

[Cisco Unified MeetingPlace, Release 6.x > Web Conferencing > Installing and Upgrading](#)

The information on this page is relevant to all installations that include web or video conferencing or integrations with third-party applications.

If you are upgrading to Cisco Unified MeetingPlace Release 6.0 as part of a migration to Cisco Unified MeetingPlace Release 7.0.3, then click this link after you are done with the upgrade: [Cisco Unified MeetingPlace Release 7.0 -- Migrating to Cisco Unified MeetingPlace Release 7.0.3 from Release 6.0.](#)

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## About Upgrading to Cisco Unified MeetingPlace Web Conferencing Release 6.0

With Cisco Unified MeetingPlace Release 6.0, Cisco Unified MeetingPlace Web Conferencing and all Cisco Unified MeetingPlace integration components must be installed on a Cisco MCS server running a Microsoft Windows Server 2003-based Cisco MCS operating system. Changing the operating system from the Windows 2000 Server-based version to the Windows 2003-based version requires a new installation. Cisco does not support upgrading the operating system from the Windows 2000-based version to the Windows 2003-based version.

- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0, run the 6.0 installation program.
- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0 MR1, run the 6.0MR1 installation program. If your system has no version of Web Conferencing, the program installs MR1. If your system currently has Release 6.0, the program upgrades to MR1.
- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0 MR2, run the 6.0MR2 installation program. If your system has no version of Web Conferencing, the program installs MR2. If your system currently has Release 6.0 or MR1, the program upgrades to MR2.
- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0 MR3, run the 6.0MR3 installation program. If your system has no version of Web Conferencing, the program installs MR3. If your system currently has Release 6.0, MR1, or MR2, the program upgrades to MR3.
- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0 MR4, run the 6.0MR4 installation program. If your system has no version of Web Conferencing, the program installs MR4. If your system currently has Release 6.0, MR1, MR2, or MR3, the program upgrades to MR4.
- To install Cisco Unified MeetingPlace Web Conferencing Release 6.0 MR5, run the 6.0MR5 installation program. If your system has no version of Web Conferencing, the program installs MR5. If your system currently has Release 6.0, MR1, MR2, MR3, or MR4, the program upgrades to MR5.

Migrating to Cisco Unified MeetingPlace Web Conferencing Release 6.0 involves performing specific data backup procedures, installing the Windows 2003-based operating system, reinstalling Cisco Unified MeetingPlace components, and restoring data.

**Caution!** The migration process is complex, so it is imperative that you follow the documentation carefully.

Whether you choose to install new Cisco MCSs or you use existing Cisco MCSs, you must back up customer-specific application data if you want to migrate the data to the server after the installation of the Windows 2003-based version of the operating system.

After the migration, attachments and audio recordings from previous meetings that were backed up and restored by using the Cisco Unified MeetingPlace Web Conferencing Backup/Restore Wizard will be available on the migrated Web Conferencing server; however, synchronized audio/web recordings will not be available for playback on the Release 6.0 server. If users need to access these recordings, you must retain the

original pre-6.0 Web Conferencing server. Therefore, before doing the migration, you must **choose one of the following three approaches for the Web Conferencing migration:**

**Replace the pre- Release 6.0 Web Conferencing server with the Release 6.0 version (either by using the same hardware or by replacing the hardware and decommissioning the old hardware during the migration)**

- Users will be able to access existing attachments and audio recordings on the Release 6.0 server, but will no longer have access to existing synchronized audio/web recordings.
- If you are replacing the hardware, we recommend that you use the DNS host name of the original server on the new hardware. Keeping the same name allows you to migrate the configuration settings and customizations seamlessly. Also, in some deployments, users launch a web-sharing session by clicking a URL on a meeting that was previously scheduled. By preserving the DNS host name you ensure that those URLs function as before.
- Do the tasks in [Migration Task List for Cisco Unified MeetingPlace Release 6.0](#) (or, if you have a Segmented Meeting Access deployment, do either the tasks in [Task List for Migrating an SMA-1S Web Conferencing Deployment](#) or [Task List for Migrating an SMA-2S Web Conferencing Deployment](#), as applicable). If you are replacing the hardware, decommission the old hardware after backing up data on the original server.

**Build a new Release 6.0 Web Conferencing server; run the new server alongside the original server temporarily, and decommission the original server when users no longer need access to existing synchronized audio/web recordings**

- Users have access to synchronized audio/web recordings until they are purged or until you decommission the original server.
- The new server does not use the IP address or host name of the original server.  
**Caution!** The migration process for Cisco Unified MeetingPlace for Outlook, Cisco Unified MeetingPlace for Lotus Notes, Cisco Unified MeetingPlace SMTP E-Mail Gateway, Cisco Unified MeetingPlace H.323/SIP Gateway, and Cisco Unified MeetingPlace Directory Services requires that you restore the software on a machine with same IP address or host name used to back up data. If you choose this approach for a server on which any of these integrations are installed, you will have to do a new installation of the integration(s) on the server.
- Do the tasks in [Migration Task List for Cisco Unified MeetingPlace Release 6.0](#). For this scenario, you do not need to run the Cisco Unified MeetingPlace Web Conferencing Backup/Restore wizard. You will manually migrate any customizations and configuration settings to the new Release 6.0 Web Conferencing server.
- During the transition period, both Web Conferencing servers connect to and share the same Audio Server.
- The Release 6.0 and original Web Conferencing servers cannot share a SQL Server database or shared storage location.

