Installation/Upgrade Procedure

Cisco MeetingPlace 2001 (4.3.1A)

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Revision History

Date	Author	State	Rev	ECN	Reason for Change
Latitude part number 0520-0029-01					
8/10/2001	VML	Release	A0	0404	Release MeetingPlace 2001 (4.3.0R) to Manufacturing
12/26/2001	NMW	Release	A1	0415	Revise the MP 2001 (4.3.0R) Release Note and Upgrade Kit
03/14/2002	KN	Release	B0	0427	Update for MP 2001 4.3.0T
1/29/2003	NMW	Release	B1	0462	Update for MP 2001 4.3.1A
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3/8/2004	MH	Release	B2	0509	Assigned Cisco part number to document and revised text to Cisco style

Table of Contents

1 Overview

These are that installation and upgrade instructions for Release 4.3 of Cisco MeetingPlace and Cisco MeetingTime.

Please reference the release note (part number 78-16461-01) for information on compatibility, bug fixes, known issues, and new features. For questions and assistance about installing and upgrading Cisco MeetingServer software, please contact Cisco TAC at the numbers below, or visit the TAC website (http://www.cisco.com/tac).

(US) Technical Support	1 800 553 2447 +1 408 526 7209
UK Technical Support	0800 960 547
Asia-Pacific Technical Support	+61 2 8446 7411

2 Naming conventions used in this document

Throughout the remainder of this document, we refer to Cisco MeetingServer as “MeetingServer” or “MeetingPlace.”

2.1 Server Hardware Requirements

- MeetingPlace 4.3.1 can only be installed on PCI-based servers.
- 64 MB of RAM is required.

2.2 Server Software Requirements

MeetingPlace 4.3.1 can only be installed on PCI-based servers running MeetingPlace all versions of Release 4.x.x

2.3 MeetingTime Client Software Requirements

- System manager must install MeetingTime 4.3.0. X client software to access and manage MeetingPlace 4.3.1 X system.
- End users can continue to use older versions of MeetingTime to access MeetingPlace functions.

Refer to Section 5 "MeetingTime Client" for details.

2.4 Network Requirements

- If the upgraded MeetingPlace system has a Network Server (NS) and a Shadow Network Server (SNS), you must have a common DNS configured for the NS and SNS. This common DNS is used for MeetingTime and WebPublisher logins. In the event of SNS auto-switchover, users are able to use the common DNS to login.
- To prevent MeetingPlace failure due to network broadcast storms, each MeetingPlace system should be isolated to its own subnet.

3 Tools Required

The standard Technician Tool Kit is required. At a minimum a technician should be equipped with the following tools:

- Flat head screw driver (medium)
- Flat head screw driver (small)
- Phillips head screw driver (small)
- Laptop with HyperTerminal installed
- DB9 female to DB9 female null-modem cable

4 Server Hardware

4.1 Server Hardware Requirements

4.1.1 EISA-Based Servers Not Supported in this Release

If you have any EISA-based MeetingPlace servers in your network, you must convert those EISA-based servers to PCI-based servers. MeetingPlace 4.3.1 can only be installed on PCI-based servers.

4.1.2 Memory Requirements

64 MB of RAM is required.

Please, refer to the CE Guide (9900-7412-01) for memory upgrade procedures.

Refer to Section 6.1 " Verify System Hardware' for additional information.

5 Server Software

5.1 Server Software Requirements

- If you are running MeetingPlace 3.x, you must first upgrade your server(s) to 4.0.x or 4.1.x.
- MeetingPlace 4.3.1 can only be installed on PCI-based servers running MeetingPlace 4.x.x
  - If the system needs an upgrade to PCI; make that change when the system is 4.1.x.,

Technical Note: This 2-step MeetingPlace upgrade procedure (from MP 3.X to 4.0/4.1, then from 4.0/4.1 to 4.3.1) is required due to an incompatibility between LynxOS 2.4 and LynxOS 3.0.1. MeetingPlace 4.3 runs LynxOS 3.0.1, while all previous versions of MeetingPlace runs LynxOS 2.4.

