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Preparing to Upgrade the Web Server

Before You Begin

- You can upgrade Cisco Unified MeetingPlace directly from Release 7.1 (MR1) to 7.1.3.8 (MR2)
- You can upgrade Cisco Unified MeetingPlace directly from Release 7.0.2 (MR1) or 7.0.3 (MR2) to 7.1 (FCS or MR1).
- You can upgrade Cisco Unified MeetingPlace directly from Release 7.1 FCS to 7.1 MR1.
- If you are at Release 7.0.1, then you must first upgrade to Release 7.0.2, before you can upgrade to Release 7.1.

See [How to Upgrade to Cisco Unified MeetingPlace Release 7.0.2](#).

- Make sure of the following:
 - ◆ You have already downloaded the Web Server upgrade files. For details, see [Downloading the Release 7.1 Software](#).
 - ◆ You have your current release software available in case you need to restore your data after the upgrade.

Procedure

Task	Details
1. Understand the tips and restrictions for upgrading the Cisco Unified MeetingPlace Web Server.	<ul style="list-style-type: none"> • To minimize service disruption, upgrade the Web Server after hours. • Do not upgrade the Web Server if there are any in-session meetings or recently-completed meeting recordings. The system may not have posted the recordings yet to the Attachment and Recording page; upgrading the Web Server during this time will likely result in loss of the recordings. • Do not interrupt the Web Server during the program upgrade or during the automatic system shutdown/reboot. • Note that we do not support upgrading the Cisco Unified MeetingPlace Web Server by using Terminal Services. • Know that when you upgrade the Web Server, all manual changes made to the registry are lost. • Users are not able to use the Cisco Unified MeetingPlace Web interface to reschedule meetings that were originally scheduled from Microsoft Outlook or Lotus Notes.
2. Backup your data.	<p>Manually back up the Cisco Unified MeetingPlace Web Server database by completing one of the following:</p> <ul style="list-style-type: none"> ◇ See "How to Back Up and Restore MPWEB SQL Database" in the "Configuring Cisco Unified MeetingPlace Web Conferencing and SQL Server" module in the <i>Configuration Guide for Cisco Unified MeetingPlace Release 7.1</i> at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides/cisco_unified_meetingplace_release_7_1_configuration_guide_for_cisco_unified_meetingplace_web_conferencing_and_sql_server.html ◇ Open SQL Server Enterprise Manager. Right-click on the database name and select All Tasks > Backup Database. <p>Note: Make sure that a backup is not already running when you start. Backups are scheduled to run by default every four hours. The backup will fail if there is another session in progress.</p>
3. Stop the web services.	<ol style="list-style-type: none"> 1. Go to the Windows Start menu on the Web Server. 2. Select Settings > Control Panel > Administrative Tools > Services. 3. Right-click Cisco Unified MeetingPlace Web Master Service and select Stop. Some Cisco Unified MeetingPlace gateway services, such as the Gateway SIM and IIS Admin Service, need to be stopped separately. 4. (Optional) To stop an individual service that is still running, right-click the service and select Stop. 5. Close the Services control panel.
4. (Optional) Stop the Cisco Security Agent.	<p>If you are upgrading the Cisco Unified MeetingPlace Web Server remotely, you must stop Cisco Security Agent (CSA) first.</p> <p>After you have upgraded the Web Server, restart CSA.</p>

For information about the Cisco Security Agent, see the applicable *Release Notes for Cisco Security Agent Unified MeetingPlace* at http://www.cisco.com/en/US/products/sw/secursw/ps5057/prod_release_notes_list.html.

What to Do Next

Proceed to [Upgrading the Web Server](#).

Upgrading the Web Server

Before You Begin

- Make sure of the following:
 - ◆ You have already downloaded the Web Server upgrade files. See [Downloading the Web Conferencing Upgrade](#).
 - ◆ You have completed the tasks in [Preparing to Upgrade the Web Server](#).
 - ◆ You have your current Cisco Unified MeetingPlace Web software available in case you need to restore your data.

