

Upgrade of Failed TMSAE

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Introduction

This document describes an issue that can appear while upgrade of Telepresence Management Server Analytic Extension (TMSAE) to 1.2.1 from TMSAE 1.1 failed with error: Telepresence Management Server (TMS) Source Database server link does not exist or is not configured properly

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Ensure TMSAE 1.1 is uninstalled as mentioned in the install and upgrade guide.
- Verified TMSAE service was removed from server.

Components Used

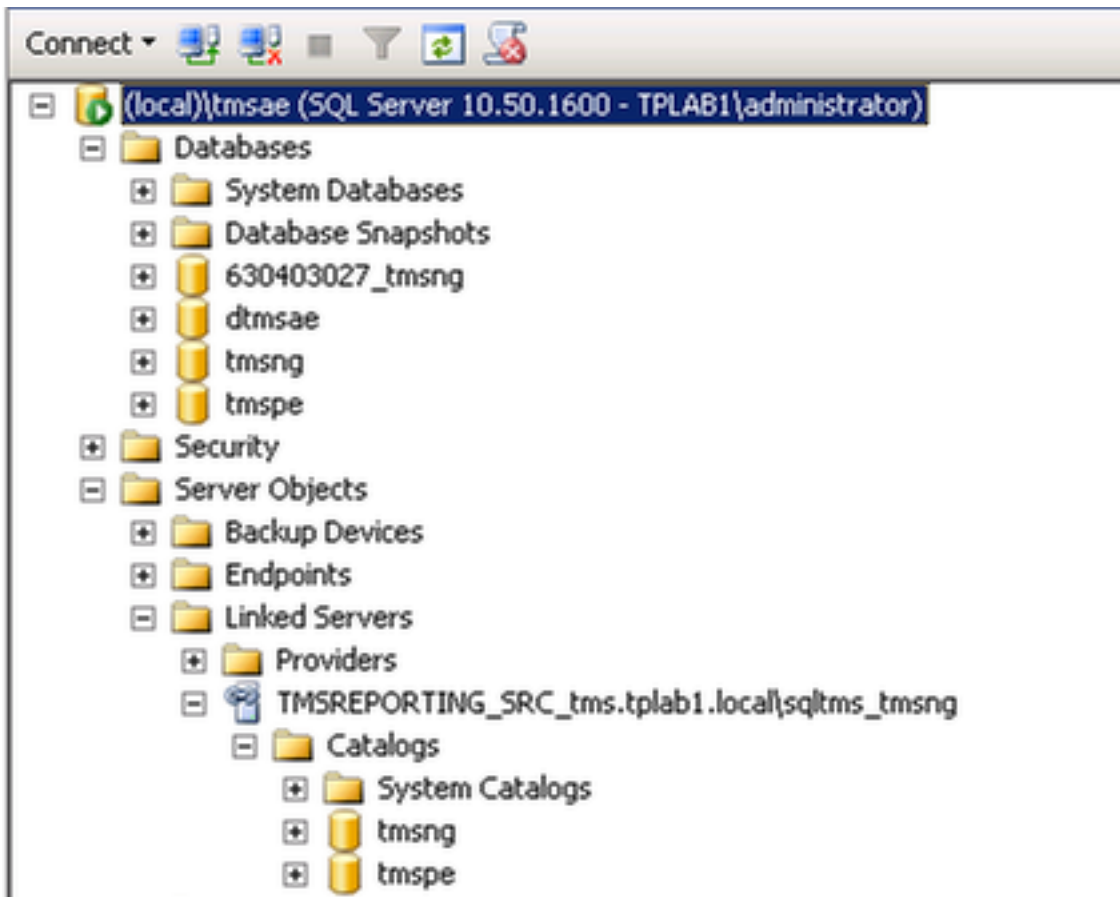
The information in this document is based on these software and hardware versions:

- TMSAE 1.2.1
- SQL Server
- SQL Management Studio

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

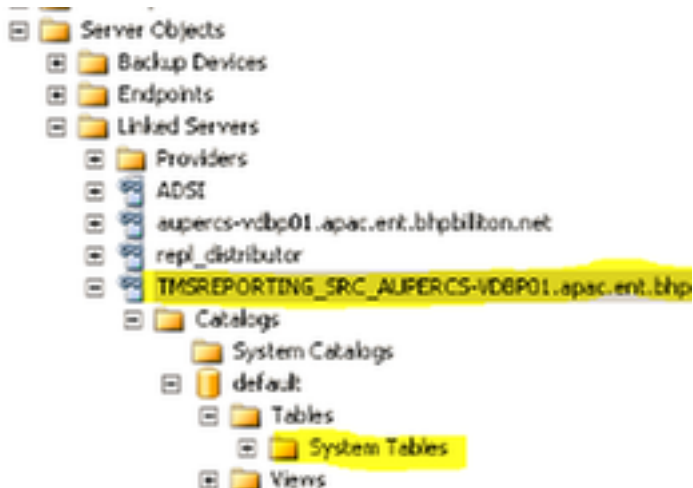
Problem

In general when TMSAE works fine, you have linked SQL Server for TMSAE for example:



This linked server has catalog which includes all database for which you want the report to be done that includes tmsng database and tmspe database.

The error which occurred while upgrade is: linked server not working properly. On verification on customer site, it is observed that there is no catalogs server.



Verify that customer tmsng_dwh database exists.

Solution

Note Ensure to have database backup for tmsng, tmsng_dwh and tmsng_dwhAsDb.

