

**Main page:** [Cisco Unified MeetingPlace, Release 8.0](#)

**Up one level:** [Installation, Upgrade and Migration](#)

- You can upgrade to Cisco Unified MeetingPlace Release 8.0 Maintenance Release 1 (MR1) from Cisco Unified MeetingPlace:
  - ◇ Release 7.0.1.4 (the FCS version)
  - ◇ Release 7.0.2.14 (the Maintenance Release 1 version)
  - ◇ Release 7.0.3.4 (the Maintenance Release 2 version)
  - ◇ Release 8.0.1.3 (the FCS version)
  - ◇ Release 8.0.1.229 (the Patch 1 version)

**Note:** If you are upgrading from Release 8.0 FCS or Release 8.0 Patch 1 to Release 8.0 MR 1, then complete the upgrade procedure in this module.

- You can upgrade to Cisco Unified MeetingPlace Release 8.0 from Cisco Unified MeetingPlace:
  - ◇ Release 7.0.1.4 (the FCS version)
  - ◇ Release 7.0.2.14 (the Maintenance Release 1 version)
- [About Upgrading](#)
- [How to Upgrade the Application Server Software](#)
- [How to Upgrade the Web Server Software](#)
- [About Upgrading Cisco WebEx](#)
- [How to Upgrade the Software for the Hardware Media Server](#)
- [How to Change from a Hardware Media Server to an Express Media Server](#)
- [Upgrading Microsoft Outlook for Cisco Unified MeetingPlace](#)
- [Testing that the Upgraded System Works Correctly](#)
- [Completing the Upgrade](#)

## Contents

- [1 About Upgrading](#)
  - ◆ [1.1 Changes between Release 7.0 and Release 8.0](#)
  - ◆ [1.2 Recommendations](#)
  - ◆ [1.3 Upgrade Procedure](#)
    - ◇ [1.3.1 Procedure](#)
- [2 How to Upgrade the Application Server Software](#)
  - ◆ [2.1 About Upgrading the Application Server Software](#)
  - ◆ [2.2 Preparing to Upgrade the Application Server Software](#)
  - ◆ [2.3 Restrictions and Recommendations for Upgrading the Application Server Software](#)
  - ◆ [2.4 Determining Which Procedure to Follow](#)
  - ◆ [2.5 Upgrading the Application Server by Using the Console](#)
    - ◇ [2.5.1 Before You Begin](#)
    - ◇ [2.5.2 Procedure](#)

- ◇ [2.5.3 What To Do Next](#)
- ◇ [2.5.4 Troubleshooting Tips](#)
- ◇ [2.5.5 Related Topics](#)
- ◆ [2.6 Upgrading the Application Server Remotely](#)
  - ◇ [2.6.1 Restrictions](#)
  - ◇ [2.6.2 Before You Begin](#)
  - ◇ [2.6.3 Procedure](#)
  - ◇ [2.6.4 What To Do Next](#)
  - ◇ [2.6.5 Troubleshooting](#)
  - ◇ [2.6.6 Related Topics](#)
- ◆ [2.7 Upgrading Application Servers that are Used in a Failover Deployment](#)
  - ◇ [2.7.1 Before You Begin](#)
  - ◇ [2.7.2 Procedure](#)
  - ◇ [2.7.3 Related Topics](#)
- ◆ [2.8 Upgrading Application Servers that are Used in a Reservationless Single Number Access \(RSNA\) Deployment](#)
  - ◇ [2.8.1 Restriction](#)
  - ◇ [2.8.2 Before You Begin](#)
  - ◇ [2.8.3 Procedure](#)
  - ◇ [2.8.4 Related Topics](#)
- ◆ [2.9 Completing the Application Server Software Upgrade](#)
  - ◇ [2.9.1 Merging Email Notification Templates](#)
  - ◇ [2.9.2 Restoring Email Notification Values](#)
    - [2.9.2.1 Procedure](#)
    - [2.9.2.2 Related Topics](#)
- ◆ [2.10 How to Test the Application Server Software Upgrade](#)
  - ◇ [2.10.1 Checking the System Status](#)
    - [2.10.1.1 Procedure](#)
  - ◇ [2.10.2 Testing the Basic Installation](#)
    - [2.10.2.1 Procedure](#)
  - ◇ [2.10.3 Validating the Ethernet Connection](#)
    - [2.10.3.1 Restriction](#)
    - [2.10.3.2 Procedure](#)
- ◆ [2.11 Troubleshooting the Application Server Software Upgrade](#)
  - ◇ [2.11.1 Related Topics](#)
  - ◇ [2.11.2 Related Topics](#)
  - ◇ [2.11.3 Related Topics](#)
  - ◇ [2.11.4 Related Topics](#)
  - ◇ [2.11.5 Related Topics](#)
- [3 How to Upgrade the Web Server Software](#)
  - ◆ [3.1 Restrictions for Upgrading the Web Server Software](#)
  - ◆ [3.2 Recommendations for Upgrading the Web Server Software](#)
  - ◆ [3.3 Backing Up Data](#)
  - ◆ [3.4 Working with the Cisco Security Agent \(CSA\)](#)
    - ◇ [3.4.1 Related Topics](#)
    - ◇ [3.4.2 Uninstalling the Cisco Security Agent \(CSA\)](#)
      - [3.4.2.1 Procedure](#)
    - ◇ [3.4.3 Reinstalling the Cisco Security Agent \(CSA\)](#)
      - [3.4.3.1 Troubleshooting](#)
  - ◆ [3.5 Upgrading the Web Server Software](#)
    - ◇ [3.5.1 Procedure](#)
    - ◇ [3.5.2 What To Do Next](#)
    - ◇ [3.5.3 Related Topics](#)

- ◆ [3.6 Allowing Guest Users to Dial Out](#)
  - ◇ [3.6.1 Related Topics](#)
- [4 About Upgrading Cisco WebEx](#)
  - ◆ [4.1 Upgrading the Cisco WebEx Release](#)
  - ◆ [4.2 Making Recordings Accessible to Users](#)
    - ◇ [4.2.1 Procedure](#)
- [5 How to Upgrade the Software for the Hardware Media Server](#)
  - ◆ [5.1 Hardware Media Server Software Upgrade Utility](#)
  - ◆ [5.2 How to Upgrade the Software for the Hardware Media Server](#)
    - ◇ [5.2.1 Restrictions for Upgrading the Software for the Hardware Media Server](#)
    - ◇ [5.2.2 Launching the Upgrade Utility](#)
      - [5.2.2.1 Procedure](#)
      - [5.2.2.2 What To Do Next](#)
    - ◇ [5.2.3 Upgrading the Software for Audio Blades](#)
      - [5.2.3.1 Before You Begin](#)
      - [5.2.3.2 Procedure](#)
      - [5.2.3.3 Related Topics](#)
      - [5.2.3.4 What To Do Next](#)
    - ◇ [5.2.4 Upgrading the Software for Video Blades](#)
      - [5.2.4.1 Before You Begin](#)
      - [5.2.4.2 Procedure](#)
      - [5.2.4.3 Related Topics](#)
      - [5.2.4.4 What To Do Next](#)
  - ◆ [5.3 Troubleshooting Errors When Upgrading the Software for the Hardware Media Server](#)
    - ◇ [5.3.1 Procedure](#)
    - ◇ [5.3.2 Related Topics](#)
  - ◆ [5.4 Recommendations for Moving an Audio Blade to a Different Hardware Media Server](#)
- [6 How to Change from a Hardware Media Server to an Express Media Server](#)
  - ◆ [6.1 About the Express Media Server](#)
  - ◆ [6.2 Changing the Type of Media Server that Your System Uses](#)
    - ◇ [6.2.1 Procedure](#)
    - ◇ [6.2.2 What To Do Next](#)
- [7 Upgrading Microsoft Outlook for Cisco Unified MeetingPlace](#)
  - ◆ [7.1 What To Do Next](#)
- [8 Testing that the Upgraded System Works Correctly](#)
  - ◆ [8.1 Licenses](#)
  - ◆ [8.2 Database Import](#)
  - ◆ [8.3 Scheduling](#)
  - ◆ [8.4 System Access](#)
  - ◆ [8.5 Recordings](#)
- [9 Completing the Upgrade](#)

