



Upgrade Guide for the Cisco Unified Application Environment, Release 2.4

Use this document to upgrade the Cisco Unified Application Environment to Release 2.4 from either of these releases:

- Release 2.2
- Release 2.3

This guide includes the following topics:

- [Conventions, page 2](#)
- [Upgrading the Cisco Unified Application Environment, page 2](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 8](#)



Conventions

Consider the following documentation conventions as you review this installation document:

Blue Text—To quickly navigate to a section or URL, click text that appears in blue.



Note

Reader, take note. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Reader, be careful. You may do something that could result in equipment damage or loss of data.

Upgrading the Cisco Unified Application Environment

This section includes the following topics:

- [Related Documentation, page 2](#)
- [Frequently Asked Questions, page 3](#)
- [Performing Pre-Upgrade Tasks, page 4](#)
- [Performing the Upgrade to Release 2.4, page 4](#)
- [Performing the Post-Upgrade Task, page 5](#)

Related Documentation

[Table 1](#) provides links to related documentation.

Table 1 *Related Documentation*

Related Information	URL
Cisco MCS data sheets	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html
Cisco MCS Operating system installation documentation	http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/win_os/install/os200312.html
<i>Administration Guide for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/products_administration_guide_book09186a00807dcce7.html
<i>Installation Guide for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/prod_installation_guide_09186a00807fb85e.html
<i>Release Notes for the Cisco Unified Application Environment, Release 2.4</i>	http://www.cisco.com/en/US/products/ps7058/prod_release_note09186a00807de870.html

Frequently Asked Questions

- Q. How long does it take to upgrade the Cisco Unified Application Environment?
- A. The entire upgrade process, excluding pre-/post-installation tasks, takes approximately 2 hours.
- Q. What if I am not currently running Cisco Unified Application Environment on a Cisco MCS server?
- A. You will be able to back up your database, but you will not be able to upgrade to Release 2.4 on that server. To upgrade to Release 2.4, you must have a Cisco MCS server. See [Table 2](#).

Table 2 Supported Servers

Cisco MCS Server Family	Cisco Unified Communications Manager Appliance ¹	CPU	RAM
7845	MCS-7845-H1	2x Intel Xeon Processor (3.4GHz)	4GB DDR2
	MCS-7845-I1		
	MCS-7845-H2	2x Intel Xeon 5140 Processor (Dual core 2.33GHz)	
	MCS-7845-I2		
7835	MCS-7835-I1	Intel Xeon (3.4GHz)	2GB DDR2
	MCS-7835-H2	2x Intel Xeon 5140 Processor (Dual core 2.33GHz)	
	MCS-7835-I2	Intel Xeon 5140 Processor (Dual core 2.33GHz)	
7825	MCS-7825-H2	Intel P4 (3.4 GHz)	
	MCS-7825-I2	Intel P4 Pentium D Processor (3.4 GHz)	
7816	MCS 7816-I3	Intel Celeron D 352 (3.2GHz)	

1. The MCS servers used for the Cisco Unified Application Environment use the Microsoft Windows 2003 Server operating system.

Performing Pre-Upgrade Tasks

Table 3 describes pre-upgrade tasks.

Table 3 Pre-Upgrade Tasks

Tasks	Pre-upgrade Tasks	Important Notes
1.	Make sure you are upgrading to Release 2.4 on a Cisco MCS server.	If you are currently using a server for your Cisco Unified Application Environment that is not a Cisco MCS server, you will be able to back up your system, but you will not be able to install Release 2.4. (See Table 2 for a list of approved servers.)
2.	Make sure you have console access to the Cisco MCS server, either directly or using virtual network computing (VNC).	You cannot access the server remotely other than through VNC to perform this installation.
3.	Make sure you have the following documents: <ul style="list-style-type: none"> • <i>Cisco Unified Application Environment Installation Guide, Release 2.4</i> • <i>Cisco Unified Application Environment Administration Guide, Release 2.4</i> 	See Related Documentation, page 2 .

Performing the Upgrade to Release 2.4

To upgrade the Cisco Unified Application Environment to Release 2.4 from Release 2.2 or Release 2.3, follow these steps:

Procedure

-
- Step 1** Insert the Cisco Unified Application Environment DVD into the drive. Windows Explorer appears displaying the contents of the DVD.
- Step 2** Locate this executable file and place it anywhere on the server: CUAE-lbt-2.4.x.exe. A window appears asking where to install the tool.
- Step 3** Select the default location: C:\Program Files\Metreos.
- Step 4** Click **Install**.
- Step 5** Use the server console or VNC to open a command window.
- Step 6** Navigate to the location on the server where you have saved the executable file, then enter the following command:

```
cuae-legacy-backup.exe [-u database_user] [-p database_password] [-l path_to_environment]
[ +database_name ...]
```

where

- u is **root** for both Release 2.2 and Release 2.3
- p is **metreos** for Release 2.2, and is the administrative password you designated for Release 2.3
- l is C:**metreos** for Release 2.2, and C:**Program Files\metreos** for Release 2.3

+*database_name* is the name of a database you want to backup in addition to the system database.

In general, if you have any applications that use their own, customized MySQL database on the server, you will need to specify their database names. Check with the developers who created the applications that are installed on the system to find out if there are custom databases associated with the applications, and whether they should be backed up.



Note Arguments with spaces in their names must have double quotes around them.

