



Updating the System

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About Updating a System

In a Single-data Center (SDC) system, the data center must be put into Maintenance Mode. In a Multi-data Center system (MDC), all data centers can be brought down for updating, or in some cases the data centers can be brought down one-at-a-time. The process for bringing data centers down one-at-a-time and maintaining service to the users is referred to as a Zero-downtime Update. Check the release notes for which Cisco WebEx Meeting Server version is eligible for a Zero-downtime Update. If you are performing a Zero-downtime Update, we recommend that you update all other data centers in the system as soon as possible after updating the first data center.

An *upgrade* is defined as a replacement of the system to deploy major modifications that we made to the system. For example replacing a system currently running version 1.5 to run version 2.0 that includes support for a new operating system. An *update* is defined as overwriting an existing (original) system to take advantage of modifications that we made to improve the system. An *expand* is defined as enlarging an existing system, but not changing the application version. For example, you might update a system from version 1.5 to 1.5MR, upgrade a system from 1.5 to 2.0, or expand a system from 800 users to 2000 users. In all cases, the processes include transferring all of the data from the original system to the updated, upgraded, or expanded system.

Use the following table to determine if you should perform a system upgrade or update on a data center to run a specific release of Cisco WebEx Meetings Server.

Installed Release	To Release...	Upgrade	Update
1.5MR3	1.5MR4 or higher		X
1.5MR3 or higher	2.0 or 2.5 ¹	X	
2.0MR3 or higher	2.5		X

Installed Release	To Release...	Upgrade	Update
2.5 Single-data Center (SDC)	Any 2.5MR		X
2.5 Multi-data Center (MDC)	Any 2.5MR		X

¹ We recommend that any version of 1.0, 1.1, or 1.5 be updated to the 1.5MR3 version of the OVA and ISO files before upgrading to version 2.5.

The complete update procedure, including backing up your virtual machines, might take up to an hour depending on:

- System size
- Database size
- Speed of and load on the vCenter



Note

CWMS System is the default name of the data center after an upgrade to version 2.5; it is not translated from English to any of the other languages.

Connecting to an ISO Image from the CD/DVD Drive

For the fastest update, we recommend that you mount the ISO image in the vCenter datastore. However, if you place it in a local disk accessible to the vSphere client, be sure the vSphere client has a hard-wired connection into your company Intranet (not over VPN).

To place the ISO image in the vCenter datastore and connect to the CD/DVD, complete the following steps:

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- Step 1** Get the desired ISO image from Cisco at <http://www.cisco.com/cisco/software/navigator.html>.
- Step 2** Verify that you have the appropriate permissions.
- Step 3** Select the ESXi host for the Admin virtual machine *of the data center to be updated*. Select the **Summary** tab and double-click the **datastore1** name under **Storage**.
- Step 4** On the **Datastore and Datastore clusters** window, select **Browse this datastore**.
- Step 5** Select the green up arrow icon (Upload file) and load the update ISO file.
- Step 6** Select the Admin virtual machine in the VMware vCenter inventory.
- Step 7** Select the **CD/DVD** icon for the Admin virtual machine.
- Step 8** Select **CD/DVD drive 1 > Connect to ISO image** on a local disk or on a datastore.
- Step 9** Confirm that the CD/DVD drive is connected.
- Right-click the Admin virtual machine name in the vCenter inventory and select **Edit Settings...**
 - In the **Hardware** tab, select **CD/DVD drive 1**.
 - If unchecked, check the **Connected** check box.

d) Select **OK**.

What to Do Next

Update the data center by following the instructions at [Updating Data Centers Version 2.5 and Higher With System Downtime](#), on page 3.

Update the data center with zero downtime by following the instructions at [Updating a Multi-data Center System with Zero System Downtime](#), on page 5.

Updating Data Centers Version 2.5 and Higher With System Downtime

This procedure describes how to update a Single Data Center (SDC) system or a Multi-data Center (MDC) system where the system is taken offline by placing all data centers in Maintenance Mode.

Before You Begin

You have completed:

- A check of the release notes to determine if this version of Cisco WebEx Meeting Server version is eligible for a Zero-downtime Update. If it is eligible for Zero-downtime Update, follow the procedure in [Updating a Multi-data Center System with Zero System Downtime](#), on page 5.
- Placing the ISO image in the vCenter datastore and connecting to the CD/DVD as described in [Connecting to an ISO Image from the CD/DVD Drive](#), on page 2.