## About Upgrading

- [Changes between Release 7.0 and Release 8.0](#)
- [Recommendations](#)
- [Upgrade Procedure](#)

## Changes between Release 7.0 and Release 8.0

- (Release 8.0 MR1 only) Existing Release 7.0 MR1 and MR2 audio-only deployments, or deployments with Cisco Unified MeetingPlace scheduling and Cisco Unified MeetingPlace meetings, are automatically converted to deployments with Cisco Unified MeetingPlace scheduling and Cisco WebEx meetings, following an upgrade to Release 8.0 MR1. Sign in to the Administration Center and select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server** . Change your configuration back to your original deployment type.
- The Cisco Unified MeetingPlace Release 7.0 system had two options for web conferencing: using the Cisco Unified MeetingPlace meeting room and using the Cisco WebEx meeting room. In Release 8.0, Cisco Unified MeetingPlace only offers the Cisco WebEx meeting room.
- For systems that are upgraded, the software that ran the Cisco Unified MeetingPlace meeting room will remain on the upgraded system in order to allow users to play back meetings that were recorded in Release 7.0. The old software cannot be used for scheduling or attending meetings.
- In upgraded systems, the SSL/TLS page in the Administration Center shows two SSL configuration fields. The second SSL configuration field is required to play back meeting recordings from Cisco Unified MeetingPlace Release 7.0.
- Cisco Unified MeetingPlace Release 8.0 systems that are upgraded from Release 7.0 will continue to use two NICs (IP addresses); however, new Cisco Unified MeetingPlace Release 8.0 systems only use one NIC.
- In Cisco Unified MeetingPlace Release 7.0, there were two fields to describe licensed capacity: **Use licensed audio capacity** and **Use licensed video capacity**. In Cisco Unified MeetingPlace Release 8.0, these two fields are combined into one field called **Use licensed capacity**. The value of the new field in Cisco Unified MeetingPlace Release 8.0 is set to the value of the **Use licensed audio capacity** in Cisco Unified MeetingPlace Release 7.0.
- For Cisco Unified MeetingPlace Release 8.0 systems that are upgraded from Release 7.0, you must ensure that the remote storage location is accessible; otherwise, some of the web master services may fail to start properly which can cause the system to try to restart all the services.
- Cisco Unified MeetingPlace Release 7.0 meetings describe meeting attendees using the terms moderators, presenters, and audience. Cisco Unified MeetingPlace Release 8.0 meetings use the terms host, alternate host, and attendee. See the [Completing the Upgrade](#) for more information about how user types in Release 7.0 are converted for Release 8.0.
- Cisco Unified MeetingPlace Release 8.0 does not have lecture-style meetings.
- Cisco Unified MeetingPlace Release 8.0 systems that are upgraded from Release 7.0 will keep the current setting for the "Dial-out calls enabled via guest profile" parameter; however, new Cisco Unified MeetingPlace Release 8.0 systems will set the default value for that parameter to **Yes**. This means that systems that are upgraded to Release 8.0 may not allow guest users to dial out from the meeting room automatically even though new installations will allow this.

## Recommendations

We recommend that you upgrade your Cisco Unified MeetingPlace system during a time when there is not much meeting traffic, for example, over a weekend or a period of extended downtime.

## Upgrade Procedure

Follow these steps to upgrade to Cisco Unified MeetingPlace Release 8.0.

**Procedure**

<b>Step</b>	<b>Step Description</b>	<b>Related Topics</b>
1	Notify end users of the planned upgrade and system downtime.	
2	Upgrade the Application Server software.	<a href="#">How to Upgrade the Application Server Software</a>
3	Upgrade the Web Server software.	<a href="#">How to Upgrade the Web Server Software</a>
4	(Optional) Upgrade Cisco WebEx. <b>Note:</b> Only applies to Cisco Unified MeetingPlace Release 7.0 systems that use Cisco WebEx.	<a href="#">About Upgrading Cisco WebEx</a>
5	Upgrade the Hardware Media Server software.	<a href="#">How to Upgrade the Software for the Hardware Media Server</a>
6	(Optional) Convert the Hardware Media Server to an Express Media Server.	<a href="#">How to Change from a Hardware Media Server to an Express Media Server</a>
7	Install the Cisco WebEx Node for MCS. <b>Note:</b> Technically, installing the Cisco WebEx Node for MCS is optional. It is not required if your system is audio only. However, if your system will include web functionality, you must install the Cisco WebEx Node for MCS.	<a href="#">Installing the Cisco WebEx Node for MCS module</a>
8	Configure your system to use Cisco WebEx.	<a href="#">Integrating Cisco Unified MeetingPlace with Cisco WebEx module</a>
9	(Optional) Upgrade the Microsoft Outlook for Cisco Unified MeetingPlace integration.	<a href="#">Upgrading Microsoft Outlook for Cisco Unified MeetingPlace</a>
10	Test that the upgraded system works correctly.	<a href="#">Testing that the Upgraded System Works Correctly</a>
11	Inform end users that the system has been successfully upgraded.	<a href="#">Completing the Upgrade</a>

**How to Upgrade the Application Server Software**

- [About Upgrading the Application Server Software](#)
- [Preparing to Upgrade the Application Server Software](#)
- [Restrictions and Recommendations for Upgrading the Application Server Software](#)
- [Determining Which Procedure to Follow](#)
- [Upgrading the Application Server by Using the Console](#)
- [Upgrading the Application Server Remotely](#)
- [Upgrading Application Servers that are Used in a Failover Deployment](#)
- [Upgrading Application Servers that are Used in a Reservationless Single Number Access \(RSNA\) Deployment](#)
- [Completing the Application Server Software Upgrade](#)
- [How to Test the Application Server Software Upgrade](#)
- [Troubleshooting the Application Server Software Upgrade](#)

## About Upgrading the Application Server Software

- To upgrade the Application Server software, you must already have an existing version of the Application Server software installed on your server.
- When you upgrade the Application Server software, the upgrade program moves the existing files to a backup directory and installs the new files in the current directory.
- A fresh installation of the Application Server software erases the database that holds the Hardware Media Server configuration information; however, *upgrading* the Application Server software does not erase the database.
- The upgrade program backs up any Microsoft Outlook notification templates and copies them to /opt/cisco/meetingplace/var.
- We support using Integrated Lights-Out (iLO) to install and upgrade the Application Server software. This standard only applies to the Cisco MCS 7835-H2 and Cisco MCS 7845-H2. For information about installing, configuring, and using iLO, see <http://h18000.www1.hp.com/products/servers/management/ilo/>.