For example:

- A Release 2.2 server with an additional applications database called `application_suite` is entered as follows: `cuae-legacy-backup.exe -u root -p metreos -l c:\metreos +application_suite`
- A Release 2.3 server with no additional application databases and a password for the database named `cisco` is entered as follows: `cuae-legacy-backup.exe -u root -p cisco -l "c:\Program Files\Metreos"`

The database is backed up and a folder named `Backup` is created in the location where you downloaded the `cuae-legacy-backup.exe` on your server.

Step 7 Save the `Backup` folder in a location other than the server. You will need the back up file after you have upgraded to Release 2.4.



Caution The next step (Step 8) reinstalls the operating system and all existing data on the server is removed. Make sure you saved your configuration in a location other than the server. See Steps 6 and 7.

Step 8 Insert the Cisco OS DVD (2003.1.2), shipped with your MCS server, then reboot the server.

On reboot, the operating system is reinstalled. (For additional information, see the Cisco MCS Server Operating system installation documentation at the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/win_os/install/os200312.html



Note You can not apply the Release 2.4 installers on a Release 2.2 or Release 2.3 system. The Release 2.4 installers must be run on a clean server.

Step 9 Install the Cisco Unified Application Environment, Release 2.4. See *Installing the Cisco Unified Application Environment, Release 2.4* at the following URL:

http://www.cisco.com/en/US/products/ps7058/prod_installation_guide09186a00807fb85e.html

Performing the Post-Upgrade Task

After you install Release 2.4, you must migrate your backed up Release 2.2 or Release 2.3 backup data to the upgraded server.

**Note**

Before performing this task, you must successfully install Release 2.4, and have accessed and logged into the Cisco Unified Application Environment management console.

See *Installing the Cisco Unified Application Environment, Release 2.4* at the following URL:
http://www.cisco.com/en/US/products/ps7058/prod_installation_guide09186a00807fb85e.html

To restore your backed up data on the upgraded Release 2.4 Cisco MCS server, follow these steps:

Procedure

- Step 1** Place the Backup folder anywhere on the upgraded MCS server.
- Step 2** Log in to the Cisco Unified Application Environment management console.
- Step 3** From the Main Control Panel, under System, click **Service Control**, then stop all the services.
- Step 4** Use the server console or VNC to open a command window.
- Step 5** Enter this command to access the correct directory:

```
C:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0
```

**Note**

Arguments with spaces in their names must have double quotes around them.

For example:

```
cd "c:\Program Files\Cisco Systems\Unified Application Environment\Framework\1.0"
```

- Step 6** Enter the following command to restore the data:

```
cuae-restore.exe C:\Program Files\Cisco Systems\Unified Application  
Enviroment\Framework\1.0[path_to_backup_file]
```

where *path_to_backup_file* is the location of the file generated by the cuae-legacy-backup tool, which is located in the Backup folder on the server.

**Note**

Arguments with spaces in their names must have double quotes around them.

For example:

```
cuae-restore.exe "C:\Documents and  
Settings\Administrator\Desktop\Backup\SAMPLECUAESERVER-20070513-143919.cuae"
```

- Step 7** Enter the following command to test the upgrade:

```
cuae-dbtool.exe -t upgrade
```

- If the test is successful, the following message appears “The trial run was successful,” and you can proceed to [Step 8](#).
- If the test fails, the following error message appears “The trial run failed.” Contact the Cisco Technical Assistance Center (TAC). For a complete list of Cisco TAC contacts, go to this URL: <http://www.cisco.com/techsupport/contacts>.

- Step 8** Enter the following command to migrate the data:

```
cuae-dbtool.exe upgrade
```

- If the migration is successful, the following message appears “The migration was successful,” and you can proceed to Step [Step 9](#).
- If the migration fails, the following error message appears “The migration failed.” Contact the Cisco Technical Assistance Center (TAC). For a complete list of Cisco TAC contacts, go to this URL: <http://www.cisco.com/techsupport/contacts>.

Step 9 If this upgraded server is a media engine, then you must reset the password; the cuae-dbtool.exe does not restore the password for the media engine software. From the Main Control Panel on the Cisco Unified Application Environment management console, click **Media Engine Configuration**, and enter a password for the media engine.



Note You must also enter the same password under **Main Control Panel > Media Engine Configuration** on any application servers that use this media engine. This enables the application servers to communicate with the media engine.

Step 10 Return to the Main Control Panel, and click **Service Control**, then click **Restart** for the Watchdog Server.

This restarts all of the services in order of dependency.

Upgrade Error Messages

[Table 4](#) describes upgrade error messages that might be displayed during the upgrade.

Table 4 *Installation Error Messages*

Error Message	Reason	Corrective Action
FATAL ERROR: The following exception was thrown: System.IO.FileNotFoundException: Could not load file or assembly 'file:///C:\Documents and Settings\Administrator\migration-defs.dll' or one of its dependencies.The system cannot find the file specified.	You did not run the cuae-dbtool.exe from the correct directory.	You must run the executable from the directory in which it is located. See Performing the Upgrade to Release 2.4, page 4, Step 5 .
No migration path is defined for starting version. The migration failed.	You did not run the cuae-restore.exe on the server.	Make sure you have entered the correct command to restore the data. See Performing the Upgrade to Release 2.4, page 4, Step 6 .

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.