

Update a Hammerspace Cluster



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Applies to: Hammerspace 5.2 and later.

Hammerspace updates a running cluster without scheduled downtime. Nodes are updated one at a time, and the cluster fails IP addresses over as it goes, so the update needs a high-availability deployment with floating IP addresses configured.

The update package has a `.upd` suffix and is downloaded from the Hammerspace Licensing and Delivery Portal.

1. Download the Software Bundle

Sign in to the Hammerspace Licensing and Delivery Portal, open the **Downloads** menu, and click **List Downloads**.



If you are a Hammerspace customer without a portal login, contact your sales representative.

The screenshot shows the Hammerspace Licensing and Delivery Portal interface. The top navigation bar includes links for Home, Activation & Entitlements, Devices, and Downloads. The Downloads menu is open, displaying options: List Downloads, Search Downloads, Recent Releases, and Recent Files Added. Below the menu, there is a section for Recent Entitlements with a table listing activation IDs, products, and last modified dates.

Activation ID	Product	Last modified
1ed8-85d4-8d04-4f65-bff0-30...	Hammerspace	Apr 30, 2025
327d-1fa5-502c-4a4a-a1aa-3...	Hammerspace	Apr 30, 2025
f444-bbce-b5bf-4497-8c34-11...	Hammerspace	Apr 29, 2025
4cda-95ca-5669-454e-af24-c5...	Hammerspace	Apr 28, 2025
3166-c247-f948-4d00-9167-7f...	Hammerspace	Apr 28, 2025