## Preparing to Upgrade the Application Server Software

- Do *not* uninstall the Application Server software before you upgrade.
- The Cisco Unified MeetingPlace system must be running when you perform an upgrade. Do not turn off the Cisco Unified MeetingPlace services.
- Back up all your data files. See the [Backing Up, Archiving, and Restoring Data on the Cisco Unified MeetingPlace Application Server](#) module.

## Restrictions and Recommendations for Upgrading the Application Server Software

- (Upgrading to Release 8.0 from Release 7.0.1.4 FCS or from Release 7.0.2.14 MR1 version only.) If your Application Server is on a Cisco MCS 7835-I2 or a Cisco MCS 7835-H2, then we recommend you run the upgrade script from the /mpx-record directory. Enter **df -h** to determine the amount of available space. There should be a minimum of 6 GB available in the /mpx-record directory, when you run the upgrade script here. If you prefer to run the upgrade script from the /tmp directory, then there must be a minimum of 8 GB available in the /mpx-record directory.
- We recommend that the server that you are upgrading have 4 GB of memory. See the *System Requirements for Cisco Unified MeetingPlace Release 8.0* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_device_support_tables_list.html)
- Ensure that the system is not performing a database backup when you upgrade the Application Server software.
- The system must have a functional database. To ensure that the database is functional, go to the Command-Line Interface and run the **/sbin/service mpx\_db status** command. See [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#) module.
- Have a valid DNS service configuration.

This is mandatory for correct operation of the Cisco Unified MeetingPlace system. You need to enter a valid IP address for a DNS service during the installation of the Application Server. Without this, your upgrade may fail.

You can test your DNS service by entering on the command-line interface, **ping <DNS\_IP\_Address>**. You should get a response in under 200 milliseconds.

## Determining Which Procedure to Follow

Depending on the configuration of your Application Server, follow one of these steps:

- If your Application Server is in a failover deployment, follow the procedure in the [Upgrading Application Servers that are Used in a Failover Deployment](#). After the upgrade, reconfigure the system for database replication.
- If your Application Server is in a Reservationless Single Number Access (RSNA) deployment, follow the procedure in the [Upgrading Application Servers that are Used in a Reservationless Single Number Access \(RSNA\) Deployment](#).
- If your Application Server does not meet either of the above conditions, follow the procedure in either the [Upgrading the Application Server by Using the Console](#) or the [Upgrading the Application Server Remotely](#).

## Upgrading the Application Server by Using the Console

**Note:** Only perform this procedure if your system does not use failover or RSNA. See the [Determining Which Procedure to Follow](#).

### Before You Begin

- Take the Audio Blade offline.

### Procedure

1. Go to Cisco.com and find the upgrade file. The naming convention will be similar to `upgrade_mp_<version_number>.bin`, where `<version_number>` is the version number to which you are upgrading.

**Note:** The file is located near

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

2. Save the file to a convenient location.
3. Enter `md5sum upgrade_mp_<version_number>.bin` to determine the checksum of the file that you downloaded. Compare this value to the checksum value of the file that is posted on the download page on Cisco.com.
4. From the console, go to the Cisco Unified MeetingPlace operating system sign-in page and sign in as the user called root.
5. Right-click on the desktop and select **New Terminal**.  
The upgrade program displays the command line.
6. Navigate to the directory where you saved the upgrade file.
7. Enter `sh upgrade_mp_<version_number>.bin &` to execute the upgrade program.  
The upgrade program displays the Introduction page.
8. Select **Next**.

The upgrade program checks to see if there are any previous versions of the Application Server software installed. If there is at least one previous version, the upgrade program displays a message listing the previous versions found on the system.

**Note:** If the upgrade program does not find any previous versions of the Application Server software, the upgrade program displays an error message and you must quit the upgrade.

9. Select **Next** to begin the upgrade.  
The upgrade program displays a pre-installation summary.
10. Review the pre-installation summary. Values include the product name, install folder, and the amount of disk space required and available for the installation target.
11. Select **Install** if all the values are correct.  
The upgrade program upgrades all the required components associated with the Application Server software.  
The upgrade program displays a message stating that the upgrade is complete.
12. Select **Done** to restart the system.
13. Synchronize the Hardware Media Server and meeting types.
14. Put the Audio Blade back online.

#### What To Do Next

If you have already applied the Cisco WebEx Security Certification patch to your Cisco Unified MeetingPlace system and then upgraded to an 8.0 release, then you must reapply this patch following your upgrade.

For more information on this Cisco WebEx Security Certification Patch, see:

- [http://customercare.corp.webex.com/commcal/archives/type\\_informational/006535.php](http://customercare.corp.webex.com/commcal/archives/type_informational/006535.php)
- [http://docwiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace\\_-\\_WebEx\\_Certificate\\_Upgrade](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_-_WebEx_Certificate_Upgrade)

#### Troubleshooting Tips

- See [Troubleshooting the Application Server Software Upgrade](#).

#### Related Topics

- [Changing the Online and Offline Status of an Audio Blade in the Changing Values for the Hardware Media Server module](#)
- [Synchronizing Audio Blade Meeting Types with the Template Audio Blade in the Changing Values for the Hardware Media Server module](#)

## Upgrading the Application Server Remotely

**Note:** Only perform this procedure if your system does not use failover or RSNA. See the [Determining Which Procedure to Follow](#).

When you upgrade the Application Server software remotely, the upgrade status is limited. We recommend that you upgrade the Application Server at the console if possible.

#### Restrictions

- You must use the screen to perform a remote upgrade.



## Before You Begin

- Take the Audio Blade offline.

## Procedure

1. Go to Cisco.com and find the upgrade file. The naming convention will be similar to `upgrade_mp_<version_number>.bin`, where `<version_number>` is the version number to which you are upgrading.
 

**Note:** The file is located near <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>
2. Save the file to a convenient, local location.
3. Enter `md5sum upgrade_mp_<'version_number'>.bin` to determine the checksum of the file that you downloaded. Compare this value to the checksum value of the file that is posted on the download page on Cisco.com.
4. Transfer the upgrade or patch file to Cisco Unified MeetingPlace using SCP file transfer.
5. Using an SSH client, sign in as the user called `mpxadmin`.
6. Enter `screen -S mp_upgrade` to create and attach to a screen named `mp_upgrade`.
7. Change to the root user by entering `su -` and enter the root password.
8. From the CLI, navigate to the directory where you saved the upgrade file.
9. Enter `sh ./upgrade_mp_<'version_number'>.bin -i console` to execute the upgrade program.
 

The upgrade program displays an introduction message.
10. Press **Enter** to continue.
 

The upgrade program checks to see if there are any previous versions of the Application Server software installed. If there is at least one previous version, the upgrade program displays a message listing the previous versions found on the system.

**Note:** If the upgrade program does not find any previous versions of the Application Server software, the upgrade program displays an error message and you must quit the upgrade.
11. Press **Enter** to continue.
12. Review the pre-installation summary. Values include the product name, install folder, and the amount of disk space required and available for the installation target.
13. Press **Enter** to begin the upgrade.
 

The upgrade program installs the Application Server upgrade.

When the upgrade is complete, the upgrade program displays the Install Complete page and a message stating that the upgrade is complete.
14. Press **Enter** to restart the system.
 

