



Updating the System

- [Updating Your System, page 1](#)
- [Connecting the Update ISO Image From the CD/DVD Drive, page 2](#)
- [Continuing the Update Procedure, page 3](#)
- [Completing the Update Procedure, page 4](#)

Updating Your System



Caution

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

The complete update procedure, including backup of your virtual machines, may take up to an hour, depending on the system size and the size of the database.

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.

Before You Begin

If you are at Cisco WebEx Meetings Server Release 1.0 and you want to update to Release 1.1, then you must update your system. Complete the procedure in this chapter to install Release 1.1.

Be sure to get the latest update file from the Cisco Software Center:

<http://www.cisco.com/cisco/software/navigator.html>

The update file for your system is a zipped ISO image.

Procedure

-
- Step 1** Sign in to the Cisco WebEx Administration site.
- Step 2** Select the **System** tab, then select **Upgrade** in the top right pane.
- Step 3** Select **update**.
- Step 4** Select **Turn On Maintenance Mode**.
- Step 5** In the VMware vSphere client, select **Power > Shut Down Guest** on each of the virtual machines in your system.
For complete details on using vSphere, see the VMware ESXi and vCenter Server documentation.
- Step 6** Once the virtual machines are powered off, then use VMware Data Recovery (called VMware vSphere Data Protection starting with vSphere Release 5.1) 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* or the *vSphere Data Protection Administration Guide*.
- Note** You may also take a snapshot, 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](#).
- Caution** Be sure to create backups of all your virtual machines. Because the update procedure makes changes to your existing virtual machines, you will not be able to undo the update, once the update procedure starts.
- Step 7** In the VMware vSphere client, power on each of the virtual machines in your system.
- Step 8** Sign back in to the Cisco WebEx Administration site, but do not turn off maintenance mode.
- Step 9** Select the **System** tab, then select **Upgrade** in the top right pane. Select **update** to return to the **Update System** page.
-

What to Do Next

Go to [Connecting the Update ISO Image From the CD/DVD Drive](#), on page 2.

Connecting the Update ISO Image From the CD/DVD Drive

You will attach the update file as an ISO image to your Admin virtual machine's CD/DVD drive.



Note

For the fastest update, Cisco recommends that you mount the ISO image in the vCenter datastore. However, if you place it in a local disk on the vSphere client, then be sure the vSphere client has a local hardware connection into your company's Intranet (not over VPN).

To place the ISO image in the vCenter datastore, be sure you have the appropriate permissions then complete the following:

- 1 Select the ESXi host for the Admin virtual machine. Select the Summary tab and double-click the **datastore1** name under **Storage**.
- 2 On the **Datastore and Datastore clusters** window, select **Browse this datastore**.

- 3 Select the green up arrow icon (Upload file) and load the update ISO file.

Before You Begin

Be sure to get the latest update file from the Cisco Software Center:

<http://www.cisco.com/cisco/software/navigator.html>

The update file for your system is a zipped ISO image.

Procedure

-
- Step 1** Select the Admin virtual machine in the VMware vCenter inventory.
 - Step 2** Select the CD/DVD icon for the Admin virtual machine, then select **CD/DVD drive 1 > Connect to ISO image** on a local disk or on a datastore.
 - Step 3** Confirm that the CD/DVD drive is connected.
 - a) Right-click the Admin virtual machine name in the vCenter inventory and select **Edit Settings...**
 - b) In the **Hardware** tab, select **CD/DVD drive 1**.
 - c) If unchecked, check the **Connected** check box.
 - d) Select **OK**.
-

Continuing the Update Procedure

Before You Begin

You have completed:

- [Updating Your System, on page 1](#)
- [Connecting the Update ISO Image From the CD/DVD Drive, on page 2](#)

Procedure

-
- Step 1** After connecting the update ISO image, select **Continue** on the **Update System** page in the Cisco WebEx Administration site.
 - Step 2** Check the **I have connected to the ISO file and am ready to proceed** check box.
 - Step 3** Select **Continue**.

Caution Once you select **Continue**, you will not be able to stop the update procedure. If an issue arises during the update procedure, and it does not complete successfully, then you must use your backups to restore the system.

The update procedure may take up to an hour. Do not close the browser window, as you will be unable to return to this page.

Once the update completes, a new page is displayed, confirming the success of the update.

Note There is an intermittent issue where the update completes successfully, but you do not see text stating **System Updated** and a **Restart** button. If the update does not complete, and it has been longer than an hour, then you can attempt to turn off maintenance mode. If you cannot turn off maintenance mode, then the update is still in progress. Once the update is finished, reboot all virtual machines from vCenter. Wait for the virtual machines to come online and verify the system version on the dashboard.

Step 4 Select **Restart** to restart the system.
This page has a default timeout value of 90 minutes. Be sure you restart the system within this time period, or change the default timeout to a longer period of time.

What to Do Next

Continue with [Completing the Update Procedure](#), on page 4.

Completing the Update Procedure

Before You Begin

This is a continuation from [Continuing the Update Procedure](#), on page 3.

Procedure

- Step 1** Once the update has completed successfully, select **Restart**.
Once the system has restarted, the Cisco WebEx Administration site sign in page is displayed.
- Step 2** Sign in to Cisco WebEx Administration. The updated version is displayed on the dashboard.
- Step 3** Check the release notes for this update, and determine whether any post-update tasks are required. If additional tasks are required, complete them before you take the system out of maintenance mode.
- Step 4** After completing any post-update configuration, select **Turn Off Maintenance Mode**.
- Step 5** Test and check 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.
-

What to Do Next

- If you find issues, then use VMware Data Recovery (vSphere Data Protection) or your system snapshots to revert to your previous version. Check the ISO network connection and ensure there are no issues.
- If the update is successful, use the updated system for awhile. Once you are satisfied, be sure to delete the virtual machine backups or snapshots created before the update.