Figure 1. The Downloads menu on the licensing and delivery portal

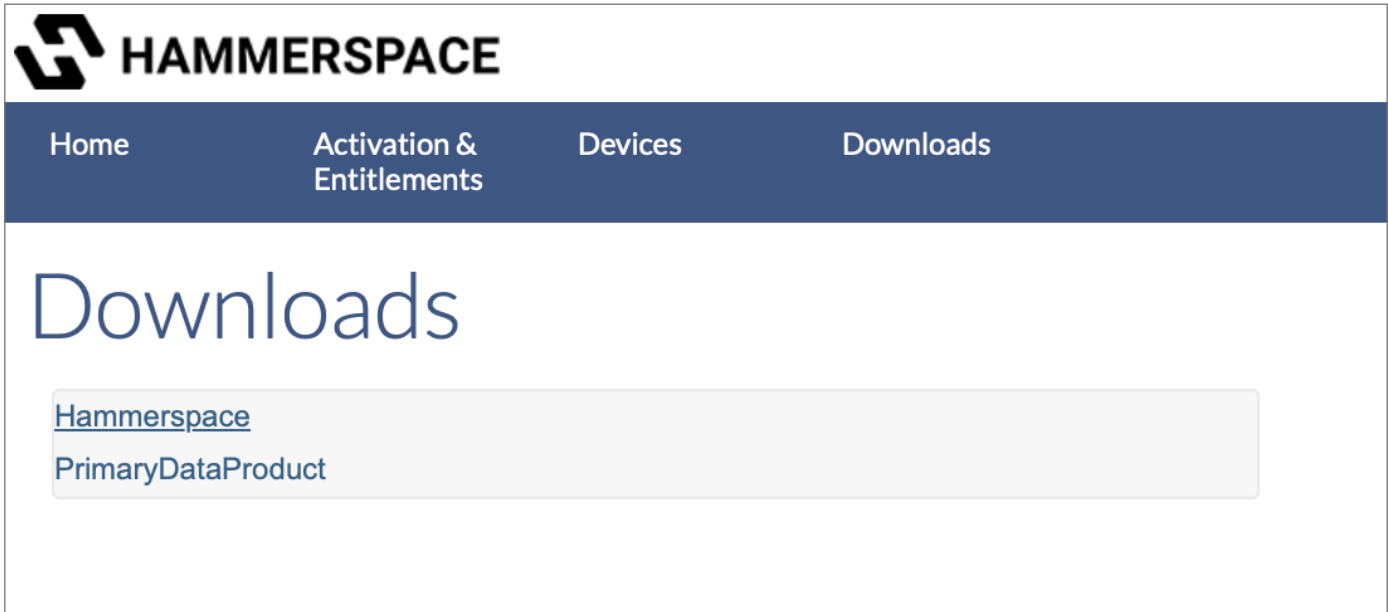


Figure 2. The Downloads list

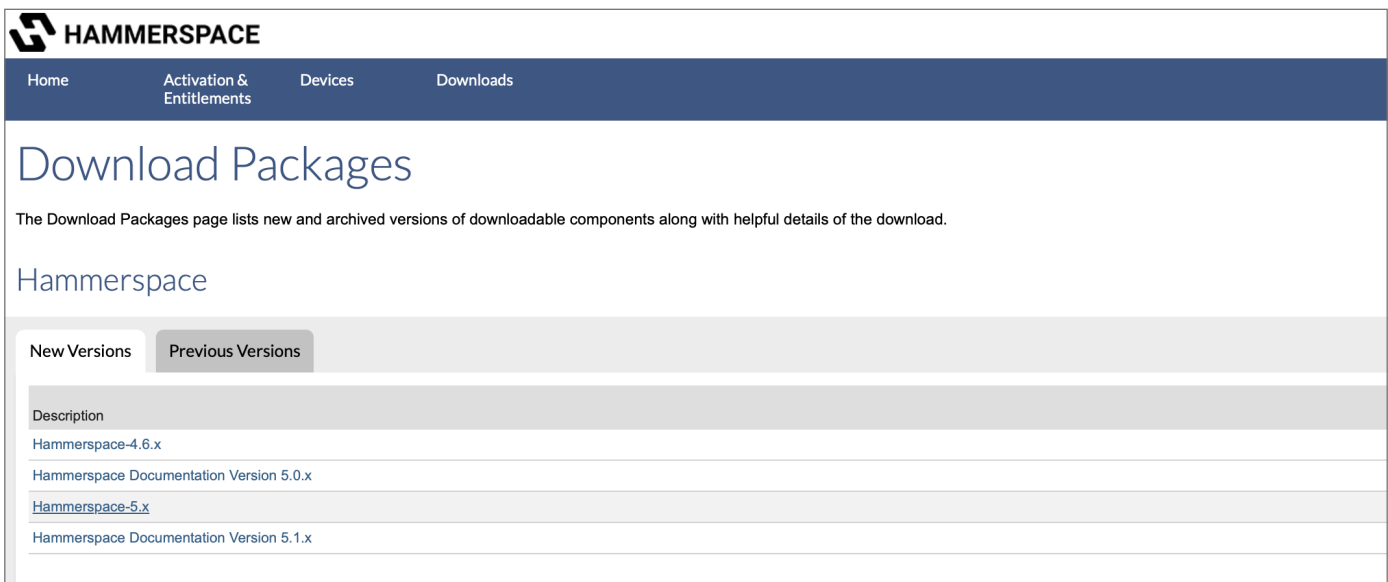


Figure 3. Choosing a Hammerspace release

Select **Hammerspace** from the list, then click the version you intend to install. Sign the software terms and conditions by clicking **I Agree**, then accept the export compliance agreement the same way.

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Entitlements](#)[Devices](#)[Downloads](#)

Software Terms and Conditions

To proceed, please sign the EULA agreement.

EULA Agreement

HAMMERSPACE END USER LICENSE AGREEMENT

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This End User License Agreement, including the Order Form which by this reference is incorporated herein (this "Agreement"), is a binding agreement between Hammerspace, Inc., a Delaware Corporation with offices at 4300 El Camino Real, Suite 100, Los Altos, CA 94022 ("Hammerspace") and the person or entity identified on the Order Form as the licensee of the Software ("Licensee" or "You").

1. DEFINITIONS.

"Authorized Users" means the individual persons authorized by Licensee to use the Software pursuant to the license granted under this Agreement including without limitation employees and contractors of Licensee.

Figure 4. The software terms and conditions agreement

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Software Terms and Conditions

To proceed, please accept the export compliance agreement.

Export Compliance Agreement

Export Agreement

1. The software you are about to download contains encryption/decryption functions or features that subjects the software to export controls under the United States Export Administration Regulations. Any party that receives this transfer may not export, reexport, or transfer the software without a license or other authorization.
2. You affirmatively acknowledge that the software is not intended for use by a foreign government end-user, and that you understand that cryptographic software is subject to export controls under the United States Export Administration Regulations. You further acknowledge that you cannot export the software without a license or other authorization. In addition, you affirm that you are not an entity/party that is prohibited to receive this product or acting on such an entity's behalf, and that the final destination of this transfer is not located in any of the following countries: Iran, Cuba, Syria, Sudan, or North Korea.

Figure 5. The export compliance agreement

The downloads page lists the most recent release. The `.upd` file is the package used for every software update; the ISO and OVA images alongside it are for installing new hardware or virtual machines. Click the plus sign to reveal the MD5 signature or SHA256 checksum, and use one of them to verify the download.