**Note:** When you restart the system, all existing screens are removed.
15. Synchronize the Hardware Media Server and meeting types.
16. Put the Audio Blade back online.

## What To Do Next

If you have already applied the Cisco WebEx Security Certification patch to your Cisco Unified MeetingPlace system and then upgraded to an 8.0 release, then you must reapply this patch following your upgrade.

For more information on this Cisco WebEx Security Certification Patch, see:

- [http://customercare.corp.webex.com/commcal/archives/type\\_informational/006535.php](http://customercare.corp.webex.com/commcal/archives/type_informational/006535.php)

- [http://docwiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace - WebEx Certificate Upgrade](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_-_WebEx_Certificate_Upgrade)

### Troubleshooting

If the SSH remote session disconnects while you are upgrading the Application Server, follow these steps to reattach to the installation screen and continue the upgrade:

1. Using an SSH client, sign in as the user called `mpxadmin`.
2. Enter **screen -ls** to find out the full name of the screen created in Step 6 of the "Upgrading the Application Server Remotely" procedure. The full name of the screen consists of an identifier followed by a dot and then the name that you used in Step 6 of the "Upgrading the Application Server Remotely" procedure. For example, the full screen name might be `1665.mp_upgrade`.
3. Enter **screen -rD *full\_screen\_name*** to reattach to the installation screen.

### Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Changing the Online and Offline Status of an Audio Blade in the Changing Values for the Hardware Media Server module](#)
- [Synchronizing Audio Blade Meeting Types with the Template Audio Blade in the Changing Values for the Hardware Media Server module](#)

## Upgrading Application Servers that are Used in a Failover Deployment

### Before You Begin

- Note the following nomenclature that is used for clarity: node 1 is the server that originally is the active Application Server and node 2 is the server that originally is the standby Application Server.
- Turn off failover before you begin.

### Procedure

1. Sign in to the CLI of node 1. If you are signing in remotely, use the `eth0:0` IP address or hostname.
2. Enter **su -** to switch to the root user.
3. Enter **mp\_replication status** on node 1 to ensure that all database changes have been synchronized.  
The system displays the queue column as zeroes.
4. Enter **mp\_replication switchOFF -rnode\_2\_eth0:0** on node 1, to switch off replication between the two Application Servers, where `node_2_eth0:0` is the `eth0:0` address for node 2.
5. Enter **mp\_replication teardown -r node\_2\_eth0:0** on node 1, to tear down the replication setup with the remote Application Server, where `node_2_eth0:0` is the `eth0:0` address for node 2.
6. Archive and save the configuration data on node 1.
7. Enter **failoverUtil setDeployment singleServer** to change the mode of node 1 to `SingleServer`.
8. Upgrade node 1. See the [Upgrading the Application Server by Using the Console](#).
9. Enter **failoverUtil setDeployment failover** on node 1 to change the mode of node 1 to `failover`.  
**Note:** This disables the `eth0` interface of node 1, so that node 2 can become active.
10. Sign in to the CLI of node 2. If you are signing in remotely, use the `eth0:0` IP address or hostname.

11. Enter **su** - to switch to the root user.
12. Enter **failoverUtil setServer active** on node 2 to change its mode from standby to active.
13. Enter **mp\_replication teardown -r node\_1\_eth0:0** on node 2, to tear down the replication setup with the remote Application Server, where *node\_1\_eth0:0* is the eth0:0 address for node 1.
14. Enter **failoverUtil setDeployment singleServer** on node 2 to change its mode to SingleServer.
15. Upgrade node 2. See the [Upgrading the Application Server by Using the Console](#).
16. Enter **failoverUtil setDeployment failover** on node 2 to change its mode to failover.

At this point, both Application Servers are in standby mode.

1. Sign in to the CLI of node 2. If you are signing in remotely, use the eth0:0 IP address or hostname.
2. Initialize database replication:
  - ◆ Release 8.0 MR1--Enter **mp\_replication init -n 2 -r <node1-eth0:0-hostname> [-v]**
  - ◆ Release 8.0 FCS-- Enter **mp\_replication init -s 1 -n 2 -l node2-eth0:0 -r node1-eth0:0 -h**
3. Sign in to the CLI of Node 1. If you are signing in remotely, use the Node 1 eth0:0 IP address or hostname.
4. Enter the following to initialize and start database replication:
  - ◆ Release 8.0 MR1
    - mp\_replication init -n 1 -r <node2-eth0:0-hostname> [-v]**
    - mp\_replication switchON**
  - ◆ Release 8.0 FCS
    - mp\_replication init -s 1 -n 1 -l node1-eth0:0 -r node2-eth0:0 -h**
    - mp\_replication switchON -r node2-eth0:0**
5. Sign in to the CLI of node 1. If you are signing in remotely, use the eth0:0 IP address or hostname.
6. Enter **failoverUtil setServer active** on node 1 to change its mode to active.  
Node 1 is the active Application Server and node 2 is the standby Application Server.

#### Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Backing Up, Archiving, and Restoring Data on the Cisco Unified MeetingPlace Application Server module](#)
- [Upgrading the Application Server by Using the Console](#)
- [Upgrading the Application Server Remotely](#)

## Upgrading Application Servers that are Used in a Reservationless Single Number Access (RSNA) Deployment

RSNA is typically used with Directory Service, which uses user database replication to enable two Cisco Unified MeetingPlace Application Servers in different sites to have synchronized user profiles and user groups.

#### Restriction

During the upgrade process, do not make any user or group configuration changes on any of the Application Servers. If you make configuration changes on one Application Server, they will not be ported to the other Application Server, because you turned off database replication.

If you do make any user or group configuration changes, follow the procedure below and then perform the initial setup procedures to synchronize the data between the two Application Servers. To synchronize the data, you will need to erase the database from one server and synchronize the data from the other server.

See [How to Configure Application Server Failover](#) in the [Configuring Application Server Failover for Cisco Unified MeetingPlace](#) module.

### Before You Begin

The instructions for upgrading Application Servers that are used in an RSNA deployment include the following prerequisite actions, which avoids the creation of duplicate or unsynchronized user profiles of type *delegate*, *attendant*, or *system administrator* on the Application Servers.

1. If you created any identical user profiles of type *delegate*, *attendant*, or *system administrator* on both Application Servers, then delete those user profiles from *one* of the servers.  
For example, if you created a system administrator profile A1 in each of the two servers S1 and S2, then delete A1 from either S1 or S2.
2. Synchronize the user data in both Application Servers by using *one* of the following methods:
  - ◆ For each user profile you deleted from one Application Server, update the identical user profile on the *other* Application Server.  
Updating a user profile automatically causes the profile record to be replicated to the other Application Server.
  - ◆ Enter the following command in the Application Server CLI, specifying the hostnames of the Application Servers:  
**mp\_replication switchON -r hostname-remote -S -F hostname-local**

This process may take a long time, depending on the total number of user profiles on the Application Servers and the network bandwidth between them.

**Note:** Note the following nomenclature that is used for clarity: node 1 is the server that is in site 1 and node 2 is the server that is in site 2.

