



Upgrade, Update, and Expansion Issues

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Internal Server Error Received After Starting Update

Problem After starting an update, there is an update in-progress pop up page that appears. During the update you receive the following error message: "Internal Server Error (HTTP request /maintenanceLock/unlock)."

Possible Cause The Administration Web application server receives an internal error that interrupted the update.

Solution Restart all your virtual machines gracefully by using **Shut Down Guest** on each virtual machine using the vSphere client. Then power on all virtual machines. Check that the Administration Dashboard shows that the version is updated. If so, your update was successful and you can take your system out of maintenance mode and continue. Otherwise, please contact technical support for further assistance.

No Confirmation Message Received After Performing an Update

Problem After the update in-progress pop up page appears, there is no message indicating whether the update was successful or failed. Instead, you are directed to the Administration site sign-in page and the Administration Dashboard shows the old version.

Possible Cause An Administration Web application server HTTP session timeout has occurred or your HTTP session was disconnected.

Solution Check your virtual machine console window for the update status. If there is an error, the console window tells you which phase the error occurred in: validation, database preparation, repository preparation, system update, or the update package archive phase. Restart all your virtual machines gracefully by using **Shut Down Guest** on each virtual machine using the vSphere client. Then power on all virtual machines. Check that the Administration Dashboard shows that the version is updated. If so, your update was successful and you can take your system out of maintenance mode and continue. Otherwise, please contact technical support for further assistance.

Unable to Connect to ISO Image in the CD/DVD Drive

Problem During an update attempt, the system is unable to connect to the ISO image on a CD/DVD drive.

Possible Cause You might be attempting to connect to the wrong virtual machine or the connection is slow (possibly caused by activity in VMware vCenter).

Solution Connect the ISO image by using the vSphere client. Check that the ISO image is connected to the correct virtual machine. The Administration site displays the hostname of the virtual machine. Make sure it matches. It is typically the primary Admin virtual machine unless you are updating a high-availability system that is not yet attached to a primary system. If the CD/DVD drive status is **Connecting**, wait until it is finished.

Update Completes but System Updated Message or Restart Button Fails to Appear

Problem The update completes successfully, but you do not see a **System Updated** message or a **Restart** button.

Solution Check your virtual machine console window for the update status. If there is an error, the console window tells you which phase the error occurred in: validation, database preparation, repository preparation, system update, or update package archive.

Update Failure

Problem Your update fails.

Possible Cause A connection issue occurs (a network glitch, input/output problem, or another issue for your Internet Reverse Proxy) or one or more virtual machines is not accessible.

- **Solution** Check the virtual machine console window for the update status. If there is an error, the console window tells you which phase the error occurred in: validation, database preparation, repository preparation, system update, or the update package archive phase.

- **Solution** Collect logs: `/opt/log/upgrade/*`, `/opt/log/webadmin/*`, and so forth.

- **Solution** Roll back all virtual machines to the backup version taken before you attempted your update and retry the update.

Update System Process is Stuck

Problem The update process is stuck at "Updating system..." for an hour or more.

- **Possible Cause** Your ISO package is unable to get placed in the datastore and the vSphere client is experiencing a slow network connection.
- **Possible Cause** Your system is experiencing slow disk input/output or congested input/output on the datastore. Too many hosts are connecting to and accessing the same datastore or disk array.

- **Solution** Check your virtual machine console window for the update status. If there is an error, the console window tells you which phase the error occurred in: validation, database preparation, repository preparation, system update, or the update package archive phase.

- **Solution** Roll back your update, put your ISO in the datastore or, if your administration virtual machine's CD/DVD drive is connecting locally using the vSphere client, then be sure the vSphere client has a local hardwire connection into your company's Intranet (not over VPN).
- **Solution** Roll back your update, migrate your virtual machine to a new datastore, and retry your update.

Upgrade Button Grayed Out

Problem The **System** page on your Administration site does not have an **Upgrade** button or the button is grayed out.

Possible Cause You are attempting an update, upgrade, or expansion on the high-availability Administration site instead of the primary system Administration site.

Solution Make sure your primary administration virtual machine is powered on. Sign out from the Administration site, start a new browser session and sign in again. If the issue persists, make sure your primary administration process is still working.

Expansion Fails

Problem Your expansion attempt fails.

Possible Cause A data file on your system might be corrupted.

Solution Check your log file to see if an error or other problem appears on it. Roll back your existing system. Reinstall a new system, or roll back a new system if VMware snapshots were taken or disaster recovery was configured after OVA installation, and then retry the expansion.

Upgrade Credentials are Incorrect

Problem While attempting an automatic upgrade, the original system administrator login, or the vCenter credentials, or both were found to be incorrect.

Possible Cause The upgrade process does not have an authenticated connection that includes the vCenter credentials so that it can perform pre-checks before beginning an upgrade.

Solution Enter the correct credentials and continue the upgrade.

Solution Connect to the original system Admin dashboard and login. If the attempts fail, you might be asked to reset the password or authenticate with a CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart). Once the login credentials are validated on the original system, retry the upgrade with the corrected credentials. If the vCenter credentials fail multiple times, contact the vCenter administrator to verify the credentials before retrying the upgrade.

Upgrade and Original Admin VMs Not on the Same ESXi

Problem The original and the upgraded Admin virtual machines are not on the same ESXi host.

Possible Cause The upgrade Admin virtual machine was not deployed on the same ESXi host as the original Admin virtual machine.

