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Introduction

This page will provide information required to successfully install hotfixes on Cisco Unified MeetingPlace Application server. Here you will find answers on Frequently Asked Questions in regards to transferring files to MP Application server, decompressing files, moving them to the appropriate location, verifying hotfix file integrity, installing the hotfix, rolling back, etc.

Cisco MeetingPlace hotfixes and patches are now distributed through a Hotfix/Patch Installation Package format with a lightweight installer. The Patch Installation Package is provided in a gzip file with this filename pattern:

MP<major_release_number><maintenance_release_number>_<hotfix_number>_<component_name>_<full_version_number>.gz
where:

- major_release_number --- The major version of the software (for example, 8.5, 8.0, 7.1 shown without dot).
- maintenance_release_number --- The MR number (for example, MR1, MR2,...).
- hotfix_number --- Current HF number for given component.
- component_name --- Name of the component: APP, Multinode/Webapps (ConfMgr, Admin, bcl, and other Java components. Also applicable for Audio Only deployments), and Outlook component
- full_version_number --- Full version number without dots (8.5.4.19).

Example: **MP85MR2_HF2_MultiNode_85419.bin.gz**

Patches and Hotfixes are developed on top of a full installation version.

The Patch/Hotfix Installation Package is cumulative. For example, HF3 package contains all the fixes included in HF1 and HF2, as well as new fixes in HF3. In order to ensure the stability and consistency of the overall installation, installing patch/hotfix with, for example, number 5, causes all earlier patches/hotfixes (from 1 to 5) to be installed.

Installation instructions

Please review Readme file which is distributed with every Patch/Hotfix release for general instructions.

FAQ

This section provides information about commonly encountered issues and how to resolve them.

OS

Q. How to copy the hotfix file to the MP Application server using an SCP client (e.g. WinSCP)

- A. If using Linux-like OS:

1. Open console/terminal and navigate (**cd**) to the location of file.bin.gz
2. Use 'scp' command to copy the file to the app server: **\$ scp file.bin.gz mpxadmin@app_server.com**: NOTE: replace 'app_server.com' with FQDN of your application server.
3. Enter 'mpxadmin' credentials and track copy progress.

- A. If using MS Windows download the tool from this page [\[1\]](#)

1. Extract files into a WinSCP folder
2. Run WinSCP.exe
3. Enter Host name (MP Application server's IP address),
4. User name (mpxadmin), Password (mpxadmin's password),and click Login
5. Once you have established connection, just drag the hotfix file file.bin.gz from your desktop to the /home/mpxadmin directory on MP App server
6. Close WinSCP tool

CLI

All prompts are shown with '\$'(mpxadmin) or '#' (root) prefix

Q. How to SSH to MP Application server?

- A. Use ssh client for your OS (Putty, SecureCRT, etc.). For details consult appropriate documentation shipped with program.

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Most Linux distros already have installed ssh client which can be used from console/terminal. Log in using 'mpxadmin' credentials. You will be placed in 'home' directory of 'mpxadmin' user (**/home/mpxadmin**)

Q. How to become 'root'?

- A. Login to SSH as mpxadmin, then change to 'root' user:

```
$ su -
```

NOTE: Enter 'root' password when prompted

Q. How to check current directory?

- A. Run: **\$ pwd**

NOTE: Command will prompt current directory. Note down some of important directories:

```
/home/mpxadmin
```

```
/mpx-record
```

```
/lat/bin
```

Q. How to change directory?

- A. Use 'cd' command (**cd /path/to/the/directory**).

To go to mpx-record: **\$ cd /mpx-record**

To go to mpxadmin's home: **\$ cd /home/mpxadmin**

Q. How to list files?

- A. Use 'ls' command. '-l' switch will show details:

```
$ ls -l
```

Q. How to move or copy a file?

- A. Use 'mv' or 'cp' command:

To move file.bin to mpx-record: **\$ mv file.bin /mpx-record**

Q. How to SSH to MP Application server?

To copy file.bin to mpx-record: **\$ cp file.bin /mpx-record**

Q. How to change file permissions?

- A. Use '**chmod**' command. For the use with MP hotfixes '**755**' permissions are used:

To change permissions of file.bin to '755', run: **\$ chmod 755 file.bin**

Q. How to gunzip the file?

- A. Use '**gunzip**' command:

To gunzip file.bin.gz, run: **\$ gunzip file.bin.gz**

Extracted file will be '**file.bin**'

Q. How to untar the file?

- A. Use '**tar -xvf**' command:

To untar file.tar, run: **\$ tar -xvf file.tar**

Q. How to verify the checksum value of the file.bin?

- A. Use '**cksum**' command:

\$ cksum file.bin

NOTE: Expected value is given in appropriate Readme file.