Follow the steps to correct link server and proceed with the upgrade:

1. Copy the name of this link (TMSREPORTING_SRC.....) somewhere. Create a new link with the same name.

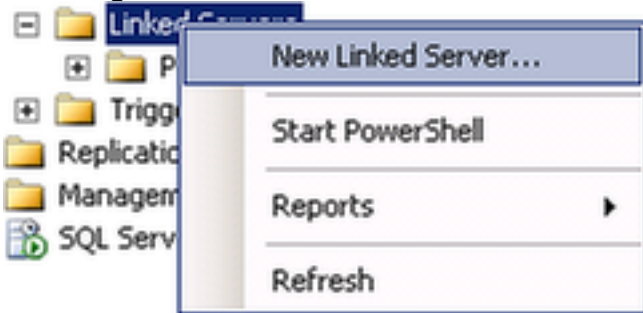
In this case it is TMSREPORTING_SRC_tms.tplab1.local\sqltms_tmsng.



2. Delete this link by a right click and select **Delete**.

• Steps to create new link_server

1. Right click on Linked Servers and select **New Linked Server**.



2. Give the name to linked server.



3. Select **Other data source** and Select **SQL Native Client** for Provider.



4. For Product Name, enter same Linked server from #

5. For Data source, enter the SQL server FQDN and if there is any instance name other than you need to enter instance name also for example, if instance name is sqltms, then data source would be servername\sqltms.

6. Leave Provider string blank.

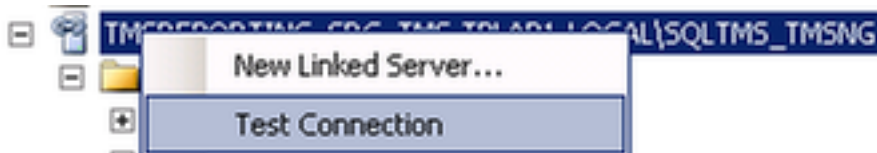
7. For Catalog, enter **tmsng**.

Product name:	MSREPORTING_SRC_TMS.TPLAB1.LOCAL\SQLTMS_TMSNG
Data source:	sqlserver.tplab1.local
Provider string:	
Location:	
Catalog:	tmsng

8. On Security page, select **Be made using this security context** and enter **aupercstms-sql** and password. This is the same context as previously created.

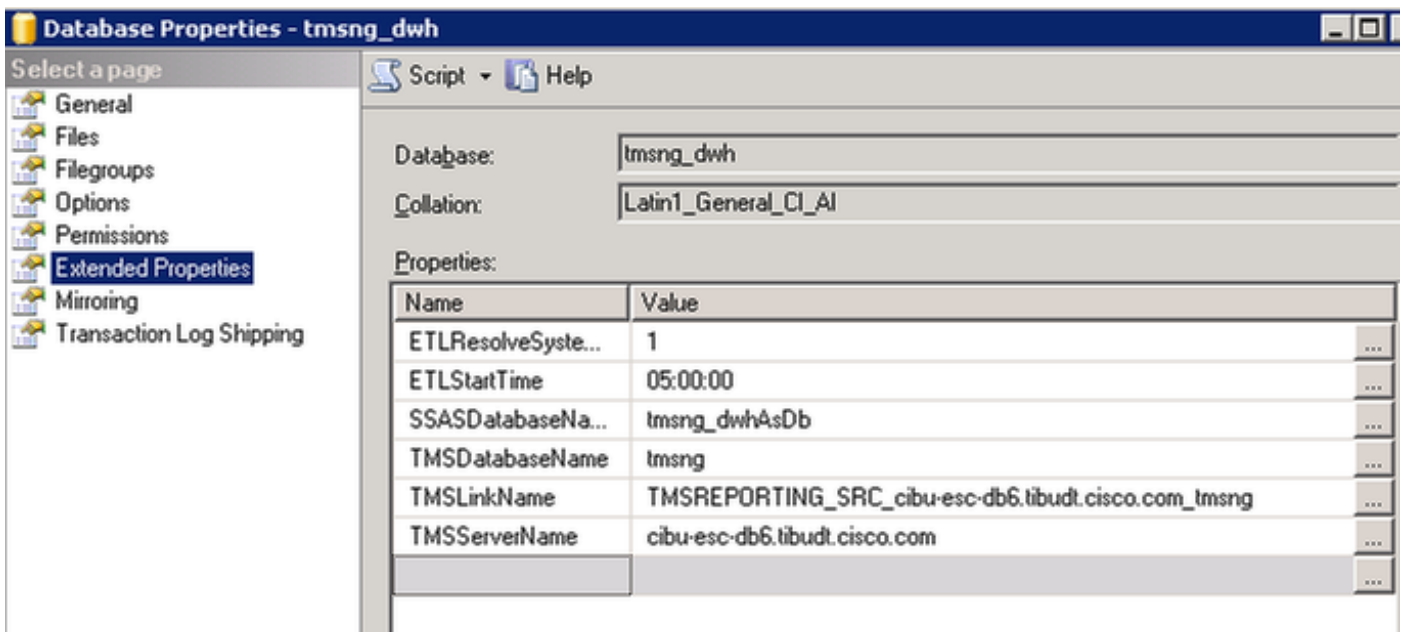
9. Click **OK** to save.

10. Select the linked server, right mouse click and select **Test Connection**. Does it pass?



11. Navigate to **tmsng_dwh** databases and look at its Properties. Ensure the TMSLinkName field value is exactly as the linked server name (as shown in the figure)

12. Navigate to **tmsng_dwh** databases and look at its Properties. Ensure the TMSLinkName field value is exactly as the linked server name (as shown in the figure)



13. Install TMSAE 1.2.1 again.

14. If there are errors, get

a. logs from **Program Files (x86)\Cisco\TMSAE** and **C:\Users\{USERNAME}\AppData\Local\Temp** folders.

b. Backup these three databases: tmsng, tmsng_dwh, and tmsng_dwhAsDb.