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Restrictions for Upgrading the Media Server Software

When you upgrade the Media Server software, the system resets all of the Audio Blade configuration settings (except for the network interface configuration). You must reapply any custom settings that you have previously made to the Audio Blade after the upgrade procedure is complete.

About the Media Server Software Upgrade Utility

Use the Media Server Software Upgrade Utility to upgrade the Media Server software. The utility uploads files via a network or modem connection to the Cisco Unified MeetingPlace 3500 Series Media Server. You can choose to perform a typical upgrade (which includes all the new files) or a customized upgrade (which enables you to select which files to upload).

Caution! The software upgrade utility resets the Audio Blade password and SNMP community names back to the factory default settings. To restore the previous Audio Blade password and SNMP community names, either put the Audio Blade online or synchronize the Audio Blade. Note that the synchronization process will not overwrite a set password; it will only overwrite a factory default password.

Note: Information for any other administrative users in the Media Server Administration is lost during an upgrade.

Launching the Media Server Software Upgrade Utility

Procedure

1. If you have not already done so, download the Audio Blade and Video Blade upgrade software.
    1. Go to the software download page at Version/Option&treeName=Voice%20and%20Unified%20Communications&modelName=Cisco%20Uni
        - If the link in Step 1 does not work, go to http://www.cisco.com/cisco/web/download/index.html and navigate to **Voice and Unified Communications > Unified Communications Applications > Conferencing > Cisco Unified MeetingPlace > Cisco Unified MeetingPlace 7.0**.
    2. Select your software type and software release.
        - You can find Audio blade upgrade software under **Unified MeetingPlace Audio Blade**.
        - You can find Video blade upgrade software under **Unified MeetingPlace Video Blade**.
    3. Download the upgrade file.
        - The naming convention for software upgrades is <*blade type*>_Upgrade_<*release_number*>.exe.
        - **Caution!** Do not use any software that is labelled for Cisco Unified *Videoconferencing* MCU or EMP. That software does not apply to Cisco Unified MeetingPlace Release 7.1. If you try to use it, it will not load.
2. Double-click the downloaded .exe file to run the software upgrade utility.
3. Upgrade each Audio Blade and Video Blade in your system that is associated with the Cisco Unified MeetingPlace 3500 Series Media Server by following these steps:

    The system extracts the upgrade files and displays the Upgrade Utility window.

    1. Enter the target IP address of the specific Audio Blade or Video Blade that you are upgrading.
    2. Enter the administrator user ID and password.
    3. Change the SNMP password (if the default was changed).
    4. Click **Upgrade**.
    5. Look for a successful upgrade message. The system will create a log file if there are any errors.

Upgrading the Software

Before You Begin

Make sure that no meetings are active.

Procedure

1. Log in as an administrator to the Media Server Administration.

    See "Logging in to the Media Server Administration" in the "Changing Values for the Media 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
2. Take the Audio Blade offline.

See "Changing the Online and Offline Status of a Blade" in the "Changing Values for the Media 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
Note: Failure to take the Audio Blade offline before the upgrade can result in an inconsistent state, with a variety of possible symptoms including dead air when dialing into the system.

3. Enter the IP address of the Audio Blade that you want to upgrade in the General Information section of the Upgrade Utility window.
4. Enter the administrator user name and password for the Audio Blade, as configured in the device network configuration settings, in the Login Information section.
5. (Optional) Modify the read and write community settings for the Audio Blade as follows:
    1. Click **Customize SNMP Settings**.
    2. Enter the required read community and write community values.
        Note: We recommend that you modify the default settings for security purposes.
    3. Click **OK** to return to the Upgrade Utility window.
6. (Optional) Select the components of the Audio Blade that you want to upgrade as follows:
    1. Click **Customize**.
    2. Check the components that you want to upgrade.
        Note: The components displayed vary according to the hardware that is upgraded.
    3. Click **OK** to return to the Upgrade Utility window.
7. Click **Upgrade** to upgrade all components of the software (or only those components you manually selected via the Customize option).
    The Media Server Software Upgrade Utility informs you whether the upgrade is successful.
    Note: When the upgrade is complete, the Audio Blade automatically resets itself and starts operation with the new software version.
8. Repeat steps 3 to 7 for any other Audio Blades that need to be upgraded.
9. Put the Audio Blade online.
    Note: Putting the Audio Blade online restores the password and SNMP community names that were in effect before the upgrade. It also synchronizes the Application Server with the Audio Blade except for the meeting types.
10. Repeat steps 2 to 9 for each blade that was upgraded.
11. Go to **Resource Management > Meeting Types**.
12. Click **Synchronize**.

What To Do Next

If you customized your Audio and Video Blades, manually reapply those customizations.

Related Topics

- Troubleshooting Errors When Upgrading the Media Server Software
- Recommendations for Moving an Audio Blade to a Different Media Server

Recommendations for Moving an Audio Blade to a Different Media Server

When moving an Audio Blade from one Media Server to another (except when doing so for failover), we

recommend the following best practices:

- Use different Audio Blade passwords and SNMP community names for each Media Server.
- Set the Audio Blade to permanently offline on the Media Server from which you are moving the Audio Blade. See "Changing the Online and Offline Status of a Blade" in the "Changing Values for the Media 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

Troubleshooting Errors When Upgrading the Media Server Software

Use the following recovery procedure if the Media Server upgrade procedure fails and any further attempts to upgrade it are blocked by the following three error messages:

Error Message: Could not retrieve the target information. Your SNMP community settings might be incorrect. Click OK to continue the upgrade, or Cancel to review your SNMP community settings.

If you press OK, you see this error message:

Error Message: Setup cannot continue without obtaining target information through SNMP. Please reset the target manually or contact customer support for more help.

After that message, the system displays this error message:

Error Message: Upgrade process failed.

Procedure

1. Log in as an administrator to the Media Server Administration.
   See "Logging in to the Media Server Administration" in the "Changing Values for the Media 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
2. Take the Audio Blade offline.
   See "Changing the Online and Offline Status of a Blade" in the "Changing Values for the Media 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
   Note: Failure to take the Audio Blade offline before the upgrade can result in an inconsistent state, with a variety of possible symptoms including dead air when dialing into the system.
3. Enter the IP address of the Audio Blade that you want to upgrade in the General Information section of the Upgrade Utility window.
4. Enter the administrator user name and password for the Audio Blade, as configured in the device network configuration settings, in the Login Information section.
5. Click **Customize** from inside the Upgrade Information section.
   The system displays the following message:
   Error Message: The SNMP community settings do not match the target community. Press Retry to change the Read Community name.
6. Click **Ignore**.

7. In the Customize window, ensure that only the following boxes are checked:
   - MCU WEB Interface
   - MCU Config File
   - MCU Factory Default Config File.
8. Click **OK**.
9. Click **Upgrade**.
10. Click **OK** when the system displays the error message.

    The system begins updating the three processes that you checked in Step 7.
11. When the upgrade is complete, run the Upgrade Utility again, without the customized settings.