### Procedure

1. Sign in to the CLI of node 1.
2. Enter **su -** to switch to the root user.
3. Enter **mp\_replication status** on node 1 to ensure that all database changes have been synchronized.  
The system displays the queue column as zeroes.
4. Enter **'mp\_replication switchOFF -r node\_2\_IP\_address** on node 1, to switch off replication between the two Application Servers, where *node\_2\_IP\_address* is the IP address for node 2.
5. Enter **'mp\_replication teardown -r node\_2\_IP\_address** on node 1, to tear down the replication setup with the remote Application Server, where *node\_2\_IP\_address* is the IP address for node 2.
6. Archive and save the configuration data on node 1.
7. Upgrade node 1. See the [Upgrading the Application Server by Using the Console](#).
8. Sign in to the CLI of node 2.
9. Enter **su -** to switch to the root user.

10. Enter `'mp_replication teardown -r 'node 1_IP_address` on node 2, to tear down the replication setup with the remote Application Server, where `node_1_IP_address` is the IP address for node 1.
11. Upgrade node 2. See the [Upgrading the Application Server by Using the Console](#).  
Both Application Servers have been upgraded.
12. Sign in to the CLI of node 2.
13. Enter `su -` to switch to the root user.
14. Enter the following command using the hostname of node 1:
  - ◆ Release 8.0 MR1  
`mp_replication init -n 2 -r <node1-eth0:0-hostname> [-v]`
  - ◆ Release 8.0 FCS  
`mp_replication init -s 2 -n 1 -r 'hostname_of_node_1' -m`
15. Sign in to the CLI of node 1.
16. Enter `su -` to switch to the root user.
17. Enter the following commands using the hostname of node 2:
  - ◆ Release 8.0 MR1  
`mp_replication init -n 1 -r <node2-eth0:0-hostname> [-v]`  
`mp_replication switchON`
  - ◆ Release 8.0 FCS  
`mp_replication init -s 1 -n 1 -r 'hostname_of_node_2' -m`  
`mp_replication switchON -r hostname_of_node_2`

#### Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Backing Up, Archiving, and Restoring Data on the Cisco Unified MeetingPlace Application Server module](#)
- [Upgrading the Application Server by Using the Console](#)
- [Upgrading the Application Server Remotely](#)

## Completing the Application Server Software Upgrade

- [Merging Email Notification Templates](#)
- [Restoring Email Notification Values](#)

### Merging Email Notification Templates

When you upgrade the Application Server software from an earlier release, the upgrade program overwrites all custom email notification templates and replaces them with the standard email notification templates for the release to which you are upgrading. However, before the upgrade process begins, the upgrade program moves all of the email notification templates for the original release to a backup directory under `/opt/cisco/meetingplace/var`.

After upgrading the Application Server software, merge the new email notification templates with the templates from the previous release. See the [Customizing Email Notifications for Cisco Unified MeetingPlace](#) module for complete information on customizing your email notification templates.

## Restoring Email Notification Values

The upgrade process also overwrites all the configuration values for the SMTP and Exchange servers. After upgrading the Application Server software, you must manually restore the SMTP and Exchange server values.

### Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Email Notifications > SMTP Server Configuration**.
3. Enter values in all fields.
4. Select **Save**.
5. Select **System Configuration > Email Notifications > Exchange Server Configuration**.
6. Enter values in all fields.
7. Select **Save**.

### Related Topics

- [SMTP Server Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace](#) module
- [Exchange Server Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace](#) module

## How to Test the Application Server Software Upgrade

After upgrading the Application Server software, perform these tests to ensure that the upgrade was successful.

- [Checking the System Status](#)
- [Testing the Basic Installation](#)
- [Validating the Ethernet Connection](#)

### Checking the System Status

#### Procedure

1. Go to the Application Server operating system sign-in page.
2. Sign in as the user called **root**.
3. Enter the password associated with this username.  
The system displays the operating system desktop.
4. Choose **Application > System Tools > Terminal**.  
The system displays the command line.
5. Enter **mpx\_version** and verify that the Application Server version on your system matches the version to which you upgraded.

**Note:** To ensure that your server has adequate disk space, the upgrade program removes many of the older versions of the Application Server software that are on your system. Therefore, when you run the **mpx\_version** command, you may not see every version that you have ever installed.

6. Enter **mpx\_sys status** and ensure that most services are running:
  - ◆ The license service will not be running.
  - ◆ If you chose to install an Express Media Server, the video administration and SIP server services will not be running.
  - ◆ All other services should be running.

## Testing the Basic Installation

### Procedure

1. Go to the Application Server operating system sign-in page.
2. Sign in as the user called **mpxadmin**.
3. Enter the password associated with this username.  
The system displays the operating system desktop.
4. Choose **Application > Internet > Firefox Web Browser** to go to the Internet.
5. Enter the hostname for the Application Server.  
The system displays the Cisco Unified MeetingPlace Administration Center sign in page.
6. Ensure that the version number on the bottom of the page is the correct version.

## Validating the Ethernet Connection

Follow this procedure to ensure that the Application Server is properly connected to the network.

### Restriction

- This procedure assumes that you have an Ethernet cable connected from the Application Server to your company network.

### Procedure

1. Go to the Application Server operating system sign-in page.
2. Sign in as the user called **root**.
3. Enter the password associated with this username.  
The system displays the operating system desktop.
4. Choose **Application > System Tools > Terminal**.  
The system displays the command line.
5. Enter **ethtool eth0** to see the Ethernet port status.  
The system displays a status of the network.
6. Ensure that the "link detected" parameter at the bottom says **yes**.  
**Note:** If it says no, the Application Server is not connected to the network. Contact your network administrator to determine why it is not connected to the network.

## Troubleshooting the Application Server Software Upgrade

**Problem:** There is not enough disk space to update the Application Server software.

**Explanation:** Unneeded files are in the /opt and other directories, taking up space.

**Recommended Action:** Contact Cisco TAC, who can help you identify and remove unnecessary files from the relevant partitions.

**Problem:** The upgrade installer does not have enough space in the / directory.

**Explanation:** You downloaded the upgrade file onto your desktop, which stores it in the /home/user\_name/Desktop directory. That directory uses the space from the / directory.

**Solution:** Remove the downloaded file from the /home/user\_name/Desktop directory to free up space.

**Error Message:** There is not enough space to extract the upgrade installer file.

**Recommended Action:** Ensure that there are no large, extraneous files in the /opt partition.

**Error Message:** Cannot upgrade the Application Server software because there is no earlier version already installed on the server.

**Explanation:** You must have at least one previous version on your system before you can upgrade.

**Recommended Action:** Install the Application Server software.

### Related Topics

- [Installing the Cisco Unified MeetingPlace Application Server Software module](#)

**Error Message:** The installer has found an equal or newer version this update.

**Explanation:** You must have at least one older version of the Application Server software on your system before you can upgrade.

**Recommended Action:** Install a newer version of the Application Server software.

### Related Topics

- [Installing the Cisco Unified MeetingPlace Application Server Software module](#)



**Problem:** The upgrade is taking several hours.

**Solution:** The upgrade takes approximately two hours, because it backs up the operating system and database. If it takes significantly longer, restart the upgrade process.

#### Related Topics

- [How to Upgrade the Application Server Software](#)

**Error Message:** Warning - Not enough memory. If you continue, system performance may be impacted. It is highly recommended that you exit the installation and install more memory.

**Explanation:** We recommend that the server that you upgrade have 4 GB of memory. However, you can still upgrade a server with only 2 GB of memory.

