



Enterprise Chat and Email Upgrade Guide, Release 12.5(1)

For Unified Contact Center Enterprise

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Preface

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Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

Enterprise Chat and Email Upgrade Guide describes the process of upgrading your ECE 12.0(1) system to ECE 12.5(1). This guide is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining Enterprise Chat and Email (ECE) installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

Related Documents

The latest versions of all Cisco documentation can be found online at <https://www.cisco.com>

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise (PCCE)	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

Communications, Services, and Additional Information

- ▶ To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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- ▶ To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- ▶ To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.

Document conventions

1 Planning

- ▶ [Planning the Upgrade](#)
- ▶ [Planning Upgrade of Windows 2012 to Windows 2016](#)
- ▶ [Verifying ECE 12.0\(1\) Release Version](#)
- ▶ [Planning Downtime](#)
- ▶ [Planning Downtime](#)
- ▶ [Getting Started](#)

To upgrade to ECE 12.5(1), you need to complete a number of tasks, which include potential infrastructural upgrades, and completing certain pre-upgrade, upgrade, and post-upgrade tasks. This chapter will help you to plan your upgrade.

Upgrade is supported from ECE 12.0(1) or higher to ECE 12.5(1).

Planning the Upgrade

- ▶ Read this guide before upgrading to ECE 12.0(1). The chapter “[Pre-Upgrade Tasks](#)” on [page 11](#) contains a set of tasks that must be completed before beginning the upgrade.
- ▶ While upgrading from ECE 12.0(1) to ECE 12.5(1), you need to run the Upgrader on the ECE 12.0(1) file server, all services servers, all web servers, all application servers, and all messaging servers.

Planning Upgrade of Windows 2012 to Windows 2016

- ▶ Before upgrading the application to ECE 12.5(1), you must update the Operating System on the VMs to Windows 2016 ([page 14](#)). Ensure that you have the copy of the Windows upgrader and check to make sure that the servers have the required resources for the Windows upgrade. Please check the Microsoft documentation for details.

Verifying ECE 12.0(1) Release Version

The ECE installation should be on ECE 12.0(1) or higher to be able to upgrade to ECE 12.5(1).

To verify the release version:

1. Open the ECE Login window and click the **About** button.
2. Click the History tab and verify that the current version is ECE 12.0(1) or higher.

Planning Downtime

The time required to upgrade your installation will depend on a number of factors. This section lists all those factors and helps you determine the downtime required for your installation.

- ▶ **Time to back-up** ([page 14](#)) **ECE 12.0(1) installation** folder.
- ▶ **Four** hours to do other upgrade tasks.
- ▶ **Time to back-up VMs and upgrade the OS from Windows 2012 to Windows 2016** ([page 13](#)).

Add all these times to determine the total downtime required for the upgrade.

Getting Started

The upgrade process involves completing the following activities, in sequence:

- ▶ **Pre-upgrade tasks:** To be performed before you begin the upgrade. For detailed instructions, refer to [“Pre-Upgrade Tasks” on page 11](#).
- ▶ **Upgrade tasks:** Run the Upgrader on the file server, all services servers, all messaging servers, all application servers, and all web servers in the deployment. Details are in [“Upgrade Process” on page 15](#).
- ▶ **Post-upgrade tasks:** To be performed after completing the upgrade. For details, refer to [“Post-Upgrade Tasks” on page 27](#).

Pre-Upgrade Tasks

- ▶ [Verifying Signature File for ISO](#)
- ▶ [Verifying Available Disk Space](#)
- ▶ [Stopping the Application](#)
- ▶ [Stopping IIS](#)
- ▶ [Stopping the Reports Jobs](#)
- ▶ [Backing up ECE 12.0\(1\) Installation](#)
- ▶ [Backing up ECE 12.0\(1\) Databases](#)

This chapter describes the pre-upgrade procedures that need to be completed before beginning the upgrade process.

Verifying Signature File for ISO

Follow these steps to verify the signature file for the upgrade installer.

To verify the signature file for ISO:

1. Download and install **openssl** from <https://slproweb.com/products/Win32OpenSSL.html>
Any type of installer (either EXE or MSI) with any bit (32 or 64) can be downloaded from the link.
2. Install the downloaded **openssl** using the instructions provided on the website. Have the **openssl** path added to the system path environment variable so that **openssl** command can be launched from any path.
3. Place the downloaded ISO image, ISO image signature file, and the public key.der from CCO in the same folder.
 - **ECE_12.5_Upgrade.iso.signature**
 - **ECE_12.5_Upgrade.iso**
 - **ReleaseCodeSign_publicKey.der**
4. Launch the command prompt by right-clicking and choosing **Run as administrator**.
5. Execute the **cli** command in the command prompt to verify the authenticity and integrity of the CCO downloaded ISO.

Syntax: `openssl dgst -sha512 -keyform der -verify <public Key.der> -signature <ISO image.iso.signature> <ISO Image>`

For example: `openssl dgst -sha512 -keyform der -verify ReleaseCodeSign_publicKey.der -signature ECE_12.5_Upgrade.iso.signature ECE_12.5_Upgrade.iso`

6. Upon successful verification output will be **Verified OK** and on failure **Verification failed**.

Verifying Available Disk Space

- ▶ On all servers, ensure that there is ample disk space available so that the Upgrader can create a back-up of the installation folder. The available space should be at least 10 GB more than the size of the `ECE_Home\eservice` folder.

Stopping the Application

Make sure that the application is stopped on the ECE 12.0(1) machines.