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- Step 1** Get the latest update files from Cisco at <http://www.cisco.com/cisco/software/navigator.html>. The update package for your system includes an ISO image. You cannot *skip* some versions of the software. For example, you must install the Cisco WebEx Meetings Server version 1.1 (Build 1.1.1.9.A) before applying 1.5MR3. Check the release notes for the correct version to use. See also [About Updating a System](#), on page 1.
- Step 2** Notify other system administrators that they should not access any data center being updated during this procedure. If they do so, their changes are not saved and the result can be unpredictable.
- Step 3** Clear your browser cache. Static resources are cached to enhance the performance of web pages; however, the data cached might be incorrect. Therefore, we recommend that you clear your browser cache.
- Step 4** Sign into the Administration sites. Do not close the browser windows until the data centers are restarted or re-booted, as you might not be able to sign back into the Administration sites.
- Step 5** Turn on Maintenance Mode. See [Turning Maintenance Mode On or Off for Version 2.5 and Later](#). Unless you are expanding a system, we recommend that you take a snapshot of each virtual machine. (See [Taking a Snapshot by using VMware vCenter](#).)

Turning on Maintenance Mode on all active data centers shuts down conferencing activity and prevents users from signing in to the WebEx site, scheduling meetings, joining meetings, or playing meeting recordings. If this data center is part of a Multi-data Center (MDC) system and another data center is active, in-progress meetings will fail over to the active data center. This might cause a brief interruption in active meetings. See [About Maintenance Mode](#) for information about which system tasks require Maintenance Mode to be turned on.

- Step 6** Make backups of all of the virtual machines in all data centers in this system (unless you are recovering from a failed update).
(See [Creating a Backup by using VMware vCenter](#).)
- Step 7** Select **System**.
- Step 8** Select the data center you want to update.
- Step 9** Select **Upgrade**.
The **Upgrade System** page appears.
- Step 10** Select **Update > Continue**.
The **Validate ISO Image** page appears.
- Step 11** Select **I have connected to the ISO image and am ready to proceed > Continue**.
The ISO image is read for conditions such as down time requirements.
The **Update System** page appears.
- Step 12** Select **I have taken backups of all virtual machines on all data center > Continue**. Do not close the browser window; otherwise, you will be unable to return to this page.
It might take up to an hour to complete an Update. If you see that the restart button has not yet appeared, verify the update status of the primary data center to confirm that there are no errors in the Update and that the Update is proceeding.
- Important** Do not shutdown or reboot any data center while another data center is updating; otherwise, it can cause the Update to fail.
Once the Update on all data centers is complete, the **Restart** button appears, confirming the success of the update.
- Step 13** Select **Continue**.
- Caution** Once you select **Continue**, you cannot stop the Update procedure. If an issue arises during the procedure and it does not complete successfully, then you must use your backups to restore all data centers in the system. *Do not close the browser window*, otherwise you will not be able to return to this page. If a browser session is closed or lose connection for any reason, you must check the splash screen of the virtual machines to verify that the update has finished successfully, then reboot the system manually.
- Important** Do not shutdown or reboot any data center while another data center is updating; otherwise, it can cause the Update to fail.
Once the Update completes a new page appears confirming the success of the Update.
Restart becomes active when all data centers in the system are updated.
- Step 14** Select **Restart** to restart the system.
The Cisco WebEx Administration site sign on page appears.
- Step 15** Sign in to the Administration site.
In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.
- Step 16** Check the release notes for this update, and determine whether any post-update tasks are required. If additional tasks are required, complete them before you take the system out of Maintenance Mode.
- Step 17** Turn off Maintenance Mode. See [Turning Maintenance Mode On or Off for Version 2.5 and Later](#).
When you turn off Maintenance Mode, the system determines if a *restart* (takes approximately 3 - 5 minutes) or a *reboot* (takes approximately 30 minutes) is required and displays the appropriate message. If this data center is part of a

Multi-data Center (MDC) system, the administrator is re-directed to the global admin URL. The data center that the administrator sees is determined by the DNS resolution policy. If Key Regeneration is enabled, taking one data center out of Maintenance Mode automatically takes all data centers in the system out of Maintenance Mode.

Meeting service for users on this data center is restored.

Step 18 Test the system. See [About System Testing](#) for recommended tests.