**Migrate the Web Conferencing files, settings, and host name to a new Release 6.0 server, but keep the original server running with a different hostname so users can access existing synchronized audio/web recordings**

- Users have access to synchronized audio/web recordings until they are purged from the original server.

- Do the tasks in [Migration Task List for Cisco Unified MeetingPlace Release 6.0](#). For this scenario, after you run the Cisco Unified MeetingPlace Web Conferencing Backup/Restore Wizard, you will change the DNS host name of the original server, and use the original DNS host name when building the new Release 6.0 server.
- Both Web Conferencing servers connect to and share the same Audio Server.
- The Release 6.0 and original Web Conferencing servers cannot share a SQL Server database or shared storage location.
- Since the existing synchronized web/audio recordings are tracked by the Audio Server, we recommend that you use MeetingTime to change the Days Until Meetings Stats Purged setting on the Audio Server to a sufficiently large number, and also increase the value of the Purge Meetings Held Before (Days) setting on the original Web Conferencing server. This will ensure that the existing recordings are available to users for as long as the original and new servers are running side-by-side.

Use the following task list to do the applicable tasks for your deployment in the correct order.

## Migration Task List for Cisco Unified MeetingPlace Release 6.0

**Caution!** The migration process is complex, so it is imperative that you follow the documentation carefully.

**Note:** Migrating to Release 6.0 by using Terminal Services is not supported.

1. If you have not already chosen your approach for the Web Conferencing migration, do so now. See [About Upgrading to Cisco Unified MeetingPlace Release 6.0](#).
2. Upgrade Audio Server. See [Upgrading the Audio Server Software to Release 6.0](#).
3. Upgrade the language pack.
4. Verify that your Cisco MCS model is supported for use by Release 6.0 components by checking the [System Requirements](#). If your server hardware is no longer supported, you must upgrade to new Cisco MCS hardware.  
**Note:** Cisco MCS models 7835H-3.0-IPC1, 7835I-3.0-IPC1, and 7845H-3.0-IPC1 (and equivalent third-party models) are no longer supported.
5. Back up customer-specific application data. If you are migrating to a new server or if you are installing a new operating system on an existing server, you must back up customer-specific data that will be restored after the installation of Windows 2003.

Follow the backup procedures for the following components as applicable to your deployment:

1. Cisco Unified MeetingPlace Network Backup Gateway-Back up all files in the backup directory. This location can vary based on customer configuration. The following registry setting stores the directory location: HKLM/Software/Latitude/MeetingPlace Backup/MPBackup\_Dir
2. Cisco Unified MeetingPlace H.323/SIP Gateway-Back up the following files from the C:\Latitude\MeetingPlace IP Gateway directory: config-ras.val, config.val, and dialgroups.txt. If it exists, back up rvtele.ini from <WINDOWS>\system32.
3. Cisco Unified MeetingPlace Directory Services-Back up modified files in C:\Program Files\Cisco Systems\MeetingPlace Directory Services\config\.
4. Cisco Unified MeetingPlace SMTP E-Mail Gateway-Back up customized notification templates (.tpl files) in C:\Program Files\Cisco Systems\MeetingPlace E-mail Gateway\.
5. Cisco Unified MeetingPlace for Outlook-Back up customized files in C:\Program Files\Cisco Systems\MPWeb\mpoutlook (mpmessage.rtf, mpMsgRsv1.rtf, and

mpMsgVideoNot.rtf) and in each language sub-folder. Also, back up customized files in C:\Program Files\Cisco Systems\Shared Components\MeetingPlace Notification Gateway\ (NotifySchedule.tpl, NotifyScheduleVideo.tpl, NotifyReSchedule.tpl, NotifyReScheduleVideo.tpl, NotifyCancel.tpl, NotifyNoShow.tpl, and NotifyRenewRecur.tpl) and each language sub-folder. Note the Windows domain that the server is joined to, and the Windows administrator account and password that was created for the default Microsoft Outlook mailbox on the server.

6. Cisco Unified MeetingPlace for Lotus Notes-Back up the user.id file (the default location for this file is C:\Program Files\Lotus\Notes\Data) and the notification.tpl file (the default location for this file is C:\Program Files\Cisco Systems\Cisco MeetingPlace for Notes).
7. Cisco Unified MeetingPlace Video Administration-Follow the backup procedures in [Video Administration Backup and Restore Procedures](#).
8. Cisco Unified MeetingPlace Video Integration-Back up any custom SSL certificates.
9. Cisco Unified MeetingPlace Gateway SIM-The Gateway SIM is backed up and installed with Cisco Unified MeetingPlace Web Conferencing. From your system tray, right-click the Cisco Unified MeetingPlace (orange door) icon, click Properties, and note the hostname, FQDN or IP address of the Audio Server as it appears in the box in the lower left corner. You will need to enter this information exactly as it appears here when reinstalling Web Conferencing.
 

**Note:** Cisco Unified MeetingPlace for Jabber is not installed on a Cisco MCS, and there is no customer-specific data to back up.
6. Back up customer specific data on the Cisco Unified MeetingPlace Web Conferencing server(s), if applicable, depending on the decision you made about retaining user access to existing synchronized audio/web recordings.
 