To stop the application:

- ▶ In collocated installations:
 - On the server where application, messaging, services, file, and database components are installed, stop the Cisco Service from the Windows Services panel.
- ▶ In a distributed-server installation:
 - a. Stop Cisco Service on the messaging server by stopping the Cisco Service from the Windows Services panel. From the Windows Task Manager verify that none of the `java` processes are running.
 - b. On the services server, stop the application by stopping the Cisco Service from the Windows Services panel. From the Windows Task Manager verify that none of the `java` processes (the services) are running.
 - c. On each application server, stop the application by stopping the Cisco Service from the Windows Services panel. From the Windows Task Manager verify that none of the `java` processes are running.

Stopping IIS

- ▶ Stop IIS (World Wide Web Publishing Service) on all web servers in the installation.

Stopping the Reports Jobs

Perform this task on the ECE 12.0(1) server where the reports database is installed.

To stop the job:

1. Ensure that the Reports job is not running. The name of the job will be like `populatesmy_Reports_Database_Name`.
2. Disable the reports job before running the upgrader.

Upgrading Windows Server 2012 to Windows Server 2016

Skip this task if the ECE 12.0(1) servers are already upgraded to Windows Server 2016.



Important: All ECE servers must be upgraded to Windows 2016 before upgrading to ECE 12.5(1).

To upgrade Windows Server 2012 to Windows Server 2016:

1. Plan for the downtime required to do this task. Take into account the time required to take VM backups and the time required to upgrade the operating system on all servers.
2. Stop the ECE application. ([page 13](#))
3. Take a backup of all the VMs where ECE server components are installed. The VM must be shutdown before taking a backup.
4. On all ECE servers, upgrade Windows 2012 R2 to Windows 2016. Follow Microsoft documentation to complete this task. While doing the upgrade, make sure you select the following options:
 - **Server with Desktop Experience**
 - **Keep personal files and apps**

Backing up ECE 12.0(1) Installation

Take a back-up of the ECE 12.0(1) installation home directories on the following servers:

- ▶ File server
- ▶ Services servers
- ▶ Application servers
- ▶ Web servers
- ▶ Messaging Servers

Backing up ECE 12.0(1) Databases

You should back up the master, active, and reports databases. These backup copies will enable you to restore the system if you encounter any problems while upgrading.

1. Back up the master database.
2. Back up the active database.
3. Back up the reports database.

3 Upgrade Process

- ▶ [Upgrade Overview](#)
- ▶ [Upgrading the File Server](#)
- ▶ [Upgrading the Services Servers](#)
- ▶ [Upgrading the Messaging Servers](#)
- ▶ [Upgrading the Application Servers](#)
- ▶ [Upgrading the Web Servers](#)

This chapter describes the process of upgrading from ECE 12.0(1) to ECE 12.5(1). Before beginning the upgrade, ensure that you have complied with all the prerequisites listed in “Pre-Upgrade Tasks” on page 11.

Upgrade Overview

In single-server installations, run the Upgrader on the file server. In distributed server installations, run the Upgrader on the file server, all services servers, all web servers, all messaging servers, and all application servers in the deployment.



Important: Always run the Upgrader on the file server first. If the file server is installed on a NAS device, run the Upgrader on any of the components and the file server will be upgraded along with that component. The database is upgraded along with the file server. The upgrader can be run on all other servers in any order.

Upgrading the File Server

Run the Upgrader on the ECE 12.0(1) file server. The database is upgraded along with the file server.

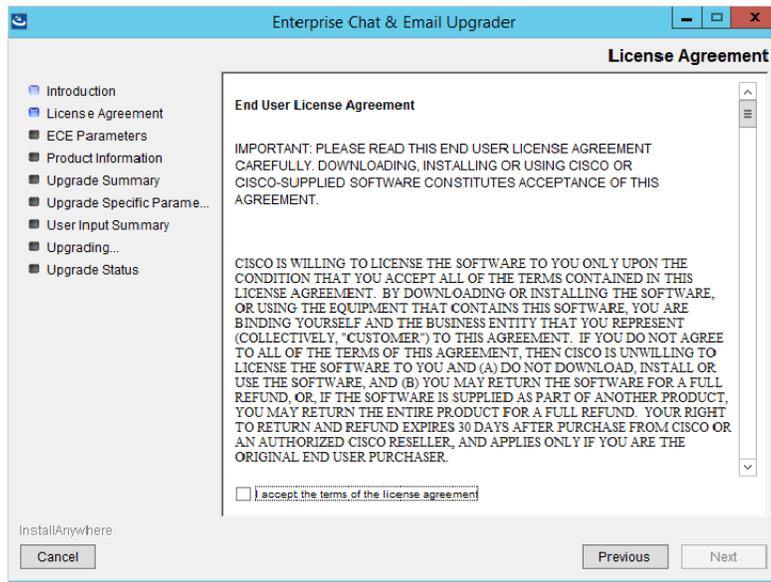


Important: When running the upgrade you must be logged on to the server using the same domain account that was used for installing ECE 12.0(1).