When we update MeetingPlace from 3.X to 4.0/4.1, we have to split the database on the Network Server to support the new distributed-database architecture deployed in the 4.0/4.1 releases. We are able to create a utility to split the database because the program compilers are the same for 3.x and 4.x.x. However, we cannot update MeetingPlace from 3.x directly to 4.3 because 3.x uses LynxOS 2.4 libraries while 4.3 uses LynxOS 3.0.1 libraries, which prevents us from compiling the necessary database-split utility.

The MeetingPlace 2001/4.3.1A Upgrade Kit (9900-9315-01, Rev B0) provides the required server software.

5.2 MeetingPlace 2001 Upgrade Kit

The MeetingPlace 2001 (4.3.1A) Upgrade Kit (9900-9315-01, Rev. B1) contains the following:

Part Number	Revision	Description
78-16461-01	B2	MeetingPlace 2001 Software Release Note
78-16462-01	B2	Installation Procedure, MeetingPlace 2001 (this procedure)
4300-1042-01	B1	MeetingPlace 2001 Upgrade Floppy Disk
4310-0064-01	B1	MeetingPlace 2001 DAT Cartridge
7340-0002-01	A0	DAT Drive Cleaning Cartridge

6 MeetingTime Client

6.1 MeetingTime Client Requirements

6.1.1 MeetingTime 4.3.0 Client Software

System Managers must install MeetingTime 4.3.0 client software to access and manage the MeetingPlace 4.3 system (system with US-English only)

System Managers must install MeetingTime 4.3.0 client software to access and manage the MeetingPlace 4.3 system (system with any other languages)

6.1.2 Older Versions of MeetingTime

- End-users, Contacts, and Attendants can continue to access the MeetingPlace system using MeetingTime versions back to 3.4. However, we recommend updating those users to MeetingTime 4.3.0 because they will not be able to access new features offered by MeetingPlace 4.3 if they continue to use older versions of MeetingTimeclients.
- To complete the client software upgrade, the technician must have the “MeetingTime 2001 Release Software” CD. This CD is included in the MeetingTime for Windows upgrade kit.

6.2 MeetingTime for Windows Kit

The MeetingTime for Windows 2001 (4.3.0.19) media kit (9900-7803-01, Rev. B0) contains the following:

Part Number	Revision	Description
4320-0025-01	B0	MeetingTime 2001 for Windows CD

7 Pre-Upgrade Checklist

✓	Part Number	Description
		Schedule downtime with customer
		Schedule meetings to reserve ALL available conference ports for the duration of the planned downtime. This prevents users from scheduling meetings during the time you plan to upgrade the system.
		Verify System Disk Drive and Memory (refer to Section 6.1)
		Tool Kit
	9900-7412-01	Customer Engineer Guide
	78-16462-01	MeetingPlace 2001 Upgrade Procedure (included in Upgrade Kit)
	9900-9315-01	MeetingPlace 2001 Upgrade Kit
	9900-7803-01	MeetingTime 2001 for Windows Media Kit
		UK English Systems will require a license key for Languages
	9900-9313-01	UK English System will require new prompt upgrade media

7.1 Verify System Hardware

Run the “hwconfig” technician command to determine the size and the firmware version of your server’s hard drive(s). If your server contains 2.0GB Seagate ST32151N hard drives, with the firmware revision of 0286 or 0154, please contact Latitude Sales to obtain replacement hard drives. These Seagate drives are known to cause problems with MeetingPlace server software. Follow the procedure in Appendix A to upgrade the hard drive.

If the MeetingPlace Server’s memory is less than 64MB, contact Latitude Customer Support to obtain an upgrade to 64MB RAM.

The following is a sample of the output for the “hwconfig” command on a system that has the problematic hard drives and insufficient memory.

