

MeetingPlace Web 4.3.0.x Install and Upgrade Common Practices

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Introduction

This document provides prerequisite information for when you install or upgrade to Cisco MeetingPlace Web 4.3.0.x and later.

Prerequisites

Requirements

You must verify that your server meets all the hardware and software requirements. Please refer to the *System Requirements* section in the Cisco MeetingPlace Web Release Notes.

Components Used

The information in this document is based on Cisco MeetingPlace Web versions 4.2.7.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server)

Complete these steps:

Note: Do not install Cisco MeetingPlace 4.3.0.63 because it has been superseded by Cisco MeetingPlace 4.3.0.100.x and later.

1. Verify that the gateway machine has Microsoft JVM installed.

Open a DOS command window and enter **jview**.

If you receive an unrecognized command message, JVM is not installed. Refer to Field Notice FA00314 – MPAgent Complains of Missing User Tables in Slave Database and MPWeb Services Constantly Restart (registered customers only) .

If JVM is installed, proceed with the installation.

2. If the gateway machine has PC Anywhere installed, prior to the install or upgrade, be sure the PC Anywhere Host Service is not running. If it is, disable it and restart the machine.
3. Run the 4.3.0.x installer.

For installation instructions, refer to the *Installing MeetingPlace Web* section of the Cisco MeetingPlace Web System Manager's Guide.

4. At the end of the installation, the program prompts you to restart. Click **Finish** to automatically restart the server.

You must always restart the gateway machine in order to complete the installation. If it does not prompt you to restart, please restart manually.

Due to the time required for the database to be created and updated, it may take up to five or more minutes after the reboot before the system is stable enough to perform valid tests.

5. Perform complete Web functionality testing.
6. If you are following these steps after performing an upgrade of Cisco MeetingPlace Web, confirm the Audio Service was upgraded to the new version.

If it was not, refer to Field Notice FA00325 – After Upgrading MeetingPlace Web to a Newer Version, gwstatus Shows that Audio Service did not get Upgraded to the New Version (registered customers only) .

Upgrade from Cisco MeetingPlace 4.3.0.x

Complete these steps.

1. If upgrading an existing Cisco MeetingPlace Web, determine whether it has been customized.

If Cisco MeetingPlace Web has been customized, do not proceed with the upgrade. Refer to the *Web Customizations* section of the Cisco MeetingPlace Web Release Notes.

2. If the existing Cisco MeetingPlace Web does not have customizations, install Cisco MeetingPlace Web 4.3 following the procedure in New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server).

Upgrade from Cisco MeetingPlace 4.2.7 (new installation) to Cisco MeetingPlace 4.3

Complete these steps.

1. If you are upgrading an existing Cisco MeetingPlace Web, determine whether it has been customized.

If Cisco MeetingPlace Web has been customized, do not proceed with the upgrade. Refer to the *Web Customizations* section of the Cisco MeetingPlace Web Release Notes.

2. If the existing Cisco MeetingPlace Web does not have customizations, proceed to the next step.
3. If a full version of Microsoft SQL 2000 Server is installed, first verify that SQL Server 2000 SP3a has been applied..

If MSDE 2000 SP3/SP3a is installed, proceed to install Cisco MeetingPlace Web 4.3 following the procedure in New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server). If you are uncertain what version of MSDE is installed, refer to MeetingPlace Web – Determine SQL Server Version.

4. If MSDE 2000 SP3/SP3a is not installed, follow this procedure:

- a. Back-up the MPWEB database as described in MeetingPlace Web MPWEB SQL Database Backup.
- b. Upgrade the current MSDE to MSDE 2000 SP3a as described in MeetingPlace Web Un-installation and Replacement of MSDE with MSDE 2000 SP3a.
- c. Restart the Cisco MeetingPlace Web server and verify that Cisco MeetingPlace Web is fully functional before proceeding.
- d. Install Cisco MeetingPlace Web 4.3 following the procedure in New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server).

Upgrade from Cisco MeetingPlace 4.2.7 (previously upgraded from 4.2.5 or earlier) to Cisco MeetingPlace 4.3

Complete these steps.

1. If upgrading an existing Cisco MeetingPlace Web, you must determine whether it has been customized.

If your MeetingPlace Web has been customized, do not proceed with the upgrade. Refer to the *Web Customizations* section of the Cisco MeetingPlace Web Release Notes.

2. If the existing Cisco MeetingPlace Web does not have customizations, proceed to the next step.
3. If a full version of Microsoft SQL 2000 Server is installed, first verify that SQL Server 2000 SP3 has been applied.

If MSDE 2000 SP3/SP3a is installed, proceed to install Cisco MeetingPlace Web 4.3 following the procedure in New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server). If you are uncertain what version of MSDE is installed, refer to MeetingPlace Web – Determine SQL Server Version.

4. If MSDE 2000 SP3/SP3a is not installed, follow this procedure:

- a. Back-up the MPWEB database as described in MeetingPlace Web MPWEB SQL Database Backup.
- b. Un-install the current MSDE and re-install MSDE 2000 SP3a as described in MeetingPlace Web Un-installation and Replacement of MSDE with MSDE 2000 SP3a.
- c. Follow the instructions in MeetingPlace Web MPWEB SQL Database Restore to restore the MPWEB database
- d. Restart the Cisco MeetingPlace Web server and verify that Cisco MeetingPlace Web is fully functional before proceeding.
- e. Install Cisco MeetingPlace Web 4.3 following the procedure in New Install of Cisco MeetingPlace Web 4.3 (No Existing Cisco MeetingPlace Web on the Server).

Upgrade from Cisco MeetingPlace 4.2.5 to 4.3

Complete these steps.

1. If upgrading an existing Cisco MeetingPlace Web, determine whether it has been customized.

If the Cisco MeetingPlace Web has been customized, do not proceed with the upgrade. Refer to the *Web Customizations* section on the Cisco MeetingPlace Web Release Notes.

2. If the existing Cisco MeetingPlace Web does not have customizations, follow the procedure in Upgrade from Cisco MeetingPlace 4.2.7 (previously upgraded from 4.2.5 or earlier) to Cisco MeetingPlace 4.3.

Troubleshoot

Problem

After the installation, I do not see the Cisco MeetingPlace Web Conferencing service.

Solution

Refer to Field Notice FA00243 – Missing MeetingPlace Web Conferencing Master Service after upgrade to MeetingPlace Web 4.0, Release 4.3 (registered customers only) .

Related Information

- **Cisco MeetingPlace Web Release Notes**
- **Cisco MeetingPlace Web System Manager's Guide**
- **FA00314 – MPAgent Complains of Missing User Tables in Slave Database and MPWeb Services Constantly Restart**
- **FA00325 – After Upgrading MeetingPlace Web to a Newer Version, gwstatus Shows that Audio Service did not get Upgraded to the New Version**
- **FA00243 – Missing MeetingPlace Web Conferencing Master Service after upgrade to MeetingPlace Web 4.0, Release 4.3**
- **MeetingPlace Web – Determine SQL Server Version**
- **MeetingPlace Web MPWEB SQL Database Backup**
- **MeetingPlace Web Un–installation and Replacement of MSDE with MSDE 2000 SP3a**
- **MeetingPlace Web MPWEB SQL Database Restore**
- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony Cisco Press, ISBN 1587050757**
- **Technical Support – Cisco Systems**

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