To upgrade the file server:

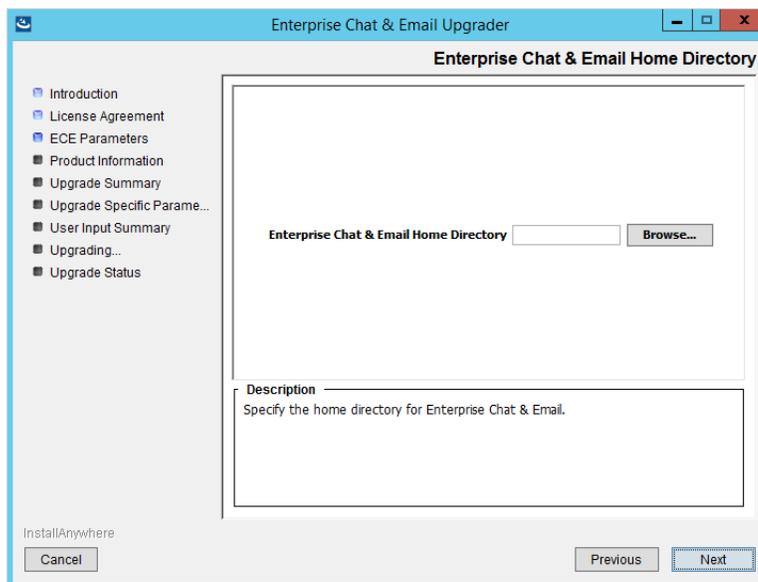
1. Check to see that you have closed all the application files before you begin the upgrade. For example, `eService.ear` or any other files opened from any other application folders should be closed.
2. Create a temporary folder, *Temporary_Folder* and from the upgrade package, copy the upgrade files into *Temporary_Folder*.
3. Double-click `setup_windows.exe` to launch the ECE 12.5(1) Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.

5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



Read and accept the terms of the License Agreement

6. In the Enterprise Chat & Email Home Directory window, type the path or browse to the folder where ECE 12.0(1) is installed. Click **Next**.



Provide the location of the ECE 12.0(1) home directory

7. In the Database Parameters window, provide the login name and password of the active and master database administrator, and the reports database administrator. Click **Next**. This screen is displayed if **SQL Authentication** is used to connect to the MS SQL Server.
8. In the Product Information window, check the current version of ECE 12.0(1) installed. The current version should be 12.0(1) or higher. Click **Next**.

9. In the Upgrade Summary window, verify the version being installed. It should be Cisco version 12.5(1). The screen also notifies if you need to run the Upgrader on additional servers. This information only appears while running the Upgrader on the file server. If using NAS, this information is displayed on the first component where you run the Upgrader. Click **Next**.
10. In the Reports Database SSIS Parameters window, provide the following and click **Next**.
 - **Domain User Name:** Provide the domain user name of the **Install Account** created for use by the application.
 - **Domain User Password:** Password of the domain user account.
11. In the User Input Summary window, verify the information provided by you during the upgrade process. Click **Install**.

The Upgrader creates a backup of the file system at

ECE_Home\Patches\Backup\Pre_Upgrade_Version\FileServer and starts upgrading the application.

12. If the Upgrader finds that any of the out-of-the-box product libraries have been modified and if there are any unsupported customizations made to the master and active databases, it displays the Unsupported Customization Detected window and you cannot proceed with the upgrade process. In the Unsupported Customization Detected window, you will find the location of the log file (for example, *ECE_Home\eservice\installation\logs\unsupported_customizations_ServerName.txt*) which lists all customizations related issues you need to fix before running the Upgrader. Click **Cancel** to exit the Upgrader and contact Cisco TAC for assistance.
13. In the Installation Status window, click the **Close** button to complete the upgrade process.

Upgrading the Services Servers

In distributed-server installations, the Upgrader needs to be run on all ECE 12.0(1) services servers.

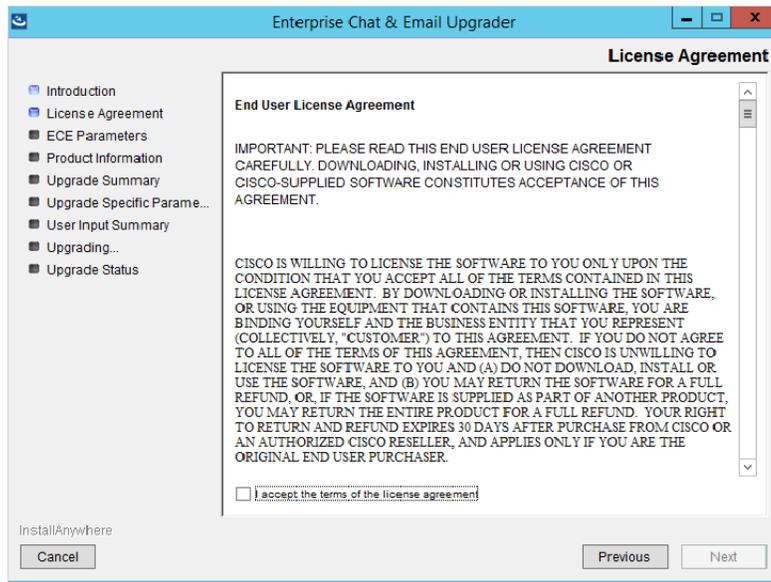


Important: When running the upgrade, you must be logged on to the server using the same domain account that was used for installing ECE 12.0(1).

