



## Expanding Your System to a Larger System Size

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## Preparing for System Expansion

This section describes the prerequisites and best practices for a system expansion.

### Determining Your System's New Size

Consider the following:

- Budget for hardware
- Number of concurrent meetings, and the average size of these meetings, for the next few months and years

### Obtaining the Information Required For Your System Expansion

- Obtain the OVA file used to install the existing system's version.
- Complete the expansion checklist.

Field Name	Current Value For Your System
WebEx Site URL	
Administration Site URL	
Private VIP Address	
Public VIP Address	

# Preparing For a System-Altering Procedure

This section describes how to prepare for a major system-altering procedure: expanding your system, adding a high availability system, enabling public access, updating or upgrading your system, and so on.



## Caution

Because this procedure requires exclusive access to the system, users cannot access the system for meetings. Be sure to schedule this procedure during a time that will be least disruptive to your users.

Other system administrators should not access the system during this procedure. If they do so, their changes are not saved, and the result may be unpredictable. They must wait until this procedure is completed, then sign in to Cisco WebEx Administration to do their task.



## Note

Be sure to coordinate with other system administrators before starting a system-altering procedure.



## Attention

If you do not need to create a backup of your virtual machines, then you do not need to complete this procedure. However, as a best practice, Cisco recommends creating a backup. Backups enable you to revert the system if the procedure is unsuccessful.

## Procedure

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- Step 1** Sign in to the Cisco WebEx Administration site.
  - Step 2** Select **Turn On Maintenance Mode**.
  - Step 3** In the VMware vSphere client, power off each of the virtual machines in your system. Select **Power > Shut Down Guest**.  
For complete details on using vSphere, see the VMware ESXi and vCenter Server documentation.
  - Step 4** Once all the virtual machines are powered off, then use VMware Data Recovery to create a backup of each of your virtual machines.  
A backup will help you revert your virtual machine to its state before the update. For further information, see [Creating a Backup Using VMware vCenter](#). For complete details on this backup, see the *VMware Data Recovery Administration Guide*.
    - Note** You may also take snapshots, but you must delete these in approximately 24 hours, or you may experience data performance issues, common to virtual machine snapshots. For more information, see [Taking a Snapshot Using VMware vCenter](#).
  - Step 5** In the VMware vSphere client, power on each of the virtual machines in your system.
  - Step 6** Sign back in to the Cisco WebEx Administration site, but do not turn off maintenance mode.
  - Step 7** Continue with the system-altering procedure.
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# Expanding the System Using Automatic Deployment

## Before You Begin

In this section, we refer to the system before expansion as the "existing system". The system, following expansion, is the "expanded system."

- Schedule a time that is least disruptive to your users to do the system expansion.
- Put the primary system in maintenance mode before starting the system expansion.



### Caution

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Because this procedure requires exclusive access to the system, users cannot access the system for meetings. Be sure to schedule this procedure during a time that will be least disruptive to your users.

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Other system administrators should not access the system during this procedure. If they do so, their changes are not saved, and the result may be unpredictable. They must wait until this procedure is completed, then sign in to Cisco WebEx Administration to do their task.



### Note

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Be sure to coordinate with other system administrators before starting a system-altering procedure.

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## Expanding the System

The overall tasks to expand the system are:

- 1 Create a backup of your existing system.
- 2 Use the same OVA file you used to deploy your existing system and deploy the Admin virtual machine for the new system size.
- 3 Copy the data from your existing system to the Admin virtual machine for the expanded system.
- 4 Deploy any additional virtual machines for the new system size.
- 5 Test the expanded system.

## Considerations Before Expanding the System

Note the following:

- You may choose to reuse the same hostnames and IP addresses for the existing virtual machines in the expanded system. However, only the existing system, or the expanded system, can be powered on at any given time. Both systems cannot be powered on and running at the same time.
- If you have already added a HA system to your existing system, then following deployment of the expanded system, you must add a new HA system. You cannot reuse the existing HA system as it is not retained, following the expansion.
- You may want to keep the existing system until you have finished testing the expanded system. Once testing is complete and you are satisfied with the expanded system, you can remove the existing (pre-expansion) system.

- The internal virtual machines for the existing system and the expanded system must be on the same subnet.
- If you have added public access, then the Internet Reverse Proxy virtual machines for the existing system and the expanded system must be on the same subnet.
- Because this process affects the virtual machines in your system, your current security certificate may become invalid and require an update.
- Be sure the expanded system can access the disks for the existing system's Admin virtual machine. You will be copying over Hard disk 4 to the expanded system.