Follow the backup procedures for the following situations as applicable to your deployment:

  1. Manually back up Web Conferencing in case you need to revert to the previous release (5.3 or 5.4). This task is optional, but strongly recommended. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Manually Backing Up Web Conferencing](#).
  2. Run the Cisco Unified MeetingPlace Web Conferencing Backup Wizard to generate an executable that migrates configuration settings and meeting information from Web Conferencing Release 5.3 or 5.4 to Release 6.0 on the Windows 2003 operating system. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup Wizard](#).
  3. If your deployment includes a shared external database (in other words, the database is not installed on a Web Conferencing server), and you did not already back up the database as part of the manual backup in Task [5.1](#), back up the external database. See [Backing Up a Shared External Database](#).
  4. If your deployment includes shared or external storage (in other words, multiple Web Conferencing servers store MeetingNotes in a single location, or MeetingNotes are stored in an external storage location), back up the storage location. See [Backing Up Shared or External Storage](#).
7. *If you are replacing the original Web Conferencing server with new server hardware and not retaining user access to synchronized audio/web recordings:* Decommission the original Web Conferencing server.
8. *If you are migrating the Web Conferencing files, settings, and host name to a new Release 6.0 server and retaining user access to synchronized audio/web recordings:* Change the DNS host name of the original server to something other than its original name.
9. Install Windows 2003 on the Cisco MCS server(s). See [Installing the Operating System on the Cisco MCS Server](#) and [Configuring Network Settings on the Cisco MCS](#).
10. Review the latest supported version combinations of Audio Server Release 6.0 and the other Cisco Unified MeetingPlace components. Refer to the *Compatibility Matrix: Cisco Unified MeetingPlace*

Components at

[http://docwiki.cisco.com/index.php/Cisco\\_Unified\\_MeetingPlace%2C\\_Release\\_6.x\\_--\\_Compatibility\\_Matrix](http://docwiki.cisco.com/index.php/Cisco_Unified_MeetingPlace%2C_Release_6.x_--_Compatibility_Matrix).

11. Restore the Web Conferencing data you backed up, if applicable, and install Web Conferencing:
  1. Run the restore executable for Web Conferencing. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Restoring Web Conferencing](#).
  2. If your deployment includes a shared external database, restore the database. See [Restoring a Shared External Database](#).
  3. If your deployment includes remote shared storage, restore the shared storage location. See [Restoring Shared External Storage](#).
  4. Install Web Conferencing Release 6.0. (If you have a cluster of Web Conferencing servers, do this task on each server.) Follow the procedures described in [Installing Web Conferencing](#).

**Note:** If you use the restore executable to restore Web Conferencing data, enter the exact Audio Server value that you noted in Task 4.9 for the Hostname of MeetingPlace Server parameter when installing Web Conferencing Release 6.0.
  5. If the server was restored from a backup done on a member of a Web Conferencing cluster, configure the shared storage authentication information. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Configuring Shared Storage Authentication Settings](#).
  6. If a standalone server is restored from a backup that previously had shared storage configured, or if you would like to configure shared storage on a server that did not previously have it configured, see [Configuring Shared Storage](#).
12. *If you are running the new Release 6.0 Web Conferencing server alongside the original server temporarily:*
  - ◆ Manually migrate the customizations and configuration settings on the original Web Conferencing server to the new server.
  - ◆ Inform your users that the original server will be decommissioned after a certain date and that they should schedule new meetings on the new server moving forward. They will still be able to access previously scheduled meetings and recordings on the original server.
13. *If you are migrating the Web Conferencing files, settings, and host name to a new Release 6.0 server and retaining user access to synchronized audio/web recordings: In order for users to access existing synchronized audio/web recordings, we recommend that you create a custom URL on the Welcome page of the new Release 6.0 server, directing users to the original server for these recordings. (For example, "Click here to access your previously recorded meetings.") See [About Web Conferencing Templates](#).*
14. Install and restore Network Backup Gateway, if applicable:
  1. To install Network Backup Gateway, see [Installing and Configuring Cisco Unified MeetingPlace Network Backup Gateway](#).
  2. Restore the Cisco Unified MeetingPlace Network Backup Gateway files that you backed up in Task 5.1.
15. Install and restore H.323/SIP Gateway, if applicable:
  1. To install the H.323/SIP Gateway, refer to the installation information for [Cisco Unified MeetingPlace H.323/SIP IP Gateway, Release 5.3](#).
  2. Restore the files that you backed up in Task 5.2.
16. Install and restore Directory Services, if applicable:
  1. To install Directory Services, refer to the installation information for [Cisco Unified MeetingPlace Directory Services, Release 5.4](#).
  2. Restore the files that you backed up in Task 5.3.
17. Install and restore SMTP E-Mail Gateway, if applicable:
  1. To install SMTP E-Mail Gateway, refer to the installation information for [Cisco Unified MeetingPlace SMTP E-Mail Gateway, Release Release 6.0 and 5.4](#).
  2. Restore the files that you backed up in Task 5.4.

18. Install and restore Cisco Unified MeetingPlace for Outlook, if applicable. See [Installing and Restoring Cisco Unified MeetingPlace for Outlook](#).
19. Install and restore Cisco Unified MeetingPlace for Lotus Notes, if applicable. See [Installing and Restoring Cisco Unified MeetingPlace for Lotus Notes](#).
20. Install and restore Video Administration, if applicable:
  1. To install Video Administration, see [Installing the Video Administration for Cisco Unified MeetingPlace Component](#).
  2. Restore the files that you backed up in Task 5.7. See [Video Administration Backup and Restore Procedures](#).
21. Install and restore Cisco Unified MeetingPlace Video Integration, if applicable:
  1. To install Video Integration, see [Installing the Cisco Unified MeetingPlace Video Integration Component](#).
  2. If applicable, restore the SSL certificates that you backed up in Task 5.7, and configure the new installation to use the restored SSL certificates.
22. Upgrade Cisco Unified MeetingPlace for Jabber, if applicable. See [Installing or Upgrading Cisco Unified MeetingPlace for Jabber](#).