**Recommended Action:** Install more memory.

#### Related Topics

- [System Requirements for Cisco Unified MeetingPlace Release 8.0 at http://docwiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace\\_Release\\_8.0\\_--\\_System\\_Requirements\\_for\\_Cisco\\_U](#)

**Problem:** The upgrade program says that the database is corrupted.

**Solution:** Run the `mpx_db` command to check the status of the database.

#### Related Topics

- [How to Upgrade the Application Server Software](#)

## How to Upgrade the Web Server Software

- [Restrictions for Upgrading the Web Server Software](#)
- [Recommendations for Upgrading the Web Server Software](#)
- [Backing Up Data](#)
- [Working with the Cisco Security Agent \(CSA\)](#)
- [Upgrading the Web Server Software](#)
- [Allowing Guest Users to Dial Out](#)

## Restrictions for Upgrading the Web Server Software

- Upgrade the Application Server before you upgrade the web server software.
- Do not interrupt the upgrade during the automatic system shutdown or reboot.
- If your system has multiple web servers, you must upgrade them all to the same version. You can upgrade them in any order.

## Recommendations for Upgrading the Web Server Software

- We recommend that you only upgrade the Web Server software after hours. To avoid losing recordings, do not upgrade the Web Server software if there are any meetings that are currently in session that have recordings or if any meetings with recordings have recently ended, because the system may not have posted the recording yet posted to the attachment and recording page.
- We do not support upgrading the Cisco Unified MeetingPlace Web Server software by using Terminal Services.

## Backing Up Data

Follow the instructions in [How to Back Up and Restore MPWEB SQL Database](#) in the [Configuring the SQL Server for the Cisco Unified MeetingPlace Web Server](#) module for information on backing up the data on the Web Server.

Manually back up the notification templates for the Microsoft Outlook back-end deployment; however, you do not have to back up the notification templates for SMTP and the Microsoft Outlook front-end deployment because the system copies all of the notification templates for SMTP and the Microsoft Outlook front-end deployment to a backup directory under `/opt/cisco/meetingplace/var`.

## Working with the Cisco Security Agent (CSA)

If the Cisco Security Agent (CSA) is installed on your system, before you upgrade the web server, you must stop CSA, uninstall it, and install the version of CSA that is on the Cisco Unified MeetingPlace Web Server DVD.

- [Uninstalling the Cisco Security Agent \(CSA\)](#)
- [Reinstalling the Cisco Security Agent \(CSA\)](#)

### Related Topics

*Release Notes for Cisco Security Agent for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/secursw/ps5057/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/secursw/ps5057/prod_release_notes_list.html).

## Uninstalling the Cisco Security Agent (CSA)

### Procedure

1. Sign into the Web Server.
2. Choose **Start > Control Panel > Add or Remove Programs**.
3. Highlight **Cisco Security Agent**.
4. Select **Change/Remove**.

5. Follow the prompts to remove the program.
6. Reboot the system.

## Reinstalling the Cisco Security Agent (CSA)

See [Installing the Cisco Security Agent on the Web Server](#) in the [Installing the Cisco Unified MeetingPlace Web Server Software](#) module.

### Troubleshooting

If you run into problems while installing the CSA, contact Cisco TAC. Examples of problems include if you are installing the CSA and the system aborts the installation or if the system does not let you reinstall or uninstall the CSA.

## Upgrading the Web Server Software

### Procedure

1. Exit any open applications.
2. Insert the Cisco Unified MeetingPlace Web Server DVD into the DVD-ROM drive.
3. Double-click the **CiscoUnifiedMeetingPlaceWebServer.exe** file to begin the upgrade.  
The system displays informational screens. The system stops the web master service and the Gateway SIM service.
4. Select **Next**.  
The system copies files.
5. Select **Finish** when done.  
The system finishes the Gateway SIM upgrade.
6. Select **OK** when it is done.  
The installation wizard continues to install the Cisco Unified MeetingPlace Web Server software.
7. Select **Next**.  
The system starts copying the files.
8. Choose the option to restart the Web Server on the Web Server InstallShield Wizard Complete window.
9. Select **Finish**.  
The upgrade finishes with a single system reboot.
10. Ensure that the Windows Time Service is up and running.

### What To Do Next

If you have already applied the Cisco WebEx Security Certification patch to your Cisco Unified MeetingPlace system and then upgraded to an 8.0 release, then you must reapply this patch following your upgrade.

For more information on this Cisco WebEx Security Certification Patch, see:

- [http://customercare.corp.webex.com/commcal/archives/type\\_informational/006535.php](http://customercare.corp.webex.com/commcal/archives/type_informational/006535.php)
- [http://doewiki.cisco.com/wiki/Cisco\\_Unified\\_MeetingPlace - WebEx Certificate Upgrade](http://doewiki.cisco.com/wiki/Cisco_Unified_MeetingPlace_-_WebEx_Certificate_Upgrade)

#### Related Topics

- For information about configuring the Web Server to synchronize with an NTP server, see [Configuring the Time for the Web Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module.

## Allowing Guest Users to Dial Out

After you have upgraded the Web Server on your system, if you want to allow guests to be able to dial out to other users, set the following parameters *for the guest profile*:

Can dial out parameter in the Administration Center	Call-in teleconferencing checkbox in Cisco WebEx (1)	Result
Yes	checked	<ul style="list-style-type: none"> <li>• Guests can dial out from the telephone</li> <li>• Guests cannot dial out from the meeting room</li> </ul>
Yes	not checked	<ul style="list-style-type: none"> <li>• Guests can dial out from the telephone</li> <li>• Guests can dial out from the meeting room</li> </ul>
No	checked	<ul style="list-style-type: none"> <li>• Guests cannot dial out from the telephone</li> <li>• Guests cannot dial out from the meeting room</li> </ul>
No	not checked	Not recommended.

Footnote 1: To find this parameter, in Cisco WebEx go to **Site Administration > Manage Site > Site**

**Settings > Default site audio options.**

#### **Related Topics**

- [Restricting Dial-Out Privileges for Guest Users](#) in the [Securing the Cisco Unified MeetingPlace System](#) module
- [Overview of Security Tasks](#) in the [Securing the Cisco Unified MeetingPlace System](#) module

## **About Upgrading Cisco WebEx**

This section only applies to Cisco Unified MeetingPlace Release 7.0 systems that use Cisco WebEx.

### **Upgrading the Cisco WebEx Release**

When you upgrade from Cisco Unified MeetingPlace Release 7.0 to Cisco Unified MeetingPlace Release 8.0, you must also upgrade from the Cisco WebEx WBS26 Release to the Cisco WebEx WBS27 Release.

You cannot upgrade Cisco WebEx yourself. To upgrade to the Cisco WebEx WBS27 Release, you must notify the Cisco WebEx Customer Support Engineer (CSE) that you plan to upgrade Cisco Unified MeetingPlace from Release 7.0 to Release 8.0 and then ask the CSE to upgrade your release of Cisco WebEx. In order to avoid a delay in implementing your upgrade, we recommend that you schedule the Cisco WebEx upgrade as far in advance as possible of your Cisco Unified MeetingPlace upgrade.

### **Making Recordings Accessible to Users**

Recordings that were created using Cisco Unified MeetingPlace Release 7.0 must be moved to a location where they can be accessed by Cisco Unified MeetingPlace Release 8.0 users.