MeetingPlace:tech$ hwconfig	
Processor:	80486 (Unknown flavor)
Bus architecture:	PCI
Memory:	**24MB**
SCSI Adapter:	Adaptec 2740 EISA
DISK 1:	2000MB (SEAGATE ST32151N REV=**0286**)
DISK 2:	2000MB (SEAGATE ST32151N REV=**0154**)
Diskette drive:	Present
Ethernet:	SMC ISA 10Mb/s
Modem:	Present
DSP cards:	MSC PRC#0
Telephony line cards:	DTI#0

7.2 Verify Gateway Versions

Each version of MeetingPlace server software only works with specific versions of Latitude gateways; therefore, it is important to verify gateway versions after any server upgrade, and if necessary, upgrade the gateways to the appropriate versions.

Contact Latitude Customer Support to obtain the correct upgrade software and procedures.

- Fax Gateway:
  Fax 2.0 needs to be upgraded to Fax 3.0.1
- E-Mail Gateway:
  SMTP 4.0.1 or later
- Outlook Gateway:
  MeetingPlace for Outlook 3.4.2.28 or later
- Web Publisher:
  The MPWeb, Versions 4.1.0.x or later is compatible with MeetingPlace 2001, Release 4.3.

  Note: MPWeb will not be able to schedule zero or one port meetings. However, newer builds of MPWeb, version 4.2.0.52 and later, do allow scheduling of zero or one port meetings.

7.3 Verify Pegs Database on a Release 3.0 Standalone Server

NOTE: Release 3.0 standalone systems must be upgraded to 4.1.0 (**PCI**) before you can upgrade to 4.3.

Log in as csc and do the following:

1. csc$ cd /lat/db
2. csc$ dbcheck pegs

   If the output of dbcheck shows only 24 pegs records instead of 1536, do the following:

   a. csc$ down
   b. csc$ cd /lat/db
   c. csc$ initdb pegs (answer “y”)
   d. csc$ peginit

      The output should indicate 1536 records. If not, please contact Latitude Customer Support.

   e. csc$ restart

7.4 Estimate Upgrade Time

The following web page worksheet can be used to estimate the upgrade time. First you will need to log the number of Conferences, number of Conference Participants, User Profiles, and the number of Conference Servers. Log in as csc, and use the *dbsize* and *swstatus* shell commands to attain the values.

1. csc$ **dbsize**
   Conferences: _____
   Conference Participants: _____
   User Profile: _____
2. csc$ **swstatus**
   ConfServ: _____