What to Do Next

We recommend that when you are satisfied with the operation, that you remove all backups.

Updating a Multi-data Center System with Zero System Downtime

This procedure describes how to update a Multi-data Center (MDC) system where the system continues to serve users by using another data center while this data center is updated. During a Zero Downtime update, do not reboot or power down any data center.

Before You Begin

You have completed:

- A check of the release notes to determine if this version of Cisco WebEx Meeting Server version is eligible for a Zero-downtime Update. If it is not eligible for Zero-downtime Update, follow the procedure in [Updating Data Centers Version 2.5 and Higher With System Downtime](#), on page 3.
- Placing the ISO image in the vCenter datastore and connecting to the CD/DVD as described in [Connecting to an ISO Image from the CD/DVD Drive](#), on page 2.

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- Step 1** Get the latest update files from Cisco at <http://www.cisco.com/cisco/software/navigator.html>. The update package for your system includes an ISO image. You cannot *skip* some versions of the software. For example, you must install the Cisco WebEx Meetings Server version 1.1 (Build 1.1.1.9.A) before applying 1.5MR3. Check the release notes for the correct version to use. See also [About Updating a System](#), on page 1.
- Step 2** Notify other system administrators that they should not access any data center being updated during this procedure. If they do so, their changes are not saved and the results can be unpredictable.
- Step 3** Clear your browser cache. Static resources are cached to enhance the performance of web pages; however, the data cached might be incorrect. Therefore, we recommend that you clear your browser cache.
- Step 4** Sign into the Administration sites. Do not close the browser windows until the data centers are restarted or re-booted, as you might not be able to sign back into the Administration sites.
- Step 5** Select **System**.
- Step 6** Select the data center you want to update.
- Step 7** Select **Upgrade**.

- The **Upgrade System** page appears.
- Step 8** Select **Update > Continue**.
The **Validate ISO Image** page appears.
- Step 9** Select **I have connected to the ISO image and am ready to proceed > Continue**.
The ISO image is read for conditions such as down time requirements.
- The **Update System** page appears.
- Step 10** Make backups of all of the virtual machines (unless you are recovering from a failed update). (See [Creating a Backup by using VMware vCenter](#).)
- Important** The backup created here can be used to retry a failed zero-downtime update. If you try to recover a failed zero-downtime update from any other backup, you might lose data or corrupt your system. Skip this step only if you are recovering from a recently failed Zero Downtime Update attempt.
- Step 11** Power on all virtual machines and repeat Step 2 through Step 9, logging back into the data center.
If you lost the connection to the ISO image as a result of the backup procedure, reestablish that connection. (See [Connecting to an ISO Image from the CD/DVD Drive, on page 2](#).)
- Step 12** Select **I have taken backups of all virtual machines on this data center > Continue**. Do not close the browser window; otherwise, you will be unable to return to this page.
It might take up to an hour to complete an update. If you see that the restart button has not yet appeared, verify the update status of the primary data center to confirm that there are no errors in the update and that the update is proceeding.
- Important** Do not shutdown or reboot any data center while another data center is updating; otherwise, it can cause the Update to fail.
Once the update on this data center is complete, the **Restart** button appears, confirming the success of the update. The backup you made as part of this process is no longer valid for recovery. If the Update fails for some reason, you can recover this data center by using the backup created as part of this process.
- Step 13** Select **Restart**.
The sign-on screen appears.
- Step 14** Sign in to the Administration site.
In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.
- Step 15** Navigate to the dashboard of the data center that was just updated.
The updated version is displayed on the dashboard.
- Step 16** Check the release notes for this update, and determine whether any post-update tasks are required. If additional tasks are required, complete them before you take the system out of Maintenance Mode.
- Step 17** Turn off Maintenance Mode. See [Turning Maintenance Mode On or Off for Version 2.5 and Later](#).
When you turn off Maintenance Mode, the system determines if a *restart* (takes approximately 3 - 5 minutes) or a *reboot* (takes approximately 30 minutes) is required and displays the appropriate message. If this data center is part of a Multi-data Center (MDC) system, the administrator is re-directed to the global admin URL. The data center that the administrator sees is determined by the DNS resolution policy.
Meeting service for users on this data center is restored.

What to Do Next

We recommend that when you are satisfied with the operation, that you remove all backups.

After this data center is operational and in a healthy state, update another data center by repeating this procedure as soon as possible.