Q. How to verify the md5sum value of the file.bin?

- A. Use '**md5sum**' command:

\$ md5sum file.bin

NOTE: This command can be used if the file is downloaded from cisco.com, as the expected value is given on cisco.com next to the filename.

Q. How to move or copy a file?

Q. How to execute (run) hotfix installer (file.bin)?

- A. If file.bin is in /mpx-record:

```
# cd /mpx-record
```

```
# ./file.bin
```

Q. How to verify the installation version?

- A. For App server use 'swstatus' command:

```
$ swstatus
```

NOTE: it will list output similar to this one:

```
Conference server 8.5.4.14
System mode: Up
Media control: Up
MODULE NAME      STATUS      VERSION
SIM              UP          "07/02/12 06:15 Rel_8_5_4_14"
DBSERVER        UP          "07/02/12 05:58 Rel_8_5_4_14"
SNMPD           UP          "07/02/12 06:15 Rel_8_5_4_14"
GS              UP          "07/02/12 06:00 Rel_8_5_4_14"
CICMSERVER      UP          "07/02/12 06:14 Rel_8_5_4_14"
CPSERVER        UP          "07/02/12 06:14 Rel_8_5_4_14"
CCA             UP          "07/02/12 06:03 Rel_8_5_4_14"
POSERVER        UP          "07/02/12 05:59 Rel_8_5_4_14"
CONFSCHEDED     UP          "07/02/12 06:08 Rel_8_5_4_14"
TRIGGER_WATCH   UP          "07/02/12 06:16 Rel_8_5_4_14"
POCLIENT        UP          "07/02/12 06:22 Rel_8_5_4_14"
VOICESERVER     UP          "07/02/12 06:13 Rel_8_5_4_14"
GWSIMMGR        UP          "07/02/12 06:16 Rel_8_5_4_14"
NMPAGENT        UP          "07/02/12 06:15 Rel_8_5_4_14"
```

Q. How to verify MeetingPlace for Outlook version after patch installation is completed?

- A. If you installed a patch on an ACTIVE server, you can open MP for Outlook scheduling form in your Outlook and verify the Server and Client version there. However, if you are applying the patch on the STANDBY server (in failover deployments), you will need to look at the installation logs displayed in the console/SSH session.

Here is an example of what you should expect to see (keep in mind that the content of the lines will differ from version to version):

```
For server and plug-in component you should see something like this as the server is writing server
writing server information -
File Size /opt/cisco/meetingplace/web/current/bases/main/webapps/outlook/public/setup.exe : 112230
found start marker
found end marker. buffer size: 2877
data line: HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "MakeDefaultForm", 0x00010001, 1
data line: HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "LoadHiddenIEWin", 0x00010001, 0
```