http://support.latitude.com/download/mps/Upgrade_Time_Worksheet.xls

8 Server Software Upgrade Procedures

1. Connect to the MeetingPlace Network Server (if it's a networked system) or to the Standalone Server via the front RS-232 serial port and HyperTerminal software (see Customer Engineer Guide for details on settings). Log into the system as tech$.
2. Verify that there are no ports in use by using option 1 of the activity command. If a port is not active it will show "--" next to the port number.

```
MeetingPlace 4.1.3, Oct 27, 2000
Last login: Fri Oct 27 14:56:21 from courage
************************************************************************
*                             MeetingPlace(tm)                         *
*                         by Latitude Communications                   *
*                                                                      *
*           Copyright (c) 1993-2000 Latitude Communications, Inc.      *
*                           All rights reserved.                       *
************************************************************************
aNetworked conference server 4.1.3
Fri Oct 27 17:19:37 PDT 2000
MtgPlace:tech$ activity
VUI Configuration: 120 Sessions, 120 Confs


 ***    VUI INTERNAL STATUS  UTILITY    ***


DebugMenu:
 1) Quick Status of all Ports            4) Make Test Call
 2) Verbose Status of Port Range         5) Show All Confs
 3) Display complete Port Information    0) Quit
Enter the Command   (0 -- 100): 1
You entered 1.

Prt Ap : Prt Ap : Prt Ap : Prt Ap : Prt Ap : Prt Ap : Prt Ap :
  0 -- :  18 -- :  36 -- :  54 -- :  72 -- :  90 -- : 108 -- :
  1 -- :  19 -- :  37 -- :  55 -- :  73 -- :  91 -- : 109 -- :
  2 -- :  20 -- :  38 -- :  56 -- :  74 -- :  92 -- : 110 -- :
  3 -- :  21 -- :  39 -- :  57 -- :  75 -- :  93 -- : 111 -- :
  4 -- :  22 -- :  40 -- :  58 -- :  76 -- :  94 -- : 112 -- :
  5 -- :  23 -- :  41 -- :  59 -- :  77 -- :  95 -- : 113 -- :
  6 -- :  24 -- :  42 -- :  60 -- :  78 -- :  96 -- : 114 -- :
  7 -- :  25 -- :  43 -- :  61 -- :  79 -- :  97 -- : 115 -- :
  8 -- :  26 -- :  44 -- :  62 -- :  80 -- :  98 -- : 116 -- :
  9 -- :  27 -- :  45 -- :  63 -- :  81 -- :  99 -- : 117 -- :
 10 -- :  28 -- :  46 -- :  64 -- :  82 -- : 100 -- : 118 -- :
 11 -- :  29 -- :  47 -- :  65 -- :  83 -- : 101 -- : 119 -- :
 12 -- :  30 -- :  48 -- :  66 -- :  84 -- : 102 -- :   1 OD :
 13 -- :  31 -- :  49 -- :  67 -- :  85 -- : 103 -- :
 14 -- :  32 -- :  50 -- :  68 -- :  86 -- : 104 -- :
 15 -- :  33 -- :  51 -- :  69 -- :  87 -- : 105 -- :
 16 -- :  34 -- :  52 -- :  70 -- :  88 -- : 106 -- :
 17 -- :  35 -- :  53 -- :  71 -- :  89 -- : 107 -- :
Show the legend? (t -- f): f
You entered f.

DebugMenu:
 1) Quick Status of all Ports            4) Make Test Call
 2) Verbose Status of Port Range         5) Show All Confs
 3) Display complete Port Information    0) Quit
Enter the Command   (0 -- 100):
You entered 0.
MtgPlace:tech$
```

3. Insert a DAT cleaning cartridge. After the cleaning is complete, remove the DAT cleaning cartridge.
4. Insert a blank DAT cartridge and perform a database backup using the backup command. After the backup is complete, remove the DAT cartridge.
5. Shut down the software with the `down` command.
6. Insert the MeetingPlace 2001 Upgrade DAT Cartridge and the MeetingPlace 2001 Upgrade Floppy Disk into the appropriate drives.
7. Note the current time.
8. We strongly recommend that you capture the upgrade session to a log file. Most terminal programs have logging features that you can turn on. Save the session capture to your desktop as “upgrade.txt”. In the event that something unexpected occurs with the update, this log will be required by Latitude support.
9. Type **`update`** and press <enter> at the appropriate prompts.