To upgrade the services server:

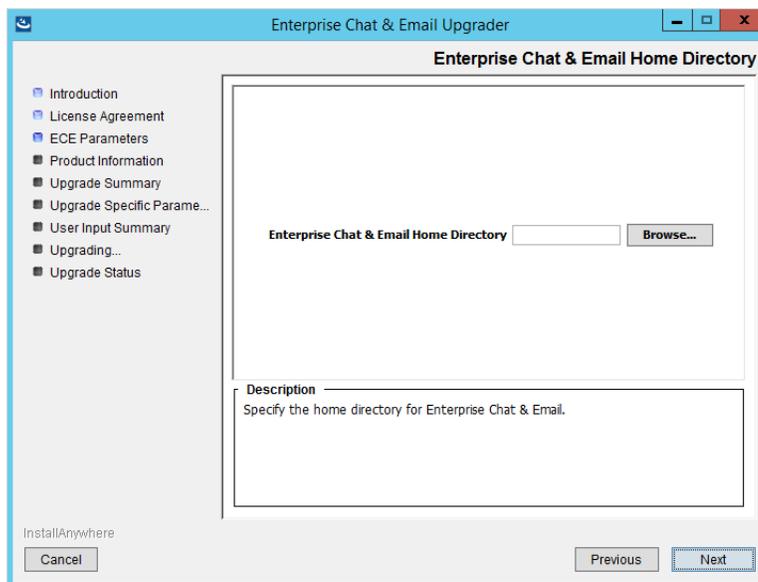
1. Check to see that you have closed all the application files before you begin the upgrade. For example, *eservice.ear* or any other files opened from any other application folders must be closed.
2. Create a temporary folder, *Temporary_Folder* and from the upgrade package, copy the upgrade files into *Temporary_Folder*.
3. Double-click *setup_windows.exe* to launch the ECE 12.5(1) Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.

5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



Read and accept the terms of the License Agreement

6. In the Enterprise Chat & Email Home Directory window, type the path or browse to the folder where ECE 12.0(1) is installed. Click **Next**.



Provide the location of the ECE 12.0(1) home directory

7. In the File Server Parameters window, type the name of the ECE 12.0(1) file server or the UNC path to NAS. Click **Next**.
8. In the Product Information window, verify the ECE 12.0(1) components installed on the machine. Click **Next**.

9. In the Upgrade Summary window, verify the version being installed. It should be Cisco version 12.5(1). The screen also notifies if you need to run the Upgrader on additional servers. Click **Next**.
10. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

The upgrader creates a backup of the Enterprise Chat & Email home directory at `ECE_Home\Patches\Backup\Pre_Upgrade_Version\FileServer` and starts upgrading the installation.
11. If the Upgrader finds that any of the out-of-the-box product libraries have been modified, it displays the Unsupported Customization Detected window and you cannot proceed with the upgrade process. In the Unsupported Customization Detected window, you will find the location of the log file (for example, `ECE_Home\eService\installation\logs\unsupported_customizations_ServerName.txt`) which lists all customizations related issues you need to fix before running the Upgrader. Click **Close** to exit the Upgrader and contact Cisco TAC for assistance.
12. In the Installation Status window, click the **Close** button to complete the upgrade process.

Upgrading the Messaging Servers

In distributed-server installations, the Upgrader needs to be run on all ECE 12.0(1) messaging servers.

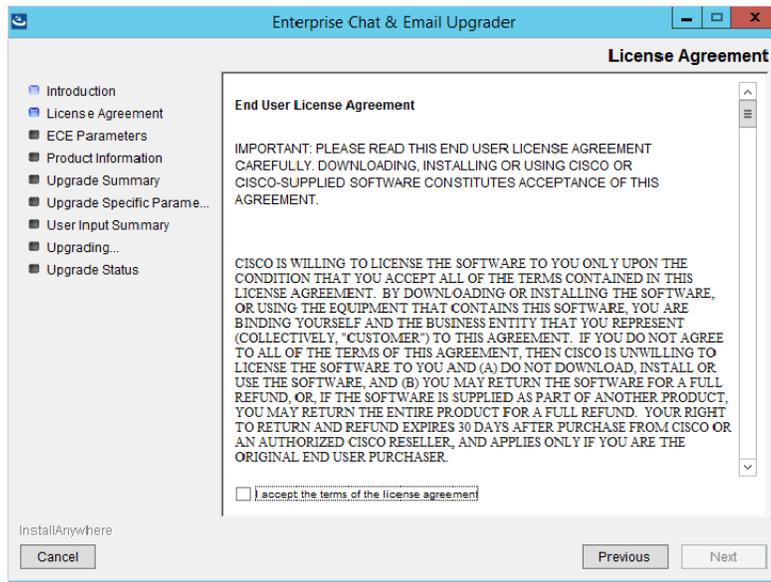


Important: When running the upgrade you must be logged on to the server using the same domain account that was used for installing ECE 12.0(1).

To upgrade the messaging server:

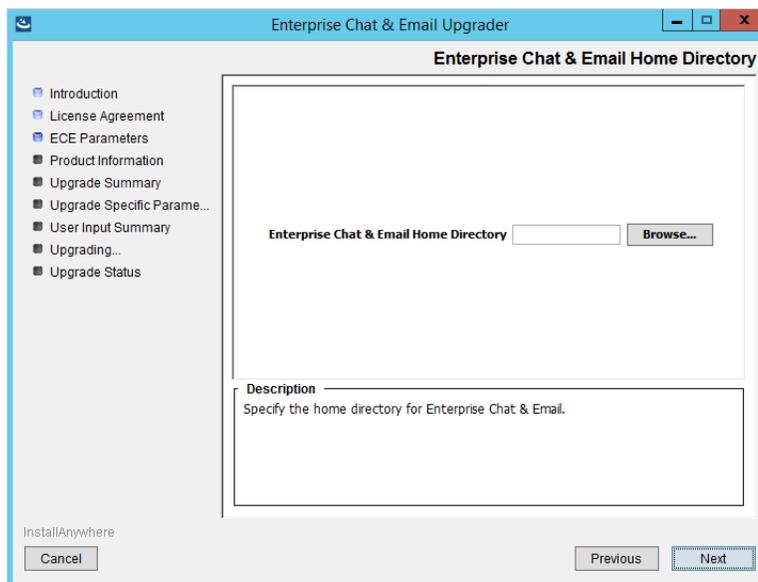
1. Check to see that you have closed all the application files before you begin the upgrade. For example, `eService.ear` or any other files opened from any other application folders must be closed.
2. Create a temporary folder, `Temporary_Folder` and from the upgrade package, copy the upgrade files into `Temporary_Folder`.
3. Double-click `setup_windows.exe` to launch the ECE 12.0(1) Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.