Note: If you are planning to use your Web Servers in a load balancing configuration, then see [Upgrading Cisco Unified MeetingPlace Web in a Load Balancing Configuration](#).

Procedure

1. Exit any open applications.
2. Navigate to the folder in which you downloaded the Cisco Unified MeetingPlace Web Conferencing upgrade software.
3. Double-click the **CiscoUnifiedMeetingPlaceWebConferencing.exe** file to begin the installation.
4. Follow the prompts in the installation wizard to proceed with your installation.
 - The system first upgrades the Gateway SIM component then installs the Cisco Unified MeetingPlace web conferencing server software.
5. When prompted, choose the option to restart the server.
6. Click **Finish**.
 - The installation finishes with two system reboots: The first reboot occurs after the installer finishes. The second reboot occurs after database verification and web conferencing engine installation.
7. Ensure that the Windows Time Service is up and running.
8. If you are also planning to upgrade Microsoft SQL Server, then go to [Upgrading Microsoft SQL Server with Shared Storage](#). Otherwise, go to [Upgrading the Cisco Security Agent](#).

Note: Cisco Unified MeetingPlace Web Conferencing automatically sets up the Windows operating system to use the Windows Time Service to synchronize its clock with the NTP server. This keeps the Web Server synchronized with the Cisco Unified MeetingPlace Application Server.

What to Do Next

If you have a segmented meeting access (SMA) configuration, and if you previously disabled SMA (and SSL) enable SMA on your system. For instructions, see "How to Enable SMA After an Upgrade" in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html.

(Optional) Relocating the Web Server and Breeze Databases From Microsoft SQL Server 2000 to remote Microsoft SQL Server 2005

Complete this procedure if you want to relocate your Web Server and Breeze databases from SQL Server 2000 to remote SQL Server 2005.

Note: Only complete this procedure after you have upgraded your Web Server to Release 7.1 following the preceding procedure in [Upgrading the Web Server](#).

Procedure

1. Stop the web services and Gateway SIM on the Cisco Unified MeetingPlace 7.1 Web Server.
 1. Go to the Windows Start menu on the Web Server.
 2. Select **Settings > Control Panel > Administrative Tools > Services**.
 3. Right-click Cisco Unified MeetingPlace Web Master Service and select **Stop**.
 4. To stop an individual service that is still running, right-click the Gateway SIM service and select **Stop**.
 5. Close the Services control panel.
2. Log in to the Windows server with SQL Server 2000.
3. Back up the Cisco Unified MeetingPlace Web and Breeze databases by completing one of the following:
 - ◆ See "How to Back Up and Restore MPWEB SQL Database" in the "Configuring Cisco Unified MeetingPlace Web Conferencing and SQL Server" module in the *Configuration Guide for Cisco Unified MeetingPlace Release 7.1* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html
 - ◆ Open SQL Server Enterprise Manager. Right-click on the database name and select **All Tasks > Backup Database**.
4. Copy the 2 backup files, created in the previous step, from the SQL Server 2000 machine to the SQL Server 2005 machine, by using a file transfer application, such as WinSCP.
5. On the SQL Server 2000 machine, detach the Cisco Unified MeetingPlace Web and Breeze databases by completing one of the following:
 - ◆ See "How to Detach and Attach the MPWEB SQL Database" in the "Configuring Cisco Unified MeetingPlace Web Conferencing and SQL Server" module in the *Configuration Guide for Cisco Unified MeetingPlace Release 7.1* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html
 - ◆ Using SQL Server Enterprise Manager, right-click on the database name and select **All Tasks > Detach Database**.
6. Restore the Cisco Unified MeetingPlace Web and Breeze databases on the SQL Server 2005 machine.
 1. Open SQL Server Management Studio and connect to the SQL Server 2005.
 2. Right-click Databases and select **Restore Database** for each database.
7. Install the SQL Server 2005 backward compatibility software (**SQLServer2005_BC.msi**, the Distributed Management Objects [DMO] component only) on the Release 7.1 Web Server.