NOTE: During the upgrade process, the system may reboot several times (depending on the outcome of the file system check). This is normal. The upgrade process continues automatically after each system restart.

```
mtgplace:tech$ update
Please insert the update diskette in the drive.
Press <ENTER> to continue or <CONTROL-C> to abort.

-----------------------------------------------------------------
-  MeetingPlace software release 4.3.1
-  Archive created: <Current date>
-  Archive media: tape
-----------------------------------------------------------------
 (Type q to continue)
>Upgrading to new OS.

If you have not already done so, back up the database before proceeding.

Place the update tape in the drive.
Hit <ENTER> when ready or <CTRL-C> to abort.

Starting copy of archive from tape to disk:
Archive copy from tape to disk is done.
You may remove the tape and diskette now.
Verifying the checksum:
Saving update script:
Checking disk space...OK.
Extracting system files from archive...OK.
killing inetd
killing bootpd
Extracting MeetingPlace files from archive...OK.
Updating boot information...first block = 32
Updating device information...SCSI adapter is NCR 810 (PCI).
Phase 1 is complete.  The system will now reboot and run a file system check.
Phase 2 will start automatically after the reboot.


**** LynxOS is down ****

LynxOS 386/486/Pentium PC-AT Version 3.0.1
Copyright 1987-1998 Lynx Real-Time Systems Inc.
```

```
All rights reserved.

LynxOS (x86) created Fri Aug 25 14:39:11 PDT 2000

             MeetingPlace by Latitude Communications

<current date>
Startup flags = a
>>> Checking "/" (device=/dev/disk1a)
(all sizes and block numbers in decimal)
(block size is 1024)
(file system is byte-swapped)
(file system creation time is <date>)
(file system contains 409584 blocks and 51192 inodes)
checking used files
checking for orphaned files
* putting orphaned files in /lost+found
making bit map free block list
making free inode list
305676 free blocks 49570 free inodes
*** FILE SYSTEM /dev/disk1a WAS MODIFIED AND IS MOUNTED ***
*** reboot -d BECAUSE /dev/disk1a IS MOUNTED! ***
REBOOTING


**** LynxOS is down ****

SKDB kernel debugger installed.
LynxOS 386/486/Pentium PC-AT Version 3.0.1
Copyright 1987-1998 Lynx Real-Time Systems Inc.
All rights reserved.

LynxOS (x86) created <date>

             MeetingPlace by Latitude Communications

<date>
Startup flags = ma
>>> Checking "/" (device=/dev/disk1a)
(all sizes and block numbers in decimal)
(block size is 1024)
(file system is byte-swapped)
(file system creation time is Thu Oct  5 16:18:05 2000)
(file system contains 409584 blocks and 51192 inodes)
checking used files
checking for orphaned files
making bit map free block list
making free inode list
305676 free blocks 49570 free inodes
Filesystem Ok
>>> Checking "/tmp" (device=/dev/disk1b)
Not checking filesystem (dirty bit not set).
Use -f to force filesystem check
>>> Checking "/lat/db" (device=/dev/disk1c)
Not checking filesystem (dirty bit not set).
Use -f to force filesystem check
>>> Checking "/lat/fs.1" (device=/dev/disk1d)
Not checking filesystem (dirty bit not set).
Use -f to force filesystem check
SCSI adapter is NCR 810 (PCI).
Disk 1 is mounted.
```

```
There is a Mitel board.
Unit class is standalone conference server (SINGLE).
Bus architecture is PCI.
Ethernet device is "epic0".
DTI is 1.
Resetting system file ownerships:
Removing set-uid permissions:
Updating files and setting permissions:
Replacing /bin/login with /lat/etc/bin.login
Replacing /lat/techbin/su with /lat/etc/su
Replacing /lat/bin/dp with /lat/etc/rsh
Replacing /net/inetd with /lat/etc/inetd
Removing junk files:
Links:
Network setup:
Unit class = SINGLE/LOCAL
Updating time zone files:
Done.
Restarting...
***Lynx OS is down ***
```

10. Note the time when the upgrade completes and the MeetingPlace system restarts and is back online. If you had captured the upgrade process to a log file, close the log file and record its location for future retrieval.
11. Insert a DAT cleaning cartridge. After the cleaning is complete, remove the DAT cleaning cartridge.

> **NOTE:** The system automatically restarts and loads the MeetingPlace software at the end of the upgrade process. While the upgrade on the Network Server is completed at this point, other servers in the network (i.e., conference servers and the shadow server) take some time longer while they get the updated software from the network server.

12. For UK English systems, please take note of the following section.

9 Important UK English Language Considerations

The way voice prompts are stored on the server has been modified in this software release. This directly affects UK English system upgrades. After upgrading a UK English based system, the system will play all of the prompts in US English. To complete the upgrade for a UK English based system, the following additional steps must be taken. If these steps are not completed, the system will play US English prompts to callers. Additionally, there is a new option key and new configuration options for setting what language to play to users that call into the system.