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6. In the Enterprise Chat & Email Home Directory window, type the path or browse to the folder where ECE 12.0(1) is installed. Click **Next**.



Provide the location of the home directory

7. In the File Server Parameters window, type the name of the ECE 12.0(1) file server or the UNC path to NAS. Click **Next**.
8. In the Product Information window, verify the ECE 12.0(1) components installed on the machine. Click **Next**.

9. In the Upgrade Summary window, verify the version being installed. It should be Cisco version 12.5(1). The screen also notifies if you need to run the Upgrader on additional servers. Click **Next**.
10. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

The upgrader creates a backup of the ECE home directory at

ECE_Home\Patches\Backup\Pre_Upgrade_Version\FileServer and starts upgrading the installation.

11. If the Upgrader finds that any of the out-of-the-box product libraries have been modified, it displays the Unsupported Customization Detected window and you cannot proceed with the upgrade process. In the Unsupported Customization Detected window, you will find the location of the log file (for example, *ECE_Home\eService\installation\logs\unsupported_customizations_ServerName.txt*) which lists all customizations related issues you need to fix before running the Upgrader. Click **Close** to exit the Upgrader and contact Cisco TAC for assistance.
12. In the Installation Status window, click the **Close** button to complete the upgrade process.

Upgrading the Application Servers

In distributed-server installations, the Upgrader needs to be run on all ECE 12.0(1) application servers.

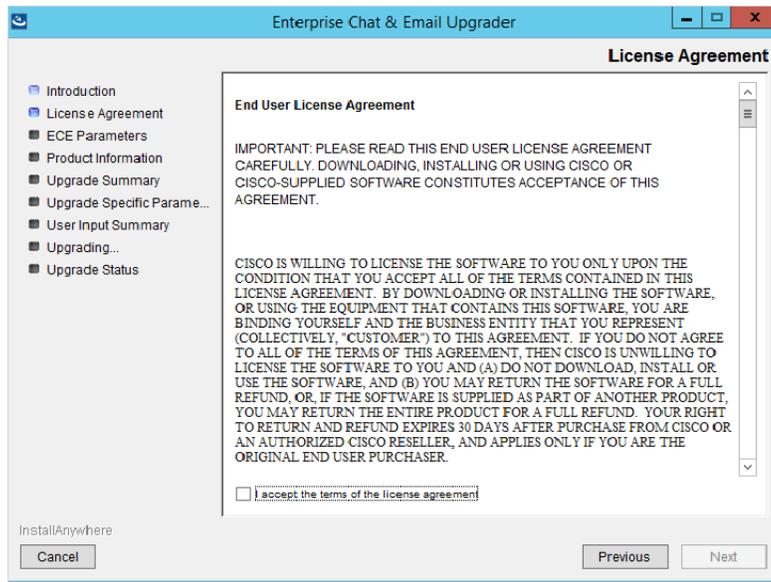


Important: When running the upgrade you must be logged on to the server using the same domain account that was used for installing ECE 12.0(1).

To upgrade the application server:

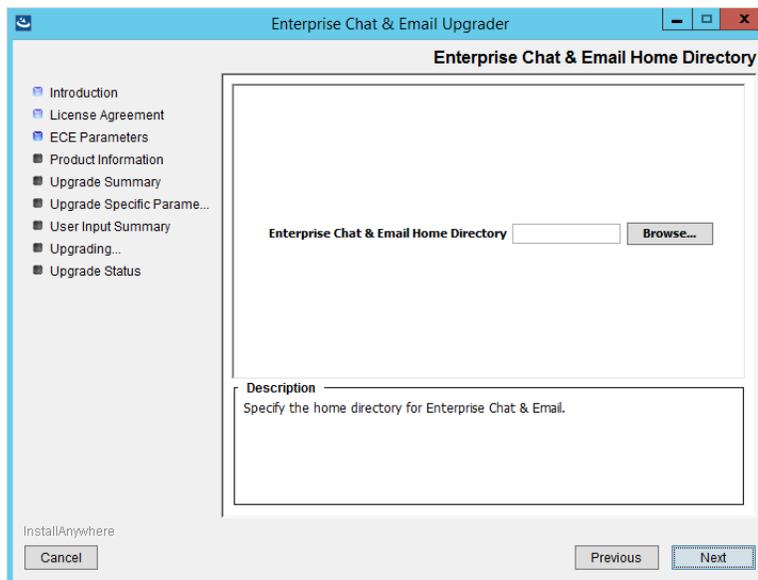
1. Check to see that you have closed all the application files before you begin the upgrade. For example, *eService.ear* or any other files opened from any other application folders must be closed.
2. Create a temporary folder, *Temporary_Folder* and from the upgrade package, copy the upgrade files into *Temporary_Folder*.
3. Double-click *setup_windows.exe* to launch the ECE 12.5(1) Upgrader.
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Provide the location of the home directory

7. In the File Server Parameters window, type the name of the ECE 12.0(1) file server or the UNC path to NAS. Click **Next**.
8. In the Product Information window, verify the ECE 12.0(1) components installed on the machine. Click **Next**.