Solution Delete any virtual machines created by the upgrade. Start the upgrade from the beginning placing both virtual machines on the same ESXi; do not attempt to continue the upgrade process.

Upgrade and Original Admin VMs Not On the Same Subnet

Problem The original and the upgraded Admin virtual machines are not on the same subnet.

Possible Cause The upgrade Admin virtual machine was not deployed on the same subnet as the original Admin virtual machine.

Solution Delete any virtual machines created by the upgrade. Start the upgrade from the beginning with both systems on the same subnet; do not attempt to continue the upgrade process.

Upgrade System has Snapshots

Problem Upgraded system has snapshots.

Possible Cause Failed to transfer archived data, because at least one virtual machine vCenter snapshot exists.

Solution Delete all the snapshots on all upgraded system virtual machines and continue.

Upgrade to Incorrect Version Attempted

Problem Attempt to upgrade to an incorrect version.



Note

The error message might indicate a connection failure.

Possible Cause Attempted an upgrade to the wrong version.

Possible Cause Attempted to upgrade to the wrong type of system, such as attempting to upgrade an Audio Encrypted (AE) system with an Audio Unencrypted (AU) image or vice versa.

Possible Cause Attempted to perform an upgrade while expanding the system.

Possible Cause Attempted an upgrade with system redeployment that is not supported for this version.

Possible Cause Chosen upgrade path is not supported.

Solution Upgrade to the correct version.

Upgrade Original HA System Connection Failure

Problem Attempting to connect to the original High Availability Admin.



Note

The error message might indicate a mismatch version instead of a connection failure.

Possible Cause The original High Availability system is up.

Possible Cause For a Manual Upgrade, the original system might not be shut down.

Possible Cause For Automatic Upgrade, the original system was brought up after the upgrade process shutdown that system.

Solution Bring down the original High Availability system and continue the upgrade.

Upgrade Failed to get Data

Problem The attempt to get data from the original system failed.

Possible Cause Multiple attempts to perform *Prepare For Upgrade* on the original system.

Possible Cause The deployment data could not be validated.

Possible Cause Deployment data initialization failed.

Possible Cause Unable to complete archiving data on original system.

Possible Cause An error occurred while transferring archived data to the upgrade system.

Possible Cause Unable to complete the validation of archived data.

Solution Exit Maintenance Mode on the original system and after that system is in a normal state, retry the upgrade.

Solution Re-enter the Admin URL and continue the upgrade.

Upgrade Failed Disk Space Check

Problem Disk space check failed.

Possible Cause Not enough disk space to deploy the virtual machines during automatic upgrade. Sufficient disk space to support the upgrade must be available on each of the datastores that are used by the original system. For each virtual machine, the upgrade system automatically uses the same datastores as the original system.

Solution Provision sufficient disk space and retry the upgrade. (See the [Cisco WebEx Server System Requirements](#) or the *Cisco WebEx Server Planning Guide* for details.)

Upgrade Failed to Join Virtual Machines

Problem Joining the virtual machines failed.

Possible Cause One or more of the virtual machine checks, such as power up, version, type, size, or state, failed.

Solution Correct the issue and continue the upgrade.

Upgrade Virtual Machine Disk Failed

Problem The VMware Virtual Machine Disk Format (VMDK) failed.

Possible Cause The VMDK failed.

Solution Keep the Admin virtual machine powered off. Delete the VMDK files from the upgrade Admin virtual machine and replace them with the corresponding files from the original Admin virtual machine. Continue with the upgrade.

Upgrade System Size Mismatch

Problem The size of the original system and the size of the upgraded system does not match.

Possible Cause The system size of the upgraded system does not match the size of the original system.

Solution In the vCenter, power down the upgrade Admin virtual machine and delete it. Redeploy the OVA and select the upgrade Admin virtual machine for the correct size.

Original System Size Changed During Upgrade

Problem The size of the original system has been changed since the start of the Automatic Upgrade process.

Possible Cause Changes were made to the original system after the Auto-Upgrade process was initiated.

Solution Remove the virtual machines of the upgrade system and start the Automatic Upgrade process from the beginning.

Upgrade Session In Progress

Problem An upgrade session is already in progress.

Solution The browser automatically refreshes and displays the current status.

Failed to Connect to the Original Admin Site

Problem During an upgrade, failed to connect to the original Admin site.

Possible Cause The original system might be in a transient state.

Solution Verify that the original system is in healthy state and then retry the automatic upgrade.

Original System Admin URL Changed during Upgrade

Problem The Admin URL of the original system has changed since the start of the Automatic Upgrade process.

Possible Cause Changes were made to the original system after the Auto-Upgrade process was initiated.

Solution Remove the virtual machines of the upgrade system and start the Automatic Upgrade process from the beginning.

Original System Site URL Changed during Upgrade

Problem The Site URL of the original system has changed since the start of the Automatic Upgrade process.

Possible Cause Changes were made to the original system after the Auto-Upgrade process was initiated.

Solution Remove the virtual machines of the upgrade system and start the Automatic Upgrade process from the beginning.

Original System Version Changed During Upgrade

Problem The version of the original system has been changed since the start of the Automatic Upgrade process.

Possible Cause Changes were made to the original system after the Auto-Upgrade process was initiated.

Solution Remove the virtual machines of the upgrade system and start the Automatic Upgrade process from the beginning.