1. Using MeetingTime 4.3.0, set the license key for Languages. The system needs to have licenses for at least 2 languages.
2. Make sure that the system is down. Down the system by executing the “down” MeetingPlace command.
3. Insert the 3 ½" UK english prompt diskette in the floppy drive and the DAT UK English prompt tape in the tape drive. Note: Place media in Network Server for networked environment.
4. Execute the MeetingPlace command: update
5. Follow the instructions on the screen and wait for the process to complete. Press “q” to continue after the Readme file is displayed (the display of this file contains the language name and archive creation time and it ends with the line “README (END)”).
6. Remove the diskette and DAT tape from the drives once the process is completed.
7. Restart the system.
8. You should now have the new Language prompts enabled on the MeetingPlace system.
9. In MeetingTime, configure the ports/port groups to use UK English as the default for the ports. (Please refer to the Release Note for further information on how to make this change.)
10. In MeetingTime, configure user profiles and user groups to us UK English as the default for the profiles. (Please refer to the Release Note for further information on how to make this change.)

Note Pre-4.2 Systems: Because of the change in the way the prompts were stored in pre-4.2 releases, all meetings scheduled prior to the 4.3 upgrade will have been converted to play US English when someone joins. To complete the upgrade of a UK English system, CSC must run a utility (makeconfuk) to convert all pre-existing meetings to play UK English. If this step is not performed, all meetings scheduled prior to the 4.3 upgrade will play US English to the attendees of the meeting.

When performing a merge the following are the sequence of events:

1. Upgrade the network server to 4.3.1
2. Upgrade the standalone system to 4.3.1
3. Add language license to network server
4. Load UK English prompts on network server
5. Perform database merge.
6. Run the makeconfuk utility.

All of the above procedures have been documented above. If there is any doubt or concern about these procedures, please contact the Support Center prior to performing the upgrade.

10 Post-Upgrade Checklist

Add Ethernet address to the "Other MeetingPlace Servers" database via the MeetingTime Configure tab

Starting from server release 3.4, MeetingPlace systems support multi-server meetings. In other words, one or more MeetingPlace systems can each call another MeetingPlace system (that is acting as a host to a multi-server joint meeting) to establish single-line, system-to-system connections. Users can then call into their local MeetingPlace systems to attend the joint meeting. A MeetingPlace system is defined as:

- A standalone MeetingPlace Server, or
- A networked MeetingPlace system consisting of one Network Server, one to eight Conference Servers, and an optional Shadow Server.

In order for MeetingPlace systems to recognize each other, each MeetingPlace system's Ethernet address must be registered in the "Other MeetingPlace Servers" database under the Configuration Tab in MeetingTime.

1. Log into your MeetingPlace system as tech$
2. Type `getether` and record the Ethernet address of your MeetingPlace system. This Ethernet address is either the address of the Standalone Server or the address of the Network Server.
3. Go to MeetingTime Configure tab, select "Other MeetingPlace Servers" and click Query button. This database may already contain information about other MeetingPlace systems, so you will need to use the right-arrow button to navigate to the database entry belonging to your system.
4. The Ethernet address of the MeetingPlace system that you are currently working on should already have been automatically registered into this database by the server upgrade program. Verify that the address in this database is the same as what you observed in step 2. If not, modify it with the correct Ethernet address.

Note any interesting alarms and clear them

Check the system date and time

If the system time is significantly off, or if the customer wants to synchronize it to standard local time, now is a good opportunity to do so.

1. Enter **`down`** to down the server software
2. Enter **`date`** `hhmm` to set current hour and minutes, or `date yymmddhhmm.ss` to set date and time, down to the seconds. For example, to change the time to 5:15 PM, enter `date 1715`. To set Oct 5, 2001 at 4:15:30 PM, enter `date 0110051615.30`

Report the upgrade down time to Latitude Customer Support

11 Final System Functionality Test

11.1 Telephony

Verify that users can call into or out of MeetingPlace system. Also confirm that the system is playing the correct prompts in the correct languages.

11.1.1 Inbound Calls

Dial the DID number of each server (Standalone or Conference Servers). MeetingPlace should answer the call and you should hear the “Welcome to MeetingPlace” prompt.

11.1.2 Outbound Calls

Schedule an immediate meeting on each Conference Server. Join the meeting and press #31 to outdial to another phone number.