9. In the Upgrade Summary window, verify the version being installed. It should be Cisco version 12.5(1). The screen also notifies if you need to run the Upgrader on additional servers. Click **Next**.
10. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

The upgrader creates a backup of the ECE home directory at *ECE_Home\Patches\Backup\Pre_Upgrade_Version\FileServer* and starts upgrading the installation.
11. If the Upgrader finds that any of the out-of-the-box product libraries have been modified, it displays the Unsupported Customization Detected window and you cannot proceed with the upgrade process. In the Unsupported Customization Detected window, you will find the location of the log file (for example, *ECE_Home\eService\installation\logs\unsupported_customizations_ServerName.txt*) which lists all customizations related issues you need to fix before running the Upgrader. Click **Close** to exit the Upgrader and contact Cisco TAC for assistance.
12. In the Installation Status window, click the **Close** button to complete the upgrade process.

Upgrading the Web Servers

In distributed-server installations, the Upgrader needs to be run on all ECE 12.0(1) web servers.

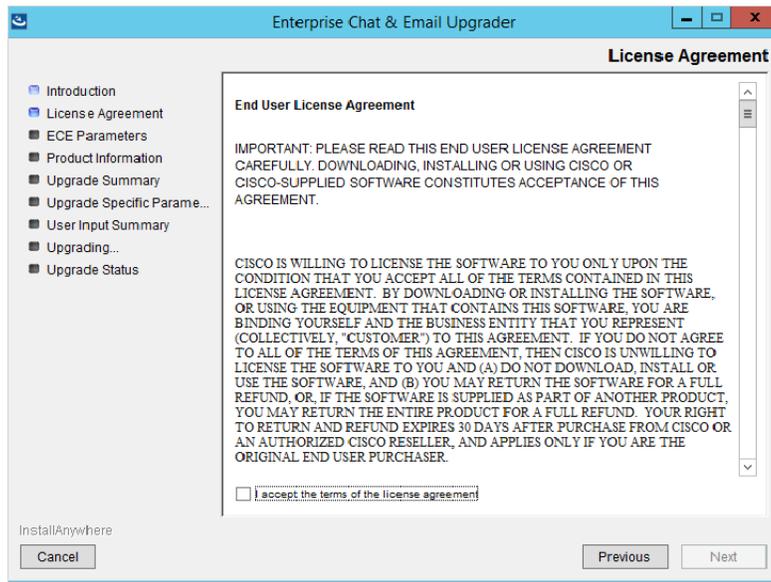


Important: When running the upgrade you must be logged on to the server using the same domain account that was used for installing ECE 12.0(1).

To upgrade the web server:

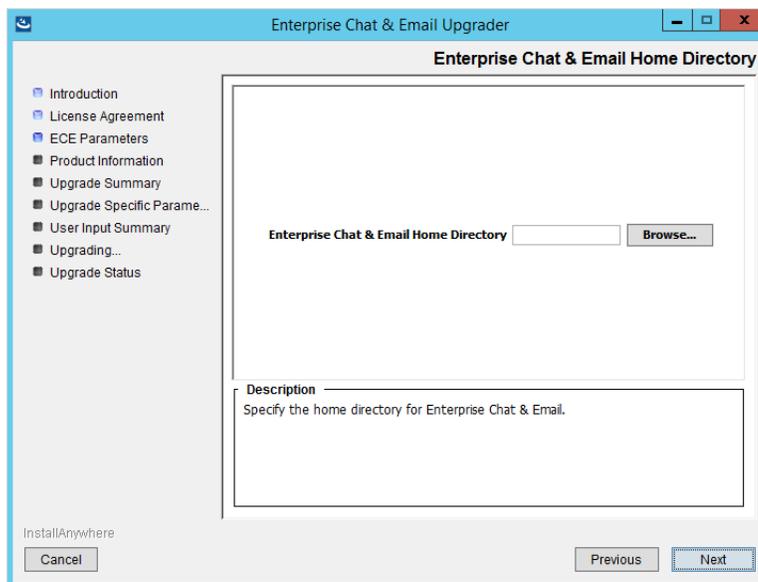
1. Check to see that you have closed all the application files before you begin the upgrade. For example, *eService.ear* or any other files opened from any other application folders must be closed.
2. Create a temporary folder, *Temporary_Folder* and from the upgrade package, copy the upgrade files into *Temporary_Folder*.
3. Double-click *setup_windows.exe* to launch the ECE 12.5(1) Upgrader.
4. When the Introduction window appears, read the installation instructions. Click **Next**.

5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



Read and accept the terms of the License Agreement

6. In the Enterprise Chat & Email Home Directory window, type the path or browse to the folder where ECE 12.0(1) is installed. Click **Next**.



Provide the location of the home directory

7. In the Product Information window, verify the ECE 12.0(1) components installed on the machine. Click **Next**.
8. In the IIS Web Site Parameter window, select the name of website from the drop down. Click **Next**.
9. In the Domain User Account Parameters window, provide the domain user name and password. Click **Next**.

10. In the Upgrade Summary window, verify the version being installed. It should be Cisco version 12.5(1). The screen also notifies if you need to run the Upgrader on additional servers. Click **Next**.
11. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

The upgrader creates a backup of the ECE home directory at

ECE_Home\Patches\Backup\Pre_Upgrade_Version\FileServer and starts upgrading the installation.

12. If the Upgrader finds that any of the out-of-the-box product libraries have been modified, it displays the Unsupported Customization Detected window and you cannot proceed with the upgrade process. In the Unsupported Customization Detected window, you will find the location of the log file (for example, *ECE_Home\eservice\installation\logs\unsupported_customizations_serverName.txt*) which lists all customizations related issues you need to fix before running the Upgrader. Click **Close** to exit the Upgrader and contact Cisco TAC for assistance.
13. In the Installation Status window, click the **Close** button to complete the upgrade process.



