



Updating the System

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Preparing to Update an Existing System

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

Before You Begin

Verify that the intent is to update the original system (not upgrade the system). An *update* is defined as overwriting an existing (original) system to take advantage of modifications that we made to improve the system. For example, you might update a system from version 1.5 to 1.5MR. An *upgrade* is defined as deploying a replacement of the original system to take advantage of major modifications. For example replacing a system currently running version 1.0 to run version 2.0 that includes support for a new operating system. If you are upgrading a system, use the [Updating the System](#) procedure. Check the release notes for the correct procedure to use. In both cases, all of the data from the original system is transferred to the updated or upgraded system.

Get the latest update file from Cisco at [Cisco Software Download \(external\)](#)

The update package for your system includes an ISO image. You cannot *skip* some versions of the software. For example, you must install the Cisco WebEx Meetings Server version 1.1 (Build 1.1.1.9.A) or version 1.5 (Build 1.5.1.6.A) before applying 1.5 MR2. Check the release notes for the correct version to use.

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

Notify other system administrators that they should not access the system during this procedure. If they do so, their changes are not saved and the result can be unpredictable; they must wait until this procedure is completed before signing in to the Cisco WebEx Administration site.

Procedure

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- Step 1** Sign in to the Cisco WebEx Administration site.
- Step 2** Select **Turn On Maintenance Mode**.
- Step 3** Select the **System** tab, then select **Upgrade**.
- Step 4** Select **update**.
- 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, use VMware Data Recovery (or VMware vSphere Data Protection available with vSphere Release 5.1) to create a backup of each of your virtual machines.
A backup returns your virtual machine to its state before the update if necessary. For further information, see [Creating a Backup by 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 can also take a snapshot, but you should delete all snapshots in approximately 24 hours, or you might experience data performance issues. For more information, see [Taking a Snapshot by using VMware vCenter](#).
- Caution** Create backups of all your virtual machines, because the update procedure makes changes to your existing virtual machines, and once the update procedure begins you will not be able to undo the update.
- Step 7** In the VMware vSphere client, power on each of the virtual machines in your system.
- Step 8** Log in to the Cisco WebEx Administration site, but do not turn off maintenance mode.
- Step 9** Select the **System** tab, then select **Upgrade**.
- Step 10** Select **update** to return to the **Update System** page.
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What to Do Next

Go to [Connecting to an ISO Image from the CD/DVD Drive](#).

Connecting to an ISO Image from the CD/DVD Drive

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

To place the ISO image in the vCenter datastore and connect to the CD/DVD, complete the following steps:

Before You Begin

Get the desired ISO image from Cisco:

[Download Software](#)

Verify that you have the appropriate permissions.

Procedure

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- Step 1** Select the ESXi host for the Admin virtual machine. Select the **Summary** tab and double-click the **datastore1** name under **Storage**.
- Step 2** On the **Datastore and Datastore clusters** window, select **Browse this datastore**.
- Step 3** Select the green up arrow icon (Upload file) and load the update ISO file.
- Step 4** Select the Admin virtual machine in the VMware vCenter inventory.
- Step 5** Select the **CD/DVD** icon for the Admin virtual machine.
- Step 6** Select **CD/DVD drive 1 > Connect to ISO image** on a local disk or on a datastore.
- Step 7** Confirm that the CD/DVD drive is connected.
- Right-click the Admin virtual machine name in the vCenter inventory and select **Edit Settings...**
 - In the **Hardware** tab, select **CD/DVD drive 1**.
 - If unchecked, check the **Connected** check box.
 - Select **OK**.
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Continuing the Update Procedure

Before You Begin

You have completed:

- [Preparing to Update an Existing System, on page 1](#)
- [Connecting to an ISO Image from the CD/DVD Drive, on page 2](#)

Procedure

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- 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](#), on page 4.

Completing the Update

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.
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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.

