

***** CAUTION – Prime Infrastructure 3.10.4 Update 02 System Patch *****

1. Prime Infrastructure 3.10.4 Update 02 Mandatory System patch ([PI 3 10 4 Update 02 SystemPatch-1.0.5.ubf](#)) should only be installed on [Prime Infrastructure 3.10.4 Update 02 Setup](#), this includes Oracle October 2023 critical patch update.
2. If you are using a VM environment for running Prime Infrastructure, please ensure that the disk is using thick provisioning, else patch install completion will be delayed.
3. The size of the update is 2.05 GB. Since the size is large it is recommended to download from [software.cisco.com](#) and apply the updates. Alternatively, if the software update page is used for the update, please make sure the session which triggers the software download is active till install button is enabled on the page. The typical download times vary with the internet speed.

Introduction

This System patch includes Oracle October 2023 critical patch update. This update should only be installed on Cisco Prime Infrastructure 3.10.4 Update 02 server.

System Requirements

For more information on server and web client requirements, see the [System Requirements section](#) of the Cisco Prime Infrastructure 3.10 Quick Start Guide.

Installation Guidelines

The following sections explain how to install the patch.

Before You Begin Installing the Patch

Caution: Once you install this patch, you cannot un-install or remove it. If this is VM based environment Then, if possible, take a VM Snapshot before applying this patch. It is always recommended to take a backup before installing an update.

Because the patch is not removable, it is important to have a way to revert your system to the original version in case hardware or software problems cause the patch installation to fail. To ensure you can do this, take a backup of your system before downloading and installing this UBF patch.

To revert to Prime Infrastructure PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf installation (with PI 3.10.x, PI 3.9.x, PI 3.8.x, PI 3.7.x backup), follow these steps:

1. Reinstall Prime Infrastructure 3.10 from an OVA or ISO distribution.
2. Upgrade to PI 3.10.2 Maintenance Release, [Refer Release note guide for the steps](#)
3. Install PI_3_10_2_SystemPatch-1.0.5.ubf
4. Install PI_3_10_4-1.0.24.ubf

5. Install `PI_3_10_4_SystemPatch-1.0.12.ubf`
6. Install `PI_3_10_4_Update_02_and_PDMT_5.1-1.0.11.ubf`
7. Install `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf`
8. If you have a prior PI 3.7.x, PI 3.8.x, PI 3.9.x, PI 3.10.x backup- Restore this backup before or after installing System Patch UBF (Step 7)

If you are installing the patch as part of a High Availability (HA) implementation, please ensure that the network links between the two servers provide maximum bandwidth and low latency throughout the patch install. For more information, see [Troubleshooting Patch Installs in HA Implementations](#).

Note: Some of the links refer to prior releases because the instructions included in those documents are still valid.

Installing the PI 3.10.4 Update 02 System Patch from Local Storage

- You can only install Cisco Prime Infrastructure `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf` by manual download from Cisco.com and upload and install through Cisco Prime Infrastructure UI.
- Cisco Prime Infrastructure `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf` can be applied only in primary and secondary standalone servers. The server will restart automatically once the installation is complete. The restart typically takes 45 to 60 minutes.

To install Cisco Prime Infrastructure `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf` from the local storage, follow these steps:

Procedure

-
- Step 1** Download the Prime Infrastructure `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf` from [Home > Products > Cloud and Systems Management > Routing and Switching Management > Network Management Solutions > Prime Infrastructure > Prime Infrastructure 3.10 > Prime Infrastructure Patches - 3.10.4](#) and save the file in your local system.
 - Step 2** Log in to Prime Infrastructure **3.10.4 Update 02** server.
 - Step 3** Choose Administration > Licenses and Software Updates > Software Update.
 - Step 4** Click Upload and browse to the location where you have saved the system patch file. Click OK to upload the file.
 - Step 5** In the Status of Updates pane, click the Files tab and check whether, `PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf` is listed under FileName column.
 - Step 6** In the Critical Fixes pane, click Install.

Step 7 Click Yes in the pop-up dialogue box to install Cisco Prime Infrastructure [PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf](#). It may take approximately 1 hour for the installation process to complete.

Note: Do not manually restart the server while the installation is in progress.

Step 8 You can verify the release installation from Prime Infrastructure Login under Critical Fixes by clicking View Installed Updates and by logging into the server and choosing Administration > Software Update. You should see a listing for the release in the Updates tab, with Installed in the Status column.

Installing the [PI_3_10_4_Update_02_SystemPatch-1.0.5.ubf](#) With High Availability

Make sure you have completed the recommended preparation steps given in [Before You Begin Installing the Patch](#)

Remove HA Via the GUI , [Refer](#). Continue the patching once HA is removed completely. For more details, see the [How to Patch New HA Servers](#) section in the Cisco Prime Infrastructure 3.10 Administrator Guide.

Patching of the primary and secondary server takes approximately one hour. During that period, both servers will be down. If you have trouble at any point, see [Troubleshooting Patch Installs in HA Implementations](#).

Open Caveats

NA