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```
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "Gateways", 0, "testserver"
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "testserver", 0, "http://testserver"
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
data line: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process gw data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "Gateways", 0, "testserver"
process Make Default Form data: HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "MakeDefaultForm"
Value for MakeDefaultForm:1
process Load hidden IE Form data: HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "LoadHiddenIEForm"
Value for LoadHiddenIEForm:0
found $d server lines
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "testserver", 0, "http://testserver"
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
process server data: ;HKCU, "SOFTWARE\Latitude\MeetingPlace for Outlook", "", 0, ""
adding server eland-app8.cisco.com: http://eland-app8.cisco.com/outlook/mp
file /opt/cisco/meetingplace/var/admin/outlook.config was read
in UpdateInMemData
GWLIST: eland-app8.cisco.com;
Added Server: eland-app8.cisco.com
Number of items written = 1122304
```

UI

Q. How to put the server in Maintenance mode? (MeetingPlace 8.5 Only)

- A. Follow these steps:
 1. Browse to **MP Application server Administration Center > Maintenance > Maintenance Configuration**
 2. Click on **"Start Maintenance Mode Now"** button
 3. Click **"OK"** at this warning pop-up: **"Warning. Application will be put into maintenance mode. All meetings will be terminated."**

NOTE: Once Maintenance mode is started, the system will display the following message in red: **"This node is down for maintenance"**

Q. How to bring the node back from Maintenance Mode? (MeetingPlace 8.5 Only)

- A. Follow these steps:
 1. Browse to **MP Application server Administration Center > Maintenance > Maintenance Configuration**
 2. Click on **"Stop Maintenance Mode Now"** button
 3. Click **"OK"** at this warning pop-up:

Q. How to verify MeetingPlace for Outlook version after patch installation is completed?

"Warning. Application will restart and any maintenance windows that are currently active or will be active in less than one hour, will be cleared. Application restarting. Please wait 10 minutes for the node to be fully functional."

NOTE 1: During the process of stopping Maintenance Mode, the system will display the following messages in red:

"This node is down for maintenance. MeetingPlace Application is in the process of restarting. Please wait a few minutes."

NOTE 2: Once Maintenance mode is stopped and the system is back up, the system will display the following messages in blue:

"This node is not in maintenance mode. MeetingPlace Application is Running."

Q. How to verify Outlook plugin version when new MP plugin is distributed to clients?

- A. For Outlook 2003, follow these steps:

1. Start MS Outlook 2003
2. Go to **Tools-> Options-> MeetingPlace**
3. Verify that correct plugin version is displayed

- A. For Outlook 2007/2010, follow these steps:

1. Start MS Outlook 2007/2010
2. Click on **MeetingPlace toolbar-> About MeetingPlace for Outlook**
3. Verify that correct plugin version is displayed

Q. How to verify java component version?

- A. Follow these steps:

1. Browse to **MP Application server Administration Center**
2. In the footer of the page you should see the version system is running.

NOTE: You should see a line similar to this one:

Version: 8.5.4.14 Send us your feedback
© 1993-2012 Cisco Systems, Inc. All Rights Reserved.

Example

- Example of the Readme file: [Media:8.5.4.20 hotfix 2.README.txt.jpg](#)
- Below is the example of the detailed instructions based on the expansion of the 8.5.4.20_hotfix_2.README.txt file by using this FAQ page information:

Q. How to bring the node back from Maintenance Mode? (MeetingPlace 8.5 Only)

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Name

====

MeetingPlace Application Server Hotfix
Version: 8.5.4.20 Hotfix 2
Filename: MP85MR2_HF2_APP_85420.bin.gz
Cksum: 3852037625 22781145 MP85MR2_HF2_APP_85420.bin
Released: Avg 17, 2012

Defects fixed:

=====

HF1:

CSCua61401 - 8.5.4.12 No longer prompts to record name joining a meeting.

HF2:

CSCub33472 - Waiting Room Music Degrade For Large Conference In High Quality Mode

Dependencies:

=====

Initial 8.5.4.12 (8.5.MR2) installation required.

Installation instructions:

=====

IMPORTANT!!!

For multi-node deployments, apply the hotfix on all nodes in the following order:

- a. Leaf nodes first
- b. Secondary MBD
- c. Primary MBD

For failover deployment, apply the hotfix on all nodes in the following order:

- a. Primary server first
- b. Failover server second

1. Put the server in Maintenance mode before installing HF.

- a. Browse to Administration Center > Maintenance > Maintenance Configuration
- b. Click on "Start Maintenance Mode Now" button
- c. Click "OK" at this warning pop-up: "Warning. Application will be put into maintenance mode.

NOTE: Once Maintenance mode is started, the system will display the following message in r

2. Copy the hotfix file to the MP Application server using an SCP client (e.g. WinSCP)

Download the tool from <http://downloads.sourceforge.net/project/winscp/WinSCP/4.2.7/winscp427>.

- a. Extract files into a WinSCP folder
- b. Run WinSCP.exe
- c. Enter Host name (MP Application server's IP address),
- d. User name (mpxadmin), Password (mpxadmin's password), and click Login
- e. Once you have established connection, just drag the hotfix file MP85MR1_HF7_85328.bin.gz fr

your desktop to the /home/mpxadmin directory on MP App server

- f. Close WinSCP tool

3. Once the hotfix file is copied to the server, SSH to MP Application server (you can use Putty,

4. Log in using 'mpxadmin' credentials

5. Change to 'root' user:

```
$ su -
```

NOTE: Enter 'root' password when prompted

6. Change to the following directory:

Example

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```
# cd /home/mpxadmin
```

7. Once in /home/mpxadmin directory, list the files and verify you see the hotfix file (MP85MR2_HF2_APP_85420.bin.gz)

```
# ll
```

8. Move the hotfix file to /mpx-record directory to prepare it for implementation:

```
# mv MP85MR2_HF2_APP_85420.bin.gz /mpx-record/
```

9. Change to the /mpx-record directory:

```
# cd /mpx-record
```

10. Set the appropriate permissions on the hotfix file so you can extract it:

```
# chmod 777 MP85MR2_HF2_APP_85420.bin.gz
```

11. Extract the hotfix file:

```
# gunzip MP85MR2_HF2_APP_85420.bin.gz
```

12. Set the appropriate permissions on the extracted .bin file (MP85MR2_HF2_APP_85420.bin):

```
# chmod 777 MP85MR2_HF2_APP_85420.bin
```

13. Verify the checksum value of the MP85MR2_HF2_APP_85420.bin:

```
# cksum MP85MR2_HF2_APP_85420.bin
```

NOTE: Expected value is 3852037625 22781145 MP85MR2_HF2_APP_85420.bin

14. If the the checksum value matches the expected value, you can proceed with running the hotfix:

```
# ./MP85MR2_HF2_APP_85420.bin
```

NOTE: If the checksum value doesn't match, the file is corrupted, please, contact Cisco TAC to

15. Answer the confirm/continue prompts.
At this point you may be asked:

```
"found backup files for older hotfix ..., remove? [n]: "
```

If you answer "y", the older backup files will be removed (recommended).
If you answer "n", the files will be retained.

16. The hotfix installer will stop the MP application, install the files, then restart the applica

17. Once the system is back up, verify the installation version by running the following command:

```
# swstatus
```

You should receive an output similar to this:

(note that 8.5.4.20 = HF2):

```
swstatus (on the active or single server)
-----
Conference server 8.5.4.20
System mode: Up
Media control: Up

MODULE NAME          STATUS          VERSION
SIM                  UP              "08/17/12 12:59 Rel_8_5_4_20"
DBSERVER             UP              "08/17/12 12:41 Rel_8_5_4_20"
SNMPD                UP              "08/17/12 12:58 Rel_8_5_4_20"
GS                   UP              "08/17/12 12:43 Rel_8_5_4_20"
CICMSERVER           UP              "08/17/12 12:58 Rel_8_5_4_20"
CPSEVER              UP              "08/17/12 12:57 Rel_8_5_4_20"
CCA                  UP              "08/17/12 12:47 Rel_8_5_4_20"
POSERVER            UP              "08/17/12 12:42 Rel_8_5_4_20"
CONFSCHEDED          UP              "08/17/12 12:52 Rel_8_5_4_20"
TRIGGER_WATCH        UP              "08/17/12 13:00 Rel_8_5_4_20"
POCLIENT             UP              "08/17/12 13:05 Rel_8_5_4_20"
VOICESERVER          UP              "08/17/12 12:56 Rel_8_5_4_20"
```

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GWSIMMGR	UP	"08/17/12 12:59 Rel_8_5_4_20"
NMPAGENT	UP	"08/17/12 12:58 Rel_8_5_4_20"

18. Bring the node back from Maintenance Mode
 - a. Browse to Administration Center > Maintenance > Maintenance Configuration
 - b. Click on "Stop Maintenance Mode Now" button
 - c. Click "OK" at this warning pop-up:

"Warning. Application will restart and any maintenance windows that are currently active on this node will be cancelled. Application restarting. Please wait 10 minutes for the node to be fully functional."

NOTE 1: During the process of stopping Maintenance Mode, the system will display the following:

"This node is down for maintenance.

MeetingPlace Application is in the process of restarting. Please wait a few minutes. "

NOTE 2: Once Maintenance mode is stopped and the system is back up, the system will display the following:

"This node is not in maintenance mode.

MeetingPlace Application is Running."

19. Repeat the steps for the standby server (failover deployment), or other nodes (multi-node deployment).

TO ROLLBACK THIS HOTFIX:

Run the steps described above, but in step 15 run the following command:

```
./MP85MR2_HF2_APP_85420.bin -r
```

Note that the iCM and MCU images cannot be rolled back.