## Updating the Number of Full Web Conferencing Ports Configured on the Audio Server

In previous releases, the Full Web Conferencing Ports value on the Audio Server was set to either 0 (no Web Conferencing licensed) or 1 (Web Conferencing licensed). When you upgrade the Audio Server to Release 6.0, you must manually update the number of Full Web Conferencing Ports to match the number of licensed Web Conferencing ports for your deployment.

### Procedure

1. Open MeetingTime.
2. Click **Administration > Configure**.
3. In the Views box, under System Configuration, click **Server Configuration**.
4. Click **Query**.
5. Check the value for Full Web Conferencing Ports. If it does not match the number of licensed ports for your deployment, click on the value, change it, and click **OK**. Then click **Save Changes**.

## Manually Backing Up Web Conferencing

Before you upgrade any existing Cisco Unified MeetingPlace Web Conferencing installation, you must back up critical application files. The backup files enable you to revert to your previous environment if the upgrade or installation fails.

The following backup tasks are required for all upgrade scenarios (full and patch upgrades):

- [Backing Up the MPWEB Database and MPWEB-Slave Database](#)
- [Backing Up Critical Web Conferencing Application Files](#)
- [Backing Up Cisco Unified MeetingPlace Registry Information](#)

## Backing Up the MPWEB Database and MPWEB-Slave Database

The procedure in this section uses Enterprise Manager to back up the databases. Back up the MPWEB database first, then the MPWEB-Slave database.

To use osql commands, see [Web Conferencing and SQL Server](#).

### Procedure

1. Open Enterprise Manager.
2. Expand the database folder.
3. Right-click the database name-**MPWEB** or **MPWEB-Slave**-then choose **All Tasks > Backup Database**.  
The SQL Server Backup - MPWeb window appears.
4. Specify the destination where the backup file will be created, then click **OK** to initiate the backup operation.  
The Backup Progress window appears, then disappears when the backup process is complete.
5. Repeat [Step 1](#) through [Step 4](#) to back up the MPWEB-Slave-#### database.  
**Note:** If you see multiple MPWEB-Slave databases, you have a load balancing cluster, in which multiple Web Conferencing servers work together to provide data conferencing load balancing. All members in the cluster share the same MPWEB database, but each member has its own MPWEB-Slave database. Back up all valid databases.
6. Continue with the [Backing Up Critical Web Conferencing Application Files](#).

## Backing Up Critical Web Conferencing Application Files

If you have a load-balancing cluster of Web Conferencing servers, do this procedure on each server in the cluster.

### Before You Begin

- Complete the [Backing Up the MPWEB Database and MPWEB-Slave Database](#).

### Procedure

1. Open Windows Explorer.
2. Browse to the folder in which the Cisco Unified MeetingPlaceWeb Conferencing application is installed.
3. Open the **MPWeb** folder.

4. Back up all folders except for the Diagnostics and Meetings folders.
5. Continue with the [Backing Up Cisco Unified MeetingPlace Registry Information](#).

## Backing Up Cisco Unified MeetingPlace Registry Information

If you have a load-balancing cluster of Web Conferencing servers, do this procedure on each server in the cluster.

### Before You Begin

- Complete the [Backing Up Critical Web Conferencing Application Files](#).

### Procedure

1. Open Registry Editor.
2. Navigate to and select HKEY\_LOCAL\_MACHINE\SOFTWARE\Latitude.
3. From the menu bar, choose **Registry > Export Registry File**.
4. Save the file.

**Tip:** When saving your backup files, add information that will help you manage the backup. For example, including 5.4(70.0) and 6.0.x in the folder name means that the folder contains the Release 5.4(70.0) backup files, which were created before you migrated to Release 6.0.(x).

5. Save all backup files to a safe location where you will be able to access them after installing the Windows 2003 operating system on the MCS server(s).

## Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup or Restore Wizard

The Cisco Unified MeetingPlace Web Conferencing Backup or Restore Wizard generates an executable that migrates configuration settings and meeting information from Web Conferencing Release 5.3 or 5.4 to Release 6.0 on the Windows 2003 operating system. If you plan to migrate server configuration and settings to Release 6.0, you must do this procedure even if you already did a manual backup. If you have a load-balancing cluster of Web Conferencing servers, do this procedure on each server in the cluster.

**Note:** The restore file generated by the Cisco Unified MeetingPlace Web Conferencing Backup or Restore Wizard cannot be used to revert to Release 5.3 or 5.4 if the migration fails. You will need to have a manual backup created by using the [Manually Backing Up Web Conferencing](#) if you need to revert to the original release.

## Before You Begin

The Web Conferencing Backup or Restore Wizard uses the Microsoft Windows backup tool as its underlying backup engine. Since the Windows backup tool does not perform any compression, the total size of your projected backup equals the total data size of the files and folders that you want to back up.

By default, the Backup or Restore Wizard backs up data from the following folders:

- C:\Program Files\Microsoft SQL Server\MSSQL\Data
- C:\Program Files\Cisco Systems\MPWeb\Meetings

These folders are based on the default set up of the local SQL Server database on the MCS server and on the lack of a shared storage location. If you have a shared storage location, the location of the backup folders change. For example, if the shared storage location is C:\web\_data, the Backup or Restore Wizard backs up data from the following folders:

- C:\Program Files\Microsoft SQL Server\MSSQL\Data
- C:\web\_data

In other words, the contents of the \Meetings folder in the default example are found in the \web\_data folder in the shared storage example.