Downloads

Hammerspace-5.x

Files
Download Log
Notification Log

Download Selected Files

8 File(s)

	File Description	File Size	File Added	File Name
☐	+ ISO for 5.0.11-509	2.53GB	Jul 22, 2024	hammerspace-5.0.11-509.iso
☐	+ ISO for 5.0.12-516	2.55GB	Jul 22, 2024	hammerspace-5.0.12-516.iso
☐	+ ISO for 5.1.24-318	2.71GB	Apr 02, 2025	hammerspace-5.1.24-318.iso
☐	+ Metadata Plugin for Windows	131.58MB	May 06, 2024	HammerspacePluginInstaller-1.0.0.62.zip
☐	+ OVA for 5.1.24-318	2.82GB	Apr 02, 2025	hammerspace-5.1.24-318.ova
☐	+ OVA for 5.0.12-516	2.61GB	Jul 22, 2024	hammerspace-5.0.12-516.ova
☐	+ UPD for 5.0.11-509	2.39GB	Jul 22, 2024	hammerspace-5.0.11-509.upd
☒	- UPD for 5.0.12-516 5.0.12 UPD	2.39GB	Jul 22, 2024	hammerspace-5.0.12-516.upd

MD5 Signature: 5d8233466e1218768a97fa7b8f6bef12
SHA256 CheckSum: e50b866cb0f9de28e6dc1bf1630cd6c8c073f2dab7c14f6dc19b6596814a533b

Figure 6. The release download page, with the checksum expanded

Select the checkbox for the `.upd` package and click **Download Selected Files**. You can select more than one package at a time.



The portal requires its Download Manager. If it is not installed, a window appears with a link and installation steps.