Post-Upgrade Tasks

- ▶ [Configuring SSL for Secure Connections](#)
- ▶ [Updating Custom Chat Templates](#)
- ▶ [Starting IIS](#)
- ▶ [Starting ECE 12.5\(1\)](#)
- ▶ [Setting up User Desktops](#)
- ▶ [Troubleshooting Procedures](#)
- ▶ [Uninstalling ECE 12.5\(1\)](#)

This chapter guides you through the tasks to be performed after upgrading the system. It also describes the process of restoring the ECE 12.0(1) installation if the upgrade fails.

Configuring SSL for Secure Connections

You must set up Secure Sockets Layer (SSL) for more secure connections for accessing the application. This is a required task and must be completed if you have not already done this while installing ECE 12.0(1). For details, see the “SSL Configuration” chapter in the *Enterprise Chat and Email Installation and Configuration Guide*.

Updating Custom Chat Templates

Perform these tasks on all ECE 12.5(1) web servers in your deployment.

Steps for updating the template files vary based on the starting point of your custom templates:

- ▶ For updating templates created using **Aqua** template, see [page 28](#).
- ▶ For templates created using **Kiwi** template, see [page 31](#).

For Custom Templates Created From Aqua Template

To update the custom chat template files:

1. Merge the updates in the following files from the Aqua template folder with the files in the custom template folder. If a file does not exist in the customer template folder, copy it and paste it in:
 - `ECE_Home\Service\templates\chat\aquacomponents:`
 - `alternate-contact-options`
 - `alternate-engagement-options`
 - `article-content`
 - `article-toolbar`
 - `attachment`
 - `attachment-review`
 - `chat-attach`
 - `chat-initialize`
 - `chat-unavailable-message`
 - `cobrowse`
 - `error-message`
 - `escalation-search-results-list`
 - `footer-small`
 - `header-small`

- launch-button
- message-input-horizontal
- post-chat-survey
- pre-chat-params-list
- status-bar
- thanks-message
- transcript
- video
- wait-screen
- *ECE_Home*\eService\templates\chat\aquacss:
 - application.css
 - iframe-style.css
 - chat-main.less
- *ECE_Home*\eService\templates\chat\aquall10n:
 - da-DA.json
 - de-DE.json
 - en-US.json
 - es-ES.json
 - fr-CA.json
 - fr-FR.json
 - it-IT.json
 - ja-JP.json
 - ko-KR.json
 - nl-NL.json
 - pt-BR.json
 - pt-PT.json
 - ru-RU.json
 - sv-SV.json
 - zh-CN.json
 - messaging_da_DA.properties
 - messaging_de_DE.properties
 - messaging_en_US.properties
 - messaging_es_ES.properties
 - messaging_fr_CA.properties
 - messaging_fr_FR.properties
 - messaging_it_IT.properties
 - messaging_ja_JP.properties
 - messaging_ko_KR.properties
 - messaging_nl_NL.properties
 - messaging_pt_BR.properties

- messaging_pt_PT.properties
- messaging_ru_RU.properties
- messaging_sv_SV.properties
- messaging_zh_CN.properties
- *ECE_Home*\eService\templates\chat\aqu\libs:
 - angular-bundle.min.js
 - angular-simple-sidebar.min.js
 - application.min.js
 - egain-angular-services.chat.min.js
 - egain-chat-kiwi-template-controllers.min.js
 - egain-chat-kiwi-template-factories.min.js
 - egain-client-library.min.js
 - egain-va-library.js
 - handlebars.js
 - jquery-2.1.3.min.js
 - lokijs.min.js
 - onetagutil.js
- *ECE_Home*\eService\templates\chat\aqu\libs\css:
 - angular-multi-select.min.css
 - angular-simple-sidebar.min.css
 - animate.min.css
 - bootstrap.min.css
 - ng-scrollbar.min.css
- *ECE_Home*\eService\templates\chat\aqu\libs\videochat:
 - OpenTok.js
- *ECE_Home*\eService\templates\chat\aqu\libs\pages:
 - chat-attach
 - chat-deflection
 - chat-initialize
 - chat-landing
 - chat-main
 - chat-unavailable
 - error
 - interaction
 - post-chat
 - pre-chat
 - thanks-message
 - va-landing
 - wait-screen
- *ECE_Home*\eService\templates\chat\aqu\transcript:

- transcript.properties
- *ECE_Home*\eService\templates\chat\aquas:
 - index.html

For Custom Templates Created From Kiwi Template

To update the custom chat template files:

1. Merge the updates in the following files from the **Kiwi** template folder with the files in the custom template folder. If a file doesn't exist in the customer template folder, copy it and paste it in:

- *ECE_Home*\eService\templates\chat\kiwi:
 - chat.html
 - eGainLiveConfig.js
 - eGainLiveHooks.js
- *ECE_Home*\eService\templates\chat\kiwi\chat\js:
 - altEngmt.js
 - attachment.js
 - chat.js
 - connection.js
 - core.js
 - deflection.js
 - editor.js
 - form-email_friend.js
 - header.js
 - login.js
 - messenger.js
 - multiselect.js
 - OneTagEvents.js
 - survey.js
 - utils.js
 - video.js
 - session.js
- *ECE_Home*\eService\templates\chat\kiwi\transcript:
 - transcript.properties
- *ECE_Home*\eService\templates\chat\kiwi\cobrowse\js:
 - cobrowse.js
- *ECE_Home*\eService\templates\chat\kiwi\chat\less:
 - chat-main.less
- *ECE_Home*\eService\templates\chat\kiwi\properties:
 - chat_da_DA.properties
 - chat_de_DE.properties
 - chat_en_US.properties
 - chat_es_ES.properties
 - chat_fr_CA.properties

