* for more details.

My Web Browser Won't Accept the Security Certificate?

Sometimes, depending on settings, the browser will cache the old security certificate and prevent the user from accepting a new one. Deleting the cache on the browser will resolve the issue and can be done by typing CTL + SFT + DEL.

OS Partition Failure – Next Steps?

On the rare occasion that the OS Partition Update process does not complete, please capture a Talari diagnostics file and contact Talari Support:

- SSH into the appliance.
- Issue the tcon command to acquire the Talari console.
- Issue the diagnostics command from the Talari console and wait for process to complete.

```
talariuser@NYC:~# tcon
Console to Talari acquired

NYC>diagnostics
Creating the APN_Diagnostics.log file
Running diagnostics commands.
Packaging up the diagnostics results
All done.
The diagnostics file is in /home/talariuser/backup/diagnostics//home/talariuser/
backup/diagnostics//NYC-2016-4-15-10-9-diagnostics.tar.gz
```

Note: After the diagnostics file is created, you will be asked if you would like to automatically send the file to Talari Support via FTP. This is optional.