11.2 Schedule and Attend

Verify that users can schedule and attend new meetings.

11.2.1 From Voice Interface

1. Schedule and attend an immediate meeting via the phone interface
2. Schedule and attend a meeting in the future via the phone interface

11.2.2 From Workstation Clients

1. Via the appropriate MeetingTime workstation client, log in through a System Manager profile. Schedule an immediate meeting and attend that meeting.
    - For MeetingPlace 4.3, you need 4.3x version of MeetingTime
    - For MeetingPlace 4.2, you need 4.2x version of MeetingTime
    - For MeetingPlace 4.1, you need 4.1x version of MeetingTime
    - For MeetingPlace 4.0, you need 4.0x version of MeetingTime
2. If your end users are accessing MeetingPlace via older versions of MeetingTime, use those same versions of MeetingTime to log in through an End-User profile. Schedule a meeting and attend that meeting.

11.3 Conference Recording

If the system is configured for recording capabilities, verify recording capabilities.

11.3.1 Reserved Meeting Recording

1. Schedule a meeting with the recording turned on.
2. Verify that the meeting is indeed recorded and that the recording is retrievable after the meeting.

11.3.2 Non-Reserved Meeting Recording (Adhoc Recording)

1. Schedule a meeting without recording. During the course of the meeting, activate recording.

2. Verify that the meeting is indeed recorded and that the recording is retrievable after the meeting.

11.4 Database Integrity

Verify that the database, as it existed before the upgrade, has not been corrupted by the upgrade process.

11.4.1 Verify Name Headers

Do a random spot check of some profiles that are known to have recorded names to verify that the recorded names have been retained.

11.4.2 Verify Meetings in Schedule Tab

Do a random spot check to verify that meetings that were scheduled before the upgraded are preserved after the upgrade.

11.5 Gateways

All gateways (Fax, E-mail, Outlook, WebPublisher) should be functioning as they were before the upgrade.

11.5.1 Verify Fax Gateway Notification Function

1. Schedule a meeting with both sending and receiving notification enabled.
2. Select Fax as the preferred delivery method.
3. Verify the meeting notification is sent via fax.

11.5.2 Verify E-Mail/Outlook/Notes Gateways Notification Function

1. Schedule a meeting with both sending and receiving notification enabled.
2. Select E-mail as the preferred delivery method.
3. Verify the meeting notification is sent via e-mail.

11.5.3 Verify E-Mail/Outlook/Notes Gateways Scheduling Function

1. Schedule a meeting using the MeetingPlace E-Mail, Outlook, or Notes Scheduling Form.
2. Verify a confirmation message is sent back to the meeting scheduler indicated that the meeting scheduling operations succeeded.

11.5.4 Verify WebPublisher Functions

1. Schedule a meeting using the MeetingPlace WebPublisher Scheduling Page.
2. Verify the scheduled meeting is posted via telephony and MeetingTime client.
3. Schedule a meeting using the MeetingTime client.
4. Verify the scheduled meeting is posted in the MeetingPlace WebPublisher.

Appendix A Disk Drive Upgrade

There are 4 hard drive slots on a MeetingPlace server. From right to left, they are labeled slot 1 through 4. Files stored on each hard drive vary depending on whether the MeetingPlace server is a Network Server, Conference Server, or a Standalone Server.

- Slot 1 -- contains either system files only or system files + database
- Slot 2 -- contains either database or voice recordings
- Slot 3 – contains voice recordings
- Slot 4 – contains voice recordings, or used as the destination location in the diskcopy operation.