- chat_fr_FR.properties
 - chat_it_IT.properties
 - chat_ja_JP.properties
 - chat_ko_KR.properties
 - chat_nl_NL.properties
 - chat_pt_BR.properties
 - chat_pt_PT.properties
 - chat_ru_RU.properties
 - chat_sv_SV.properties
 - chat_zh_CN.properties
 - messaging_da_DA.properties
 - messaging_de_DE.properties
 - messaging_en_US.properties
 - messaging_es_ES.properties
 - messaging_fr_CA.properties
 - messaging_fr_FR.properties
 - messaging_it_IT.properties
 - messaging_ja_JP.properties
 - messaging_ko_KR.properties
 - messaging_nl_NL.properties
 - messaging_pt_BR.properties
 - messaging_pt_PT.properties
 - messaging_ru_RU.properties
 - messaging_sv_SV.properties
 - messaging_zh_CN.properties
2. Copy and paste the following image files from the **Kiwi** template folder to your custom template folder:
- *ECE_Home*\eService\templates\chat\kiwi\chat\img:
 - chat_cust_attachment_icon.png
 - icon_attachment.png
 - icon_attachment_32.gif
 - icon_attachment_64.gif
 - icon_attachment_button.gif
 - icon_close.gif
 - icon_info.gif
 - icon_reject.gif
 - icon_reject_16.gif
 - icon_reject_24.gif
 - icon_reject_32.gif
 - icon_upload_32.gif
 - icon_upload_64.gif

Starting IIS

- ▶ Start IIS (World Wide Web Publishing Service) on all web servers in the installation.

Starting ECE 12.5(1)



Important: Note that as part of the start-up process, the application runs a self-scan to validate signatures of all application binaries and application databases. If the binary files or application databases are altered in anyway, the application will not start.

To start ECE 12.5(1):

- ▶ In collocated installations:
 - On the server where application, messaging, services, file, and database components are installed, start the Cisco Service from the Windows Services panel.
- ▶ In a distributed-server installation:

Ensure that all the machines in the configuration are available and connected to the network.

 - a. Start Cisco Service on the messaging server by starting the Cisco Service from the Windows Services panel.
 - b. On the services server, start the application by starting the Cisco Service from the Windows Services panel.
 - c. On each application server, start the application by starting the Cisco Service from the Windows Services panel.

Setting up User Desktops

- ▶ Clear the web browser cache on every user desktop.

Troubleshooting Procedures

Viewing Log Files

- ▶ If any error occurs while upgrading the installation, error messages are logged in the following:
 - *ECE_Home\service\installation\logs\eg_log_File_Server_upgrade-installer.log*
 - *ECE_Home\service\installation\logs\eg_log_Web_Server_upgrade-installer.log*
 - *ECE_Home\service\installation\logs\eg_log_Services_Server_upgradeinstaller.log*
 - *ECE_Home\service\installation\logs\eg_log_Application_Server_upgradeinstaller.log*
 - *ECE_Home\service\installation\logs\eg_log_Messaging_Server_upgradeinstaller.log*

Restoring ECE 12.0(1) Installation

If you encounter any problems while upgrading, you can restore the ECE 12.0(1) installation and run the Upgrader again.

To restore the ECE 12.0(1) installation:

1. Restore the ECE 12.0(1) installation. The backup copies are available at *ECE_Home\Patches\Backup\Pre_Upgrade_Version\File Server*. Perform this task on the file server, all services servers, all web servers, all application servers, and all messaging servers.
2. On the database server machine, enable the reports job `populate my_Reports_Database_Name`. Perform this task only if you are not running the upgrader again and plan to continue using the ECE 12.0(1) installation.

Uninstalling ECE 12.5(1)

The uninstallation program guides you through the process of uninstalling ECE 12.5(1). The uninstallation should be done on all the servers where the Upgrader was run - the file server, all services servers, all web servers, all messaging servers, and all application servers in the deployment.

The update uninstallation program should be used only if ECE 12.0(5) was installed successfully. If there were any issues while running the Upgrader, and you want to restore the ECE 12.0(1) installation, follow the steps in the section [“Restoring ECE 12.0\(1\) Installation” on page 34](#).

Preparing to Uninstall

Stopping the Application

To stop the application:

- ▶ Before you begin the uninstallation process, make sure you stop the application. For details, refer to [“Stopping the Application” on page 13](#).

Stopping IIS

- ▶ Stop IIS (World Wide Web Publishing Service) on all web servers in the installation.

Verifying Availability of Backed-up Databases

- ▶ Before uninstalling the update, ensure that you have a backup of the database on which the update was installed ([page 14](#)).

Uninstalling ECE 12.5(1)

To uninstall ECE 12.5(1):

1. Navigate to `ECE_Home\Uninstaller\patches` and launch the `Upgrade_uninstaller.exe`
2. In the Introduction window, verify that all the information mentioned is correct click on the confirmation checkbox and then Click the **Next** button.
3. In the Domain User Details window, provide the domain user name and password. Click **Next**. This window appears while running the Upgrader on the web server.
4. In the Uninstall Enterprise Chat and Email window, click the **Uninstall** button.

Uninstalling ECE From the Database Server

To uninstall the update from the database server:

- ▶ Restore the active, master, and reports databases from the backup location ([page 14](#)). Make sure that you restore the backup of the database for the last version of the product on which ECE 12.5(1) was installed.