The Backup or Restore Wizard then stores the backed up data in the following folder by default:

- C:\Program Files\Cisco Systems\MPWeb\MPBackup

**NOTE:** If you run the Backup or Restore Wizard in command line mode, you can specify a different location. If you do not do the following procedure, the Web Conferencing Backup or Restore Wizard will store its backed up data in C:\Program Files\Cisco Systems\MPWeb\MPBackup.

### Procedure to Specify a Different Location for the Backup or Restore Wizard

1. Open a DOS command window.
  1. Choose **Start > Run**.
  2. Enter **cmd**.
2. Navigate to the folder where the backup utility is located, for example: C:\Temp\mpweb\_software>
3. Enter the location of your backup destination folder by reviewing the following examples:

- Example 1:

If you enter **ciscounifiedmeetingplacewebconferencingbackup.exe f:** the Backup or Restore Wizard will create a folder called f:\MPBackup and use it as the destination folder for your backed up data.

- Example 2:

If you enter **ciscounifiedmeetingplacewebconferencingbackup.exe f:\backup** the Backup or Restore Wizard will create a folder called f:\backup\MPBackup and use it as the destination folder for your backed up data.

**NOTE:** If you specify **f:\** instead of **f:**, or **f:\backup\** instead of **f:\backup**, the Backup or Restore Wizard will fail and abort. In other words, do not include the \ as the last character in your path specification.

- Example 3:

Specify your destination backup folder by using a UNC path: Enter **ciscounifiedmeetingplacewebconferencingbackup.exe \\hostname\temp**

#### **Procedure for Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup or Restore Wizard**

1. On the original Web Conferencing server, exit any open applications.
2. Insert the Cisco Unified MeetingPlace Web Conferencing DVD into the DVD-ROM drive and double-click **CiscoUnifiedMeetingPlaceWebConferencingBackup.exe**.
3. Click Next in the first dialog box of the Backup or Restore Wizard.
4. Follow the prompts that the Backup or Restore Wizard displays.  
The Backup or Restore Wizard creates a restore file to be used after upgrading the MCS operating system.
5. When the backup completes, note the location of the restore file, and click **OK**.
6. Click Close.
7. Copy the restore file from the location you noted in [Step 5](#) to an external location where you can access it after the new version of the operating system is installed.  
**Note:** If you are planning to keep the original Web Conferencing server running alongside the new Release 6.0 server, you do not need to copy the restore file to another location; when restoring settings to the new server, you can access the restore file by browsing to the URL of the location you noted in [Step 5](#).

## **Backing Up a Shared External Database**

The procedure in this section uses Enterprise Manager to back up an MPWEB database that is shared between multiple Web Conferencing servers in a cluster. Do this procedure if you need to migrate the database to a new machine (for example, because you plan to run a cluster of Release 6.0 servers with a new database server alongside a Release 5.4 machine that accesses the original database server) and you have not backed up the database already.

**Note:** For the purpose of migrating to Web Conferencing Release 6.0, you do not need to back up the MPWEB-Slave databases.

To use osql commands, see [Web Conferencing and SQL Server](#).

#### Procedure

1. On the database server, open Enterprise Manager.
2. Expand the database folder.
3. Right-click the database name-**MPWEB**-then choose **All Tasks > Backup Database**.  
The SQL Server Backup - MPWeb window appears.
4. Specify the destination where the backup file will be created, then click **OK** to initiate the backup operation.  
The Backup Progress window appears, then disappears when the backup process is complete.
5. Save the database backup file to a safe location where you will be able to access it after installing the Windows 2003 operating system on the database server.

## Backing Up Shared or External Storage

Each Web Conferencing server cluster requires a common storage location. The common storage location can be on one of the servers in your cluster or on another (external) machine.

Do this procedure if you are using an shared or external storage and you need to migrate the storage to a new machine or location (for example, because you plan to run a cluster of Release 6.0 servers with shared storage alongside a Release 5.4 machine that accesses the original shared storage location). If the storage directory is located on one of the Web Conferencing servers in the default <drive>:\Program Files\Cisco Systems\MPWEB\Meetings directory, it is automatically backed up and restored when you run the Cisco Unified MeetingPlace Backup/Restore Wizard; in this case, you do not need to manually back up the storage location.

#### Procedure

1. Locate the storage folder (the folder path may include MPWeb\Meetings). If you do not know the location of the folder, do the following substeps:
  1. Open your web browser to access the Cisco Unified MeetingPlace Web Conferencing home page.
  2. Use your System Manager-level user ID and password to sign in.
  3. Click **Admin**; then, **Web Server**.
  4. From the "View" section of the page, click the name of a web server that uses the shared storage. The Attachment Location parameter specifies the storage location.
2. Zip all of the files in the storage folder into a single .zip file.
3. Save the zip file to a safe location where you will be able to access it to restore it.
4. Note the original path of the storage folder. You will need to unzip the files into the same path when restoring the folder.

## Restoring Web Conferencing

If you have a load-balancing cluster of Web Conferencing servers, use the Web Conferencing Restore Wizard on each server in the cluster.