To replace an existing hard drive (in slot 1, 2, or 3), use the **diskcopy** command to copy contents from that hard drive to a new hard drive in slot 4. The basic command syntax is:

Diskcopy <disk type> <source disk>

Where:
<disk type> = **sys**, **nsdb**, or **voice**
nssys represents LynxOS and MeetingPlace server modules for Network Servers
sys represents LynxOS and MeetingPlace server modules for Standalone or Conference Servers
nsdb represents database files containing meetings, attached files, and profile information
voice represents meeting recordings
<source disk> = **1**, **2** or **3**

A.1 Upgrade Procedures

1. Enter halt disable command. When you see the "*** Lynx OS is down ***" message, power off MeetingPlace server.
2. Place the new hard drive into slot 4, (the left-most hard drive slot). All contents on this drive will be erased.
3. Power up the MeetingPlace server. The halt disable command you issued in step 1 prevents server modules from loading. Wait for the power-up sequence to complete.
4. Refer to the matrix below, based on the type of MeetingPlace server and the hard drive # you want to replace, determine the appropriate diskcopy command to use. Enter the appropriate diskcopy command. For example, type diskcopy sys 1 to begin copying files from slot 1 to slot 4.

For a Network Server

	Slot 3	**Slot 2**	**Slot 1**
File Type	recordings	database	system
diskcopy command	diskcopy voice 3	diskcopy nsdb 2	diskcopy sys 1

For a Conference Server

	Slot 3	**Slot 2**	**Slot 1**
File Type	recordings	recordings	system + database
diskcopy command	diskcopy voice 3	diskcopy voice 2	diskcopy sys 1

For a Standalone Server

	Slot 3	Slot 2	Slot 1
File Type	recordings	recordings	system + databse
diskcopy command	diskcopy voice 3	diskcopy voice 2	diskcopy sys 1

```
MeetingPlace:tech$ halt disable
…
(shut off power to MeetingPlace server)
…

(after powering up MeetingPlace server)

MeetingPlace:tech$ diskcopy sys 1
This procedure will destroy the contents of drive 4 (/dev/sd2742.5).
Proceed (y/[n])? y
These disks are the same size so we can do a fast copy.
A fast copy will not attempt to improve the database or voice
file system structures.
Do you wish to do a fast copy ([y]/n)? y
Wed Nov 11 15:13:43 PST 1998
Copying block 0:
dd: read 512 bytes; wrote 512 bytes; speed = 63.2 KB/s.
Copying rest of disk:
dd: read 2044723200 bytes; wrote 2044706816 bytes; speed = 3061.0 KB/s.
Constructing a clean /tmp partition:
File system verification:
(all sizes and block numbers in decimal)
(block size is 1024)
(file system is byte-swapped)
(file system creation time is Mon Apr  7 12:02:44 1997)
(file system contains 102384 blocks and 3000 inodes)
checking used files
checking for orphaned files
making bit map free block list
making free inode list
9404 free blocks 1450 free inodes
Filesystem Ok
(all sizes and block numbers in decimal)
(block size is 1024)
(file system is byte-swapped)
(file system creation time is Mon Apr  7 12:02:47 1997)
(file system contains 563200 blocks and 1504 inodes)
checking used files
checking for orphaned files
making bit map free block list
making free inode list
469353 free blocks 1199 free inodes
Filesystem Ok
(all sizes and block numbers in decimal)
(block size is 1024)
(file system is byte-swapped)
(file system creation time is Mon Apr  7 12:02:53 1997)
(file system contains 1249280 blocks and 1000 inodes)
checking used files
checking for orphaned files
making bit map free block list
making free inode list
126618 free blocks 990 free inodes
Filesystem Ok
DONE
MeetingPlace:tech$
```

5. When the diskcopy operation is completed, enter halt disable command.
6. When you see the “*** Lynx OS is down ***” , switch the system power off.
7. Remove the hard drive that you want to replace (in this example, from slot 1) and move the new hard drive from slot 4 to slot 1.
8. Power up the system.
9. The system comes up to a state with LynxOS loaded and MeetingPlace modules unloaded. To load the MeetingPlace modules, enter restart enable command. The server restarts.
10. The system comes up to a state with both LynxOS and MeetingPlace modules loaded.
11. Dial into the system to verify that the disk copied correctly. Run "swcheck", if any errors are reported contact Latitude Customer Support.
12. Look for errors in the error log. If there are errors in the error log, contact Latitude Customer Support.