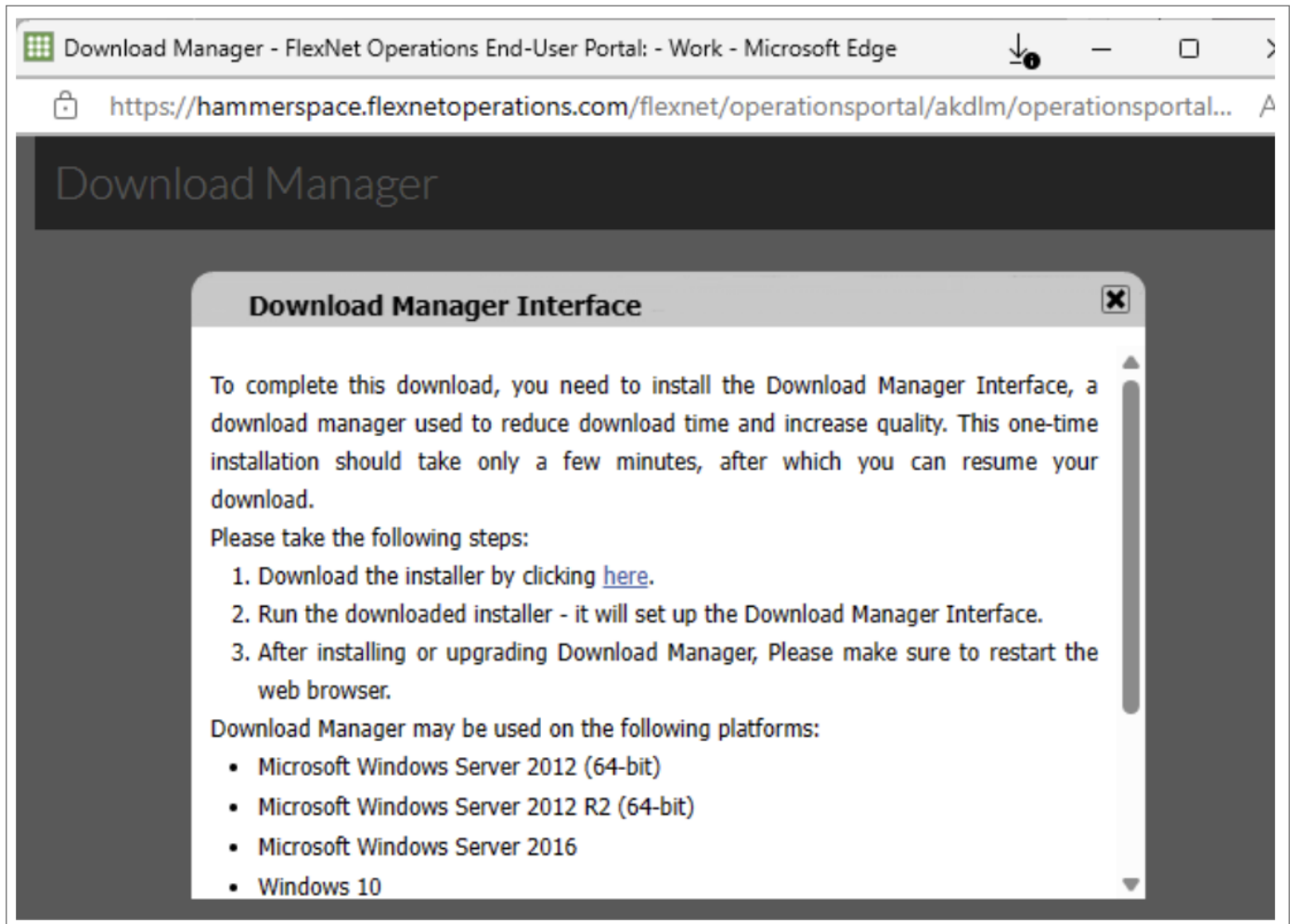


Figure 7. The Download Manager prompt

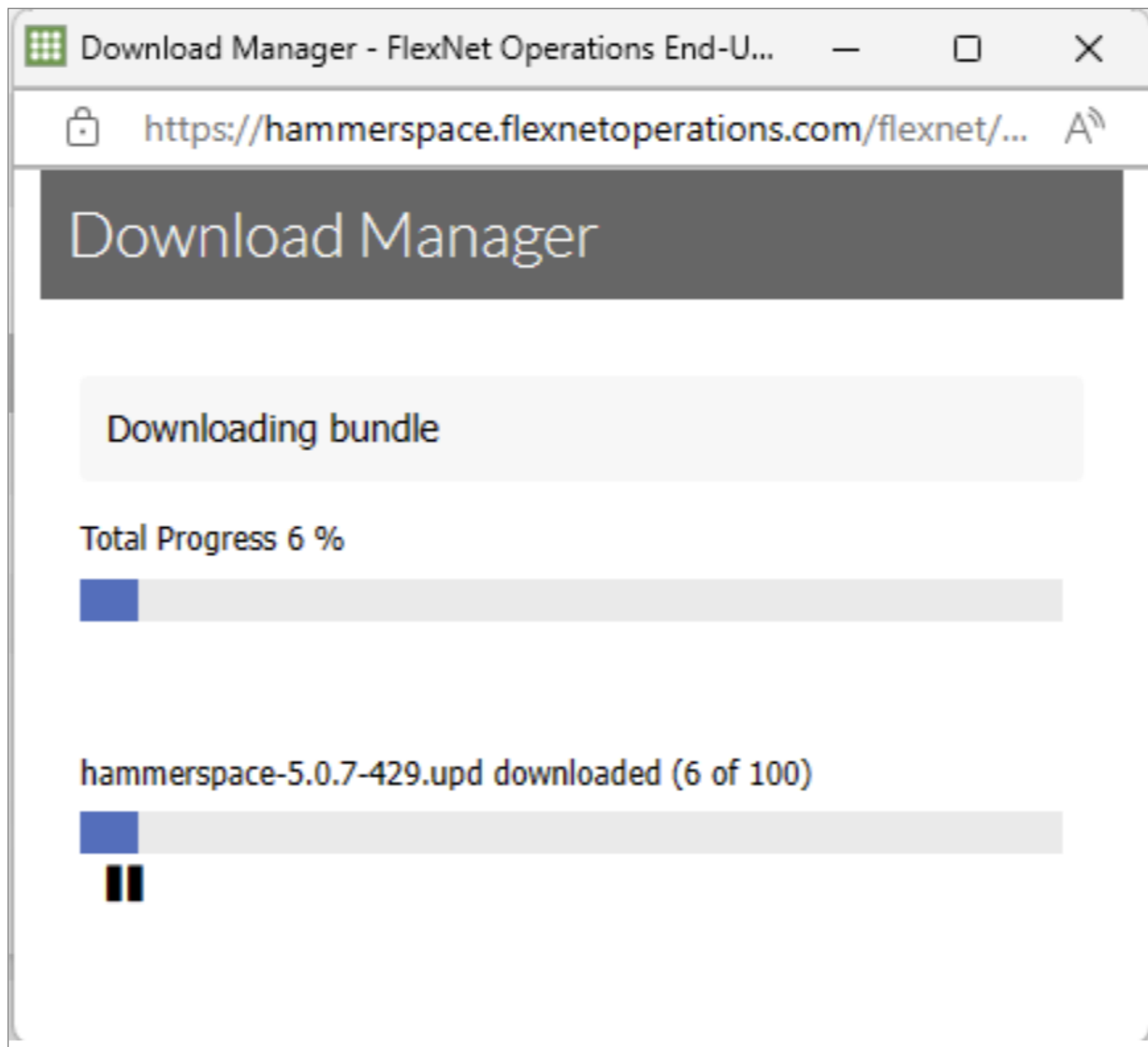


Figure 8. Download progress

Wait for the download to finish before starting the update.