## Procedure

1. On the 6.0 Web Conferencing server, exit any open applications.
2. Locate and double-click **CiscoUnifiedMeetingPlaceWebConferencingRestore.exe** from the location to which you copied the file in [Step 4](#) of the [Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup Wizard](#).
3. Click **Start**. The wizard extracts and restores files for use in the Web Conferencing upgrade.
4. When the restore completes, click **OK**, then click **Close**.

## Restoring a Shared External Database

Do the tasks in this section if you backed up a shared external database to migrate the external database server to a new machine.

1. Install SQL Server 2000 and any required SQL Server service packs on the database server. For service pack requirements, see the [System Requirements](#).
2. Restore the MPWEB database from the backup file by performing the following procedure.

**Note:** When restoring the database for a Web Conferencing Release 6.0 server, you do not need to restore the MPWEB-Slave database(s).

## Procedure

1. Log on to the database server.  
**Note:** If you cannot log on to the database server, log on to any Windows-based workstation or server on the network that has a valid installation of SQL Server Client tools including the `osql` command, so you can connect remotely to the SQL Server.
2. Copy the database backup file from the location where you saved it in the [Backing Up a Shared External Database](#) to a directory on the database server, for example, `C:\temp\mpweb.dat`.
3. Access the command prompt:  
Choose **Start > Run** and enter **cmd**.
4. Connect to SQL Server by using `osql` with the SA account and the appropriate password:  
Enter `osql -U sa -S servername`, where *servername* is the Windows server name.
  - If the SQL Server runs locally, you can omit the option `-S servername`.
  - If you are not allowed to connect to this SQL Server as SA, connect by using an account with enough privileges to back up a database.
5. Check if a database called MPWEB exists on this server:  
Enter **select name from sysdatabases where name like 'MPWEB%'**, then enter **go**.
6. If a MPWEB database exists, verify that no Cisco Unified MeetingPlace Web Conferencing server is currently using this database.
7. (Optional) If one or multiple Cisco Unified MeetingPlace web servers are using the database, do the following:
  1. Log on as an administrator on each server.
  2. Stop the Cisco Unified MeetingPlace Web Conferencing service.

3. Wait for all the Cisco Unified MeetingPlace Web Conferencing services, the IIS Admin service, and the World Wide Web publishing service to stop.
4. To drop the database, enter **drop database MPWEB**, then enter **go**.
8. Before you import your MPWEB database to SQL Server, find out which database physical files are associated with this MPWEB database:  
Enter **restore filelistonly from disk = ?fullyqualifiedpath?**, where *fullyqualifiedpath* is the location to which you copied the file in [Step 2](#), then enter **go**.
9. Verify the installation folder of the SQL Server where you want to restore this database and check the physical location of the SQL Server master database:  
Enter **sp\_helpfile master**, then enter **go**.  
**Note:** Unless you have a specific reason to restore your MPWEB database to another disk location, such as for performance and tuning or data recovery, we recommend that you restore the MPWEB database to the default Data folder of this SQL Server installation.
10. Restore your database and relocate the database physical files to the correct location:  
Enter **restore database MPWEB from disk= ?fullyqualifiedpath? with move 'MPWEBData' to 'D:\MSSQLServer\Data\MPWEB.MDF', move 'MPWEBLog' to 'D:\MSSQLServer\Data\MPWEB.LDF'**, then enter **go**.  
**Note:** You must use the **with move** clause to successfully restore the database because the database backup file contains physical file locations that are not valid for this SQL Server installation.
11. Ensure that the operation was successful by reviewing the informational messages.
12. To exit osql, enter **exit**.

## Restoring Shared External Storage

Do the procedure in this section if you backed up shared external storage to migrate the storage to a new machine.

### Procedure

1. Log on to the new shared storage server.
2. Create a storage folder with a path that is identical to the original shared storage path you noted in the [Backing Up Shared or External Storage](#).
3. Share the storage folder. For instructions, refer to the Microsoft help.
4. Copy the shared storage backup zip file from the location where you saved it in the [Backing Up Shared or External Storage](#) to the shared storage server.
5. Unzip the backup file to the shared storage folder.

## Configuring Shared Storage Authentication Settings

Use the procedure in this section if the server was restored from a backup done on a member of a Web Conferencing cluster. In this case, shared storage is already configured and enabled, but the server is not configured with the necessary account information to access the shared storage.

### Procedure

Do this procedure on each server in the cluster.

#### Procedure

1. On the Web Conferencing server, open a web browser and browse to **<http://localhost:8002>**. When you access this URL on the server, you are automatically signed in to Cisco Unified MeetingPlace Web Conferencing as a technician.
  2. Click **Admin**, then **Shared Storage**.
  3. In the appropriate fields, enter a domain, user name, and password for a Windows account that will be used to access the shared storage location. If the account is a local account, enter the machine name in the Domain field.
- Note:** All Cisco Unified MeetingPlace Web Conferencing services will be configured to "Log On As" the account you choose in this sub-step.
4. Re-enter the password in the Confirm Password field.
  5. Click **Save Changes**.
  6. To put the changes into effect, click **Reboot Server**, then click **OK** to confirm the reboot. The server shuts down and restarts.

**Note:** It may take several hours for the Cisco Unified MeetingPlace Web Conferencing services to come back up. They cannot start again until all the files in the C:\Program Files\Cisco Systems\MPWeb\Meetings and C:\Program Files\Cisco Systems\MPWeb\WebConf\content\7 folders are transferred to the shared storage device. These folders can possibly contain more than 20 GB of data each, so the downtime can be significant.