This procedure only applies if both the following are true:

- You are upgrading your system from Release 7.0 to Release 8.0
- The Cisco WebEx site name for your Release 8.0 system is different from the Cisco WebEx site name for your Release 7.0 system.

#### **Procedure**

1. Navigate to the Cisco WebEx Site Administration page for the Release 7.0 system.
2. Sign in with the credentials that you use to sign into the Application Server.
3. Navigate to the user page for the admin user.
4. Select **My WebEx**.
5. Select **My Files** on the left.
6. Select the **My Recordings** tab.

7. If there are any recordings, delete them by doing the following:
  1. On the line with the recording name, click the down arrow on the right.
  2. Select **Delete**.
  3. Select **OK** in the confirmation dialog box.
  4. Continue until you have deleted all the recordings.
8. Select **Site Administration**.
9. Select **Edit User List** on the left.
10. In the User name field, enter the user name for the user who has recordings that need to be moved to the new server.
11. Select **Search**.
12. Select the name of the user to go to the account for this user on the Release 7.0 system.
13. Select **Re-assign NBR Recordings**.
 

The system displays a dialog box where you can reassign the recordings for the user.
14. In the Search field, enter **admin**.
15. Select **Search**.
16. Select **Yes** in the confirmation dialog box.
 

The system moves all the recordings for that user to the admin user's account.
17. Continue Step 9 to Step 16 for all users on the Release 7.0 system who have recordings.
18. Navigate to the user page for the admin user.
19. Select **My WebEx**.
20. Select **My Files** on the left.
21. Select the **My Recordings** tab.
22. For each meeting, select the name of the meeting, which is displayed under the "Topic" header.
23. Download the recording by doing the following:
  1. On the line with the recording name, click the down arrow on the right.
  2. Select **Download**.
  3. Save the file to a convenient location.
  4. Continue until you have downloaded all the recordings.

## How to Upgrade the Software for the Hardware Media Server

- [Hardware Media Server Software Upgrade Utility](#)
- [How to Upgrade the Software for the Hardware Media Server](#)
- [Troubleshooting Errors When Upgrading the Software for the Hardware Media Server](#)
- [Recommendations for Moving an Audio Blade to a Different Hardware Media Server](#)

### Hardware Media Server Software Upgrade Utility

Use the Hardware Media Server Software upgrade utilities to upgrade the Hardware Media Server software. The utilities upload files via a network connection to the Hardware 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). You can upgrade either the Audio Blade software or the Video Blade software depending on your deployment. You may need both the Audio Blade and Video Blade upgrade utilities.

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.

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

## How to Upgrade the Software for the Hardware Media Server

- [Restrictions for Upgrading the Software for the Hardware Media Server](#)
- [Launching the Upgrade Utility](#)
- [Upgrading the Software for Audio Blades](#)
- [Upgrading the Software for Video Blades](#)

### Restrictions for Upgrading the Software for the Hardware Media Server

- Upgrade the Application Server before you upgrade the Hardware Media Server.
- When you upgrade the Hardware 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 and Video Blades after the upgrade procedure is complete.

### Launching the Upgrade Utility

#### Procedure

1. Download the executable file from the Cisco Unified MeetingPlace 3500 Series Media Server Software CD-ROM:
  - ◆ To upgrade the software for Audio Blades, the file is called AudioBladeUpgrade.exe.
  - ◆ To upgrade the software for Video Blades, the file is called VideoBladeUpgrade.exe.
2. Double click the file to run the upgrade utility.

The system extracts the upgrade files and displays the Upgrade Utility dialog box.

#### What To Do Next

- To upgrade the software for the Audio Blades, go to [Upgrading the Software for Audio Blades](#).
- To upgrade the software for the Video Blades, go to [Upgrading the Software for Video Blades](#).

### Upgrading the Software for Audio Blades

#### Before You Begin

- Make sure that no meetings are active.

## Procedure

1. Sign in as an administrator to the Media Server Administration for the Hardware Media Server.
2. Take the Audio Blade offline.
 

**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 dialog box.
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. Select **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. Select **OK** to return to the Upgrade Utility dialog box.
6. (Optional) Select the components of the Audio Blade that you want to upgrade as follows:
  1. Select **Customize...** in the Upgrade Information section.
  2. Check the components that you want to upgrade.
 

**Note:** The components displayed vary according to the hardware that is upgraded.
  3. Select **OK** to return to the Upgrade Utility dialog box.
7. Select **Upgrade** to upgrade all components of the software (or only those components you manually selected via the Customize option).
 

The 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. Upgrading the Audio Blades resets the user credentials. Sign in to the Media Server Administration for the Hardware Media Server by using the user name of "admin" and the password of "password".
9. To improve security, we recommend that you change the user name and password.
10. Repeat steps 3 to 7 for any other Audio Blades that need to be upgraded.
11. 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.
12. Repeat steps 2 to 11 for each blade that was upgraded.
13. Go to **Resource Management > Meeting Types**.
14. Select **Synchronize**.

## Related Topics

- [Signing in to the Media Server Administration for the Hardware Media Server in the Changing Values for the Hardware Media Server module](#)
- [Changing the Online and Offline Status of an Audio Blade in the Changing Values for the Hardware Media Server module](#)
- [Changing the Media Server Administration Password for the Hardware Media Server in the Changing Values for the Hardware Media Server module](#)



## What To Do Next

- If you previously customized your Audio Blades, manually reapply those customizations.

## Upgrading the Software for Video Blades

### Before You Begin

- Make sure that no meetings are active.

### Procedure

1. Sign in as an administrator to the Media Server Administration for the Hardware Media Server.
2. Enter the IP address of the Video Blade that you want to upgrade in the General Information section of the Upgrade Utility dialog box.
3. Enter the administrator user name and password for the Video Blade, as configured in the device network configuration settings, in the Login Information section.
4. (Optional) Select the components of the Video Blade that you want to upgrade as follows:
  1. Select **Customize...** in the Upgrade Information section.
  2. Check the components that you want to upgrade.
 

**Note:** The components displayed vary according to the hardware that is upgraded.
  3. Select **OK** to return to the Upgrade Utility dialog box.
5. Select **Upgrade** to upgrade all components of the software (or only those components you manually selected via the Customize option).
 

The software upgrade utility informs you whether the upgrade is successful.

**Note:** When the upgrade is complete, the Video Blade automatically resets itself and starts operation with the new software version.
6. Repeat steps 2 to 5 for any other Video Blades that need to be upgraded.
7. Put the Video Blade online.
8. Repeat steps 2 to 7 for each blade that was upgraded.
9. Go to **Resource Management > Meeting Types**.
10. Select **Synchronize**.
11. Upgrading the Video Blades resets the user credentials. Sign in to the Media Server Administration for the Hardware Media Server by using the user name of "admin" and the password of "password".
12. To improve security, we recommend that you change the user name and password.

### Related Topics

- [Signing in to the Media Server Administration for the Hardware Media Server in the Changing Values for the Hardware Media Server module](#)
- [Changing the Online and Offline Status of an Audio Blade in the Changing Values for the Hardware Media Server module](#)
- [How to Configure Administrators for the Hardware Media Server in the Configuring the Audio and Video Blades for the Hardware Media Server module](#)

## What To Do Next

- If you previously customized your Video Blades, manually reapply those customizations.