2. Update from the GUI

Sign in to the cluster and go to **Administration** > **Software Update**. Click **+ Upload Software Package** and select the package you downloaded. The cluster uploads and validates it.

Cluster Name: Status: ✔

System Services Network SNMP **Software Update** Support Active Directory Users Licenses System Backup

Uploaded Software Packages + Upload Software Package + Cancel Upload

Package Name	Version	Actions
There are no Packages to display		

Installed Software + Update All

Node Name	Node Type	Version	Actions
jp-anvil-ny-2.asgard.local	Anvil / SECONDARY	5.0.1-390	
jp-ny-anvil-1.asgard.local	Anvil / PRIMARY	5.0.1-390	
jp-ny-dsx-1.asgard.local	DSX	5.0.1-390	
jp-ny-dsx-2.asgard.local	DSX	5.0.1-390	

Figure 9. The Software Update page

Cluster Name: Status: ✔

System Services Network SNMP **Software Update** Support Active Directory Users Licenses System Backup

Uploaded Software Packages + Upload Software Package + Cancel Upload

Package Name	Version	Actions
Uploading Package 45%		

Showing 1 - 1 of 1 Packages

Installed Software + Update All

Figure 10. Uploading the package

When validation finishes, every node reports that an update is available. Click **Update All** to run a rolling update across the cluster, one node at a time.

Cluster Name: Status: ✔

System Services Network SNMP **Software Update** Support Active Directory Users Licenses System Backup

Uploaded Software Packages + Upload Software Package + Cancel Upload

Package Name	Version	Actions
hammerspace-upd-5.0.7-1441.tar	5.0.7-1441	

Showing 1 - 1 of 1 Packages

Installed Software + Update All

Node Name	Node Type	Version	Actions
jp-anvil-ny-2.asgard.local	Anvil / SECONDARY	5.0.1-390 - Update Available	
jp-ny-anvil-1.asgard.local	Anvil / PRIMARY	5.0.1-390 - Update Available	
jp-ny-dsx-1.asgard.local	DSX	5.0.1-390 - Update Available	
jp-ny-dsx-2.asgard.local	DSX	5.0.1-390 - Update Available	

Figure 11. All nodes reporting an available update

The order is fixed: the secondary Anvil first, then the primary Anvil — at which point the cluster switches over between the two and the file system is unavailable for a few minutes — and then the DSX nodes, again one at a time.

If your shares follow the recommended five-nines durability or three-nines availability, files stay accessible throughout the DSX phase, and portal floating IP addresses move to whichever DSX nodes are online.

Figure 12. Update progress

Watch progress in the task window, on the Software Update page, or from the CLI:

Command:

```
software-update-status
```

The node table refreshes slowly, so give it a few minutes.



Close the management UI tab or window during the update to avoid browser cache effects. Sign back in afterwards and check the Software Update page. The management UI is unavailable for a few minutes, but file operations are barely affected.

Budget roughly ten minutes per node. Bare-metal nodes take longer than virtual ones — add five to ten minutes each for the BIOS boot.



If a node fails to update, retry that node. If it fails again, contact Hammerspace Support.

3. Update from the CLI

Connect to the admin CLI:

Command:

```
ssh admin@<server_ip_address>
```

Upload the package. You can point the cluster at a location you host yourself, including a Hammerspace share, or at a link Support provides:

Command:

```
software-upload --package-location <url-to-upd-package>
```

Apply it to every node:

Command:

```
software-apply --all
```

Then monitor it:

Command:

```
software-update-status
```



When the primary node updates, your CLI session drops and you need to reconnect. This applies to manual updates too.

3.1. Update Nodes Manually

To drive the order yourself, use `software-apply --name <node_name>` in this sequence:

1. The secondary Anvil.
2. The primary Anvil.
3. The DSX nodes.

After the two Anvil steps, the DSX nodes can generally go in any order — floating IP addresses fail over to the others automatically. If you use the built-in mirror capability, let shares reach full alignment before updating a DSX node.

4. Updating a Global File System

Where shares are replicated across sites, a version change stops metadata replication until every participating site has been updated. Update all sites at the same time to keep that pause short.