## Configuring Shared Storage

Use the procedure in this section to configure shared storage if it was not configured before backing up and restoring the server, or if it was configured for a standalone (not clustered) Web Conferencing server.

#### Procedure

1. Open your web browser to access the Web Conferencing home page.
  2. Use your System Manager-level user ID and password to sign in.
  3. Click **Admin**, then click **Shared Storage**.
  4. For Enabled, click **Yes**.
  5. For Shared Storage Path, enter the path of the shared storage location.
  6. For Content Cache Size, enter a value between 0 and 100 for the percentage of total disk space to use to cache content on the local server.
  7. In the appropriate fields, enter a domain, user name, and password for a Windows account that will be used to access the shared storage location. If the account is a local account, enter the machine name in the Domain field.
- Note:** All Cisco Unified MeetingPlace Web Conferencing services will be configured to "Log On As" the account you choose in this sub-step.
8. Re-enter the password in the Confirm Password field.
  9. Click **Save Changes**.

10. To put the changes into effect, click **Reboot Server**, then click **OK** to confirm the reboot. The server shuts down and restarts.

**Note:** It may take several hours for the Cisco Unified MeetingPlace Web Conferencing services to come back up. They cannot start again until all the files in the C:\Program Files\Cisco Systems\MPWeb\Meetings and C:\Program Files\Cisco Systems\MPWeb\WebConf\content\7 folders are transferred to the shared storage device. These folders can possibly contain more than 20 GB of data each, so the downtime can be significant.

## Installing and Restoring Cisco Unified MeetingPlace for Outlook

Use the following procedure to install Cisco Unified MeetingPlace for Outlook Release 6.0 and restore files from a previous release.

### Notes:

- To restore files and settings from a previous installation, the Cisco Unified MeetingPlace for Outlook server must be configured with the same IP address as the original server.
- If you want to use a different URL than the one that your Microsoft Outlook plug-in currently uses, you have to use the installation file called setup.exe. If you will be using the same URL as before the upgrade, you can use the upgrade file called upgrade.exe.

### Procedure

1. Verify that the Cisco Unified MeetingPlace for Outlook server is joined to the same Windows domain that you noted in Task [4.5](#) of the Migration Task List.
2. Give local administrative rights to the Windows administrator account on the Cisco Unified MeetingPlace for Outlook server that you noted in Task [4.5](#) of the Migration Task List.
3. Sign on to the server by using the Windows administrator account that you noted in Task [4.5](#) of the Migration Task List.
4. Give the Windows administrator account Log On As Service rights:
  1. From the Windows Start menu, choose **Settings > Control Panel > Administrative Tools > Local Security Policy**.
  2. Double-click **Local Policies**.
  3. Double-click **User Rights Assignment**.
  4. Double-click **Log On As A Service**.
  5. Click **Add**, locate and double-click the account name, and click **OK**.
  6. Click **OK** to close the Local Security Policy Setting window.
5. Change the startup type for the Task Scheduler service from Disabled to Automatic in the Windows Service Manager:
  1. From the Windows Start menu, choose **Settings > Control Panel > Administrative Tools > Services**.
  2. Right-click **Task Scheduler** and choose **Properties**.
  3. Set the Startup Type to Automatic.
  4. Click **OK**.

6. Install a supported version of Microsoft Outlook, making sure to select the advanced install option and add the Collaboration Data Objects (CDO) component to the install.
7. Open the Outlook client and verify that you can send an e-mail.
8. Install and configure Cisco Unified MeetingPlace for Outlook Release 6.0. To install Cisco Unified MeetingPlace for Outlook, see [Installing Cisco Unified MeetingPlace for Outlook](#).  
**Note:** When installing and restoring Cisco Unified MeetingPlace for Outlook, you must be signed on to the server with the same Windows account that was originally used for installing the previous release of Cisco Unified MeetingPlace for Outlook, and Outlook must be configured to open the same Exchange mailbox that was configured on the server for the previous release.
9. Restore the files that you backed up in Task [4.5](#) of the Migration Task List.

## Installing and Restoring Cisco Unified MeetingPlace for Lotus Notes

### Procedure

1. Verify that you are currently using supported releases of the Domino server and Lotus Notes clients. For system requirements, see the [System Requirements](#).
2. Install a supported version of the Lotus Notes client on the Cisco Unified MeetingPlace for Lotus Notes server.
3. Copy the user.id file that you backed up, in Task [4.6](#) of the Migration Task List, to the Lotus Notes client Data directory on the Cisco Unified MeetingPlace for Lotus Notes server (the default is <drive>:\Program Files\Lotus\Notes\Data).
4. Run the Lotus Notes client on the Cisco Unified MeetingPlace for Lotus Notes server and browse to the location of the user.id file that you copied to the server in [Step 3](#). The client creates the notes.ini file.
5. Run the Cisco Unified MeetingPlace for Lotus Notes Release 5.4 installation executable (Setup.exe) on the Cisco Unified MeetingPlace for Lotus Notes server.
6. Copy the notification.tpl file that you backed up to the Cisco Unified MeetingPlace for Lotus Notes directory in Task [4.6](#) of the Migration Task List.
7. Stop the Domino server and delete the following files from the Domino server Data folder:
  - ◆ mpsa.ntf
  - ◆ mpsa.nsf
  - ◆ mpnotes 5.4 mail template
8. Run the Cisco Unified MeetingPlace for Lotus Notes Release 6.0 executable (Setup.exe) and complete the InstallShield wizard to upgrade. Maintain all defaults. The installer will automatically upgrade the current Cisco Unified MeetingPlace for Lotus Notes components.
9. Do the post-installation tasks in [How to Complete Post-Installation Tasks](#).