### Summary of Tasks to Expand the System Using an Automatic Deployment

Task	Description	For Details, See
1	Prepare the existing system for expansion.	<a href="#">Preparing for System Expansion, on page 1</a>
2	Prepare for a system-altering procedure.	<a href="#">Preparing For a System-Altering Procedure</a>
3	Initiate the expansion procedure from the Administration site of the existing system.	<a href="#">Expanding System Size</a>
4	Using the VMware vSphere client, select <b>Power &gt; Shut Down Guest</b> on the virtual machines for the existing system.	
5	Using the vSphere client, deploy the Admin virtual machine for the new system size.	<a href="#">Deploying the OVA File From the VMware vSphere Client</a>
6	Attach <b>Hard disk 4</b> from the existing system's Admin virtual machine to the Admin virtual machine for the expanded system.	<a href="#">Attaching an Existing VMDK File to a New Virtual Machine</a>
7	Power on the Admin virtual machine for the expanded system and write down the deployment URL.	
8	Enter the deployment URL into a web browser and continue the deployment of your expanded system.	
9	Select your preferred language for the deployment of the expanded system.	<a href="#">Selecting Your Language for Setup</a>
10	Confirm the system size. (This system size must be larger than or equal to the existing system.)	<a href="#">Confirming the Size of Your System</a>
11	Select <b>Install a primary system</b> .	<a href="#">Choosing What System to Install</a>
12	Select an automatic deployment.	<a href="#">Choosing the Type of System Deployment</a>
13	Enter your vCenter credentials so that we may deploy the virtual machines for you.	<a href="#">Providing VMware vCenter Credentials</a>
14	Select the ESXi host, datastore, and virtual machine port group for the media virtual machine.	<a href="#">Choosing vCenter Settings for your Media Virtual Machine</a>

Task	Description	For Details, See
15	Enter the fully qualified domain name of the media virtual machine. (If you have already updated your DNS server with entries for the expanded system, then we will look up the IP address for you.)	<a href="#">Entering Networking Information for the Media Virtual Machine</a>
16	If you want public access for your expanded system, then ensure there is a check in the <b>Create an Internet Reverse Proxy virtual machine</b> check box. Otherwise, uncheck this check box. <b>Note</b> If you have not enabled public access, then skip to Task 19.	<a href="#">Adding Public Access</a>
17	If you have added public access, then select the ESXi host, datastore, and virtual machine port group for the Internet Reverse Proxy virtual machine.	<a href="#">Choosing vCenter Settings for your Internet Reverse Proxy</a>
18	Enter the hostname and networking information for the Internet Reverse Proxy.	<a href="#">Entering the Networking Information for the Internet Reverse Proxy</a>
19	Enter the public VIP address for the WebEx site URL. <b>Note</b> You may enter the same public VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	<a href="#">Entering the Public VIP Address</a>
20	Enter the private VIP address for the WebEx Administration URL. <b>Note</b> You may enter the same private VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	<a href="#">Entering the Private VIP Address</a>
21	Enter the WebEx site URL. Participants access this URL to host and attend meetings. (This URL resolves to the private VIP address or the public VIP address, depending on whether or not you are using a split-horizon DNS.) <b>Note</b> You may enter the same WebEx site URL that you use for your existing system or change to a new one. If you do change it, then make the necessary updates in the DNS server.  Make sure you retain your original site URL on the DNS server. Redirect your original site URL to the new site URL. If users attempt to use the original URL and you have not redirected it to the new URL, they will not be able to host or join meetings.	<a href="#">Entering the WebEx Site and Administration URLs</a>

Task	Description	For Details, See
22	Enter the WebEx Administration URL for administrators to access Cisco WebEx Administration and internal participants to host or attend meetings (only with a split-horizon DNS). (This URL resolves to the Private VIP address.) <b>Note</b> You may enter the same WebEx Administration URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server.	<a href="#">Entering the WebEx Site and Administration URLs</a>
23	Check that you have made all the networking, DNS server, and firewall configuration changes required for your system.	<a href="#">Confirming That Your Network is Configured Correctly</a>
24	Once your virtual machines have deployed successfully, then select <b>Next</b> to continue to the system check.	<a href="#">Deploying Your Virtual Machines</a>
25	Along with the system check, we update the expanded system with any required updates to match the software version of the existing system, before expansion. (These updates may take up to an hour.) When complete, the system restarts.	<a href="#">Checking Your System</a>
26	Sign in to Cisco WebEx Administration.	
27	Test the expanded system. If the expansion is unsuccessful, then power off the expanded system and power on the existing system. Contact Cisco TAC for further assistance.	<a href="#">Testing the System</a>

## Expanding the System Using Manual Deployment

### Before You Begin

In this section, we refer to the system before expansion as the "existing system". The system, following expansion, is the "expanded system."

- Schedule a time that is least disruptive to your users to do the system expansion.
- Put the primary system in maintenance mode before starting the system expansion.



#### Caution

Because this procedure requires exclusive access to the system, users cannot access the system for meetings. Be sure to schedule this procedure during a time that will be least disruptive to your users.

Other system administrators should not access the system during this procedure. If they do so, their changes are not saved, and the result may be unpredictable. They must wait until this procedure is completed, then sign in to Cisco WebEx Administration to do their task.

**Note**

Be sure to coordinate with other system administrators before starting a system-altering procedure.

**Expanding the System**

The overall tasks to expand the system are:

- 1 Create a backup of your existing system.
- 2 Use the same OVA file you used to deploy your existing system and deploy the Admin virtual machine for the new system size.
- 3 Copy the data from your existing system to the Admin virtual machine for the expanded system.
- 4 Deploy any additional virtual machines for the new system size.
- 5 Test the expanded system.