8. Go to the Release 7.1 MeetingPlace Gateway Configurations utility and update the hostname and username/password for the SQL Server 2005 machine.
 1. Open the MeetingPlace Gateway Configurations utility.
 2. Select the Web Server tab.
 3. Update the hostname or IP address of the SQL Server 2005 in the Server field.
 4. Enter the username and password (for the sa account) that you applied to the SQL Server 2005.
 5. Select **OK**.
9. Start the Cisco Unified MeetingPlace Web Master Service.
 1. Go to the Windows Start menu on the Web Server.
 2. Select **Settings > Control Panel > Administrative Tools > Services**.
 3. Right-click Cisco Unified MeetingPlace Web Master Service and select **Start**.
 4. Close the Services control panel.
10. If you are using a shared storage location, then run the following tests to verify your upgrade.
 - ◆ Access and play recordings created from the Release 7.0 server.
 - ◆ Check that the shared storage location is preserved (on the Web Server Administration pages).
 - ◆ Make some new recordings.
 - ◆ Access and play these new recordings.
 - ◆ Check that the new recordings are located in the shared storage location.
 - ◆ Confirm that you can change the shared storage location.

Upgrading the Cisco Security Agent

- If you are upgrading from Release 7.0.2 to Release 7.1, upgrade your version of Cisco Security Agent (CSA).

The CSA installer (CiscoUnifiedMeetingPlaceCSA-K9.exe) is located in the same folder in which you downloaded the Cisco Unified MeetingPlace Web Conferencing Release 7.1 software.
- If you are upgrading from Release 7.0.3 or a later release, then do not upgrade CSA. Release 7.0.3 uses the same version as Release 7.1. If you stopped CSA before the installation, then restart it now.

Related Topics

- "Configuring the Web Server to Synchronize with an NTP Server" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm
- [Changing the Time](#)
- "How to Back Up and Restore MPWEB SQL Database" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm

Upgrading Cisco Unified MeetingPlace Web in a Load Balancing Configuration

This procedure describes how to upgrade two web servers to Release 7.1. It assumes the following configuration:

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- Two internal web servers both with Release 7.0 or Release 7.1 FCS installed
- Separate machine in the local data center with SQL Server installed

Note: All SQL Servers are required to be local to the Cisco Unified MeetingPlace server that is handling the replication. SQL Servers can be "remote" in that they are installed on separate machines within a local data center. However, Release 7.1 does not support attaching to an SQL Server in a remote data center.

Before You Begin

- Download the Web Server upgrade files.
See [Downloading the Web Conferencing Upgrade](#).
- Manually back up the Cisco Unified MeetingPlace Web Server database by completing one of the following:
 - ◆ See "How to Back Up and Restore MPWEB SQL Database" in the "Configuring Cisco Unified MeetingPlace Web Conferencing and SQL Server" module in the *Configuration Guide for Cisco Unified MeetingPlace Release 7.1* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides
 - ◆ Open SQL Server Enterprise Manager. Right-click on the database name and select **All Tasks > Backup Database**.

Procedure

1. Stop Microsoft SQL service.
2. Install the Release 7.1 version of Cisco Unified MeetingPlace Web Conferencing on the web servers.
3. Point both web servers to the separate machine as the existing remote SQL location.

Related Topics

- "Restoring Cisco Unified MeetingPlace Web Conferencing to a Different Server" section in the "How to Back Up and Restore MPWEB SQL Database" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm
- [Installing Cisco Unified MeetingPlace Web Conferencing in a Load-Balancing Configuration](#)

Upgrading Cisco Unified MeetingPlace Web in a Load-Balancing SMA Deployment when SSL is Enabled

Complete the following tasks in the order presented:

Task	Reference
1. Toggle SSL to OFF on the	Toggling Off SSL on the Internal Web Server