## Troubleshooting Errors When Upgrading the Software for the Hardware Media Server

Use the following recovery procedure if the Hardware 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. Sign in as an administrator to the Media Server Administration for the Hardware Media Server.
2. Take the Audio Blade offline.
 

**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 dialog box.
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. Select **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. Select **Ignore**.
7. In the Customize dialog box, ensure that only the following boxes are checked: MCU WEB Interface, MCU Config File, and MCU Factory Default Config File.
8. Select **OK**.
9. Select Upgrade.
10. Select **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.

#### Related Topics

- [Signing in to the Media Server Administration for the Hardware Media Server](#) in the [Changing Values for the Hardware Media Server](#) module
- [Changing the Online and Offline Status of an Audio Blade](#) in the [Changing Values for the Hardware Media Server](#) module

## Recommendations for Moving an Audio Blade to a Different Hardware Media Server

When moving an Audio Blade from one Hardware 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 Hardware Media Server.
- Set the Audio Blade to permanently offline on the Hardware Media Server from which you are moving the Audio Blade. See [Changing the Online and Offline Status of an Audio Blade](#) in the [Changing Values for the Hardware Media Server](#) module.

## How to Change from a Hardware Media Server to an Express Media Server

- [About the Express Media Server](#)
- [Changing the Type of Media Server that Your System Uses](#)

### About the Express Media Server

Cisco Unified MeetingPlace Release 8.0 introduces an Express Media Server, a software version of the Hardware Media Server that was used in previous releases of Cisco Unified MeetingPlace. All systems that will use audio or video need a media server and the media server can be either a Hardware Media Server or an Express Media Server.

- The Express Media Server is a set of software modules, including an audio mixer and a video switcher, that resides on the Application Server. The Express Media Server creates a single box, software-only solution for Cisco Unified MeetingPlace.
- The Hardware Media Server is comprised of Audio and Video Blades.

All Cisco Unified MeetingPlace Release 8.0 systems automatically come with an Express Media Server.

### Changing the Type of Media Server that Your System Uses

Follow these steps to change the type of media server that your system uses from a Hardware Media Server to an Express Media Server.

**Procedure**

1. Sign in to the Administration Center.
2. Select **System Configuration > Media Resource Configuration**.
3. Select **Software** for the System media mode field.
4. Select **Save**.

The system reboots. When the system comes back up, it will be using an Express Media Server instead of a Hardware Media Server.

**What To Do Next**

- Configure the system for the Express Media Server. See the [Configuring Meetings for Cisco Unified MeetingPlace](#) module.

**Upgrading Microsoft Outlook for Cisco Unified MeetingPlace**

**Note:** The Microsoft Outlook for Cisco Unified MeetingPlace integration is the same for Cisco Unified MeetingPlace Release 7.0 Maintenance Release 1 and Cisco Unified MeetingPlace Release 8.0. Therefore, if you have already upgraded your Microsoft Outlook for Cisco Unified MeetingPlace integration to Release 7.0 Maintenance Release 1 or later, then you do not need to follow this procedure. Your integration is already upgraded.

To upgrade from Cisco Unified MeetingPlace Release 7.0 to Cisco Unified MeetingPlace Release 8.0, follow these steps:

Step	Step Description	For more information, see
1	Upgrade your Cisco Unified MeetingPlace Release 7.0 system to Cisco Unified MeetingPlace Release 8.0	<ul style="list-style-type: none"> <li>• <a href="#">How to Upgrade the Application Server Software</a></li> <li>• <a href="#">How to Upgrade the Web Server Software*</a></li> <li>• <a href="#">How to</a></li> </ul>

		<u>Upgrade the Software for the Hardware Media Server</u>
2	Uninstall the Microsoft Outlook for Cisco Unified MeetingPlace integration Release 7.0 from the Web Server.	<u>Uninstalling Cisco Unified MeetingPlace for Microsoft Outlook Gateway From the Web Server in the Enabling Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal module</u>
3	Configure the Microsoft Exchange Server.	<u>Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server in the Enabling Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal module</u>
4	From the Application Server, run the following Cisco Unified MeetingPlace-Microsoft Exchange migration script: /opt/cisco/meetingplace/migrationtools/current/notifications/migrateExchangeForICAL.sh.	

**Note:** The upgrade process may take a long time if many meetings need to be migrated. To speed up the upgrade, purge old meetings from the Cisco Unified MeetingPlace-dedicated mailbox and empty the Deleted Items folder. We recommend that the mailbox have fewer than 1360 appointment items or 32 KB of appointment data before you run the upgrade script.

### What To Do Next

After you complete the upgrade process, have your users upgrade the Cisco Unified MeetingPlace plug-in for Microsoft Outlook on their PCs. They can do this themselves by doing one of the following:

- Select **Download Outlook Plug-In** from the Cisco Unified MeetingPlace web user portal.
- Select **Upgrade to newer version** from the MeetingPlace tab in a Microsoft Outlook calendar appointment.

## Testing that the Upgraded System Works Correctly

Verify the following after you upgrade and configure the entire Cisco Unified MeetingPlace system:

### Licenses

- Your system has all the necessary licenses installed. See the *Planning Guide for Cisco Unified MeetingPlace Release 8.0* at: [http://docwiki.cisco.com/wiki/Cisco Unified MeetingPlace%2C Release 8.0 -- Planning Your Deployment](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment) for information about Cisco Unified MeetingPlace Release 8.0 licenses.

### Database Import

- Ensure that the following information imported correctly: user groups, user profiles, video terminal profiles, video types, video usage assignments, meeting categories, and password expirations.
- Ensure that all recorded names for user profiles were imported correctly.
- Ensure that all scheduled meetings, both past and recurring, imported correctly.
- Ensure that the default video mode assigned to user profiles matches the global video mode that was previously assigned to the user profile.

### Scheduling

- Ensure that you can schedule a meeting.
- Ensure that the system sends an email notification for the meeting that you scheduled.
- Ensure that you can join and attend the meeting via audio, video, and web.
- Test that the dial in and dial out features work.

### System Access

- Ensure that you have access to all of the Administration Center pages, including Conference Manager. To access the Administration Center, go to a web browser and enter `http://your-app-server`

### Recordings

- Ensure that you can record a meeting.
- Ensure that you can play back the meeting recording.

## Completing the Upgrade

- Inform end users that the system has been successfully upgraded.
- During the upgrade process, only users who were *moderators* for a Cisco Unified MeetingPlace Release 7.0 meeting are converted to alternate hosts in Cisco Unified MeetingPlace Release 8.0. Meeting attendees or presenters for Cisco Unified MeetingPlace Release 7.0 meetings are only converted to meeting attendees in Cisco Unified MeetingPlace Release 8.0.

In Cisco Unified MeetingPlace Release 8.0, only a host or an alternate host can start a meeting. After an upgrade, users may find that meetings only have one host and no alternate host and may experience not being able to start a meeting.

We recommend that after you upgrade your system, you inform end user about this restriction and suggest that meeting owners designate alternate hosts for their meetings. This must be done before the meeting begins and only the meeting owner or delegate can modify a meeting.

- If you have upgraded your system to a Release 8.0 system with Cisco WebEx scheduling and without directory services integration, then the user passwords are not recognized after you import your user profiles into Cisco WebEx. (Cisco Unified MeetingPlace passwords are encrypted whereas Cisco WebEx uses plain text passwords.)

When they next log in to Cisco WebEx, ask your users to select **Forgot your password** and have them reset their password.