**Considerations Before Expanding the System**

Note the following:

- You may choose to reuse the same hostnames and IP addresses for the existing virtual machines in the expanded system. However, only the existing system, or the expanded system, can be powered on at any given time. Both systems cannot be powered on and running at the same time.
- If you have already added a HA system to your existing system, then following deployment of the expanded system, you must add a new HA system. You cannot reuse the existing HA system as it is not retained, following the expansion.
- You may want to keep the existing system until you have finished testing the expanded system. Once testing is complete and you are satisfied with the expanded system, you can remove the existing (pre-expansion) system.
- The internal virtual machines for the existing system and the expanded system must be on the same subnet.
- If you have added public access, then the Internet Reverse Proxy virtual machines for the existing system and the expanded system must be on the same subnet.
- Because this process affects the virtual machines in your system, your current security certificate may become invalid and require an update.
- Be sure the expanded system can access the disks for the existing system's Admin virtual machine. You will be copying over Hard disk 4 to the expanded system.

**Summary of Tasks to Expand the System Using a Manual Deployment**

Task	Description	For Details, See
1	Prepare the existing system for expansion.	<a href="#">Preparing for System Expansion, on page 1</a>
2	Prepare for a system-altering procedure.	<a href="#">Preparing For a System-Altering Procedure</a>

Task	Description	For Details, See
3	Initiate the expansion procedure from the Administration site of the existing system.	<a href="#">Expanding System Size</a>
4	Using the VMware vSphere client, select <b>Power &gt; Shut Down Guest</b> on the virtual machines for the existing system.	
5	Using the vSphere client, deploy the Admin virtual machine for the new system size.	<a href="#">Deploying the OVA File From the VMware vSphere Client</a>
6	Attach <b>Hard disk 4</b> from the existing system's Admin virtual machine to the Admin virtual machine for the expanded system.	<a href="#">Attaching an Existing VMDK File to a New Virtual Machine</a>
7	Power on the Admin virtual machine for the expanded system and write down the deployment URL.	
8	Enter the deployment URL into a web browser and continue the deployment of your expanded system.	
9	Select your preferred language for the deployment of the expanded system.	<a href="#">Selecting Your Language for Setup</a>
10	Confirm the system size. (This system size must be larger than or equal to the existing system.)	<a href="#">Confirming the Size of Your System</a>
11	Select <b>Install a primary system</b> .	<a href="#">Choosing What System to Install</a>
12	Select a manual deployment.	<a href="#">Choosing the Type of System Deployment</a>
13	If you want public access for your expanded system, then ensure there is a check in the <b>Create an Internet Reverse Proxy virtual machine</b> check box. Otherwise, uncheck this check box.	<a href="#">Adding Public Access</a>
14	Enter the public VIP address for the WebEx site URL. <b>Note</b> You may enter the same public VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	<a href="#">Entering the Public VIP Address</a>
15	Enter the private VIP address for the WebEx Administration URL. <b>Note</b> You may enter the same private VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	<a href="#">Entering the Private VIP Address</a>

Task	Description	For Details, See
16	<p>Enter the WebEx site URL. Participants access this URL to host and attend meetings. (This URL resolves to the private VIP address or the public VIP address, depending on whether or not you are using a split-horizon DNS.)</p> <p><b>Note</b> You may enter the same WebEx site URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server.</p> <p>Make sure you retain your original site URL on the DNS server. Redirect your original site URL to the new site URL. If users attempt to use the original URL and you have not redirected it to the new URL, they will not be able to host or join meetings.</p>	<a href="#">Entering the WebEx Site and Administration URLs</a>
17	<p>Enter the WebEx Administration URL for administrators to access Cisco WebEx Administration and internal participants to host or attend meetings (only with a split-horizon DNS). (This URL resolves to the Private VIP address.)</p> <p><b>Note</b> You may enter the same WebEx Administration URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server.</p>	<a href="#">Entering the WebEx Site and Administration URLs</a>
18	Check that you have made all the networking, DNS server, and firewall configuration changes required for your system.	<a href="#">Confirming That Your Network is Configured Correctly</a>
19	Once your virtual machines have deployed successfully, then select <b>Next</b> to continue to the system check.	<a href="#">Deploying Your Virtual Machines</a>
20	Along with the system check, we update the expanded system with any required updates to match the software version of the existing system, before expansion. (These updates may take up to an hour.) When complete, the system restarts.	<a href="#">Checking Your System</a>
21	Sign in to Cisco WebEx Administration.	
22	Test the expanded system. If the expansion is unsuccessful, then power off the expanded system and power on the existing system. Contact Cisco TAC for further assistance.	<a href="#">Testing the System</a>

## Testing the System

These are some of the tests to run on the system. You can accomplish these tests and validate your system by using two diagnostic tools provided on the support pages for this product: the Meetings Test and the System Resources test.

- Add, edit, activate, and deactivate users.
- Schedule and hold a meeting.
- Reschedule an existing meeting.
- Delete a series of meetings or a future meeting.
- Open a meeting attachment.
- Play a meeting recording.