<p>internal Cisco Unified MeetingPlace web server.</p>	
<p>2. Toggle SSL to OFF on the external Cisco Unified MeetingPlace web server.</p>	<p><u>Toggling Off SSL on the External Web Server</u></p>
<p>3. Disable SMA on the web server Admin page (DMZ web server field set to None).</p> <p>Note: You can disable SMA from any internal web server that is part of your load balancing configuration.</p>	<p><u>How to Disable SMA</u></p>
<p>4. Upgrade the Cisco Unified MeetingPlace Application Server.</p>	<p><u>How to Upgrade the Application Server</u></p>
<p>5. Upgrade the internal Cisco Unified MeetingPlace web server.</p>	<p><u>Upgrading Cisco Unified MeetingPlace Web in a Load Balancing Configuration</u></p>
<p>6. Upgrade the external Cisco Unified MeetingPlace web server.</p>	<p><u>Upgrading Cisco Unified MeetingPlace Web in a Load Balancing Configuration</u></p>
<p>7. Enable SMA on the web server Admin page.</p> <p>Note: You can enable SMA from any</p>	<p>"How to Enable SMA After an Upgrade" in the <i>Configuration Guide for Cisco Unified MeetingPlace Release 7.1</i> <u>http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides</u></p>

internal web server that is part of your load balancing configuration.	
8. Toggle SSL to ON on the internal Cisco Unified MeetingPlace web server.	<u>Toggle On SSL on the Internal Web Server</u>
9. Toggle SSL to ON on the external Cisco Unified MeetingPlace web server.	<u>Toggle On SSL on the External Web Server</u>

Toggle Off SSL on the Internal Web Server

Before You Begin

This task applies to the following Cisco Unified MeetingPlace releases:

- Release 7.0
- Release 7.1

Procedure

1. Toggle off SSL from any **internal** Cisco Unified MeetingPlace web server that is part of your load balancing configuration (for example, internal-web1.company.com).
2. Restart the web server from which you toggled off SSL (for example, internal-web1.company.com).
3. Restart the remaining internal web servers.
4. Verify that SSL is toggled off on all internal web servers.

Note: If SSL is not OFF on the remaining web servers, make sure to toggle it off individually.

Toggle Off SSL on the External Web Server

Before You Begin

This task applies to the following Cisco Unified MeetingPlace releases:

- Release 7.0
- Release 7.1

Procedure

Cisco_Unified_MeetingPlace,_Release_7.1_--_How_to_Upgrade_the_Web_Server

1. Toggle off SSL from any **external** Cisco Unified MeetingPlace web server that is part of your load balancing configuration (for example, external-web1.company.com).
2. Restart the web server from which you toggled off SSL (for example, external-web1.company.com).
3. Restart the remaining external web servers.
4. Verify that SSL is toggled off on all external servers.

Note: If SSL is not OFF on the remaining web servers, make sure to toggle it off individually.

toggling On SSL on the Internal Web Server

Before You Begin

This task applies to the following Cisco Unified MeetingPlace releases:

- Release 7.0
- Release 7.1

Procedure

1. Toggle on SSL from any **internal** Cisco Unified MeetingPlace web server that is part of your load balancing configuration (for example, internal-web1.company.com).
2. Restart the web server from which you toggled on SSL (for example, internal-web1.company.com).
3. Restart the remaining internal web servers.
4. Verify that SSL is enabled on all internal servers.

Note: If SSL is not ON on the remaining web servers, make sure to toggle it on individually.

toggling On SSL on the External Web Server

Before You Begin

This task applies to the following Cisco Unified MeetingPlace releases:

- Release 7.0
- Release 7.1

Procedure

1. Toggle on SSL from any **external** Cisco Unified MeetingPlace web server that is part of your load balancing configuration (for example, external-web1.company.com).
2. Restart the web server from which you toggled on SSL (for example, external-web1.company.com).
3. Restart the remaining external web servers.
4. Verify that SSL is enabled on all external servers.

Note: If SSL is not ON on the remaining web servers, make sure to toggle it on individually.