## Task List for Migrating an SMA-1S Web Conferencing Deployment

SMA-1S is no longer supported in Release 6.0. To migrate to a Release 6.0 SMA-2S configuration, you must have at least two Cisco MCS servers. In the following task list, you use the original SMA-1S server (or a replacement machine) as the new internal Web Conferencing server, and add an additional Cisco MCS server as the new external Web Conferencing server.

### Procedure

**Caution!** The migration process is complex, so it is imperative that you follow the documentation carefully.

**Note:** Migrating to Release 6.0 by using Terminal Services is not supported.

1. Upgrade Audio Server. See [Upgrading the Audio Server Software to Release 6.0](#).
2. Manually back up the SMA-1S server in case you need to revert to the previous release (5.3 or 5.4). This task is optional, but strongly recommended. See [Manually Backing Up Web Conferencing](#).
3. On the SMA-1S server, run the Cisco Unified MeetingPlace Web Conferencing Backup Wizard to generate an executable that migrates configuration settings and meeting information from Web Conferencing release 5.3 or 5.4 to release 6.0 on the Windows 2003 operating system. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup Wizard](#).
4. On the SMA-1S server (or replacement hardware, if applicable) install Windows 2003, using the host name and IP address originally assigned to the first NIC card as the primary host name/IP address when configuring network settings. Follow the procedures described in [Installing the Operating System on the Cisco MCS Server](#) and [Configuring Network Settings on the Cisco MCS Server](#).
5. On the SMA-1S server (or replacement hardware, if applicable), restore the Web Conferencing data you backed up and install Web Conferencing:
  1. Run the restore executable for Web Conferencing. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Restoring Web Conferencing](#).
  2. Install Web Conferencing 6.0, configuring the server as internal. Follow the procedures described in [Installing Web Conferencing](#).
6. On a new external Web Conferencing server, install Windows 2003, using the host name and IP address of the first NIC card as the primary host name/IP address when configuring network settings. Follow the procedures described in [Installing the Operating System on the Cisco MCS Server](#) and [Configuring Network Settings on the Cisco MCS Server](#).
7. On the new external Web Conferencing server, restore the Web Conferencing data you backed up and install Web Conferencing:
  1. Run the restore executable for Web Conferencing. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Restoring Web Conferencing](#).
  2. Install Web Conferencing 6.0, configuring the server as external. Follow the procedures described in [Installing Web Conferencing](#).
8. On the internal Web Conferencing server, configure internal to external meeting redirection. Do the procedure in [To Configure Redirection of External Meetings](#).

## Task List for Migrating an SMA-2S Web Conferencing Deployment

**Caution!** The migration process is complex, so it is imperative that you follow the documentation carefully.

**Note:** Migrating to Release 6.0 by using Terminal Services is not supported.

1. Upgrade Audio Server. See [Upgrading the Audio Server Software to Release 6.0](#).
2. Manually back up Web Conferencing on each server in case you need to revert to the previous release (5.3 or 5.4). This task is optional, but strongly recommended. See [Manually Backing Up Web](#)

Conferencing.

3. On the SMA-2S internal server(s), run the Cisco Unified MeetingPlace Web Conferencing Backup Wizard to generate an executable that migrates configuration settings and meeting information from Web Conferencing release 5.3 or 5.4 to release 6.0 on the Windows 2003 operating system. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup Wizard](#).
4. On the SMA-2S internal server(s), install Windows 2003, using the host name and IP address originally assigned to the first NIC card as the primary host name/IP address when configuring network settings. Follow the procedures described in [Installing the Operating System on the Cisco MCS Server](#) and [Configuring Network Settings on the Cisco MCS Server](#).
5. On the SMA-2S internal server(s), restore the Web Conferencing data you backed up and install Web Conferencing:
  1. Run the restore executable for Web Conferencing. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Restoring Web Conferencing](#).
  2. Install Web Conferencing 6.0, configuring the server as internal. Follow the procedures described in [Installing Web Conferencing](#).
6. On the SMA-2S external server(s), run the Cisco Unified MeetingPlace Web Conferencing Backup Wizard to generate an executable that migrates configuration settings and meeting information from Web Conferencing release 5.3 or 5.4 to release 6.0 on the Windows 2003 operating system. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Backing Up Web Conferencing by Using the Cisco Unified MeetingPlace Web Conferencing Backup Wizard](#).
7. On the SMA-2S external server(s), install Windows 2003, using the host name and IP address originally assigned to the first NIC card as the primary host name/IP address when configuring network settings. Follow the procedures described in [Installing the Operating System on the Cisco MCS Server](#) and [Configuring Network Settings on the Cisco MCS Server](#).
8. On the SMA-2S external server(s), restore the Web Conferencing data you backed up and install Web Conferencing:
  1. Run the restore executable for Web Conferencing. (If you have a cluster of Web Conferencing servers, do this task on each server.) See [Restoring Web Conferencing](#).
  2. Install Web Conferencing 6.0, configuring the server as external. Follow the procedures described in [Installing Web Conferencing](#).

**Note:** There is no need to configure internal-to-external redirection for SMA-2S, as the configuration is automatically restored from the backup.

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[Cisco Unified MeetingPlace, Release 6.x](#) > [Web Conferencing](#) > [Installing and Upgrading](#)