



Upgrading Cisco WebEx Social

This chapter explains how to upgrade to Cisco WebEx Social 3.4.2. It includes these topics:

- [Supported Upgrade Paths, page 3-1](#)
- [Upgrading to Release 3.4.2, page 3-1](#)
- [Upgrading to Release 3.4.2 SR1, page 3-5](#)

Supported Upgrade Paths

You can upgrade to Cisco WebEx Social release 3.4.2 from these releases only:

- Cisco WebEx Social 3.4 SR3
- Cisco WebEx Social 3.4 SR2

You can upgrade to Cisco WebEx Social release 3.4.2 SR1 only from Cisco WebEx Social release 3.4.2.

Upgrading to Release 3.4.2

This section explains how to upgrade to Cisco WebEx Social release 3.4.2. See [Supported Upgrade Paths, page 3-1](#) to check if the Cisco WebEx Social release that you are running supports direct upgrade.

The time that the upgrade process takes depends on the amount of data in your database. You can reduce the time that the database upgrade process takes by deploying up to four Worker nodes before you begin the upgrade procedure. These nodes increase the speed of the data migration part of the upgrade process. After the upgrade completes, you can remove the Worker nodes that you do not require.

To upgrade to Cisco WebEx Social 3.4.2, perform the following steps.

Before You Begin

- Verify the integrity of the installation image file as described in the [“Verifying the Integrity of a Cisco WebEx Social .img File” section on page 5-2](#).
- If a new NFS share will be used for Cisco Webex Social:
 - Copy the cms folder from the old share to the new share to migrate images and documents. For example, use this command:

```
cp -rp old_nfs_path/cms new_nfs_path/cms
```

- Perform a partial reindex of the Image Gallery before you upgrade to this Cisco WebEx Social release. To do so, sign in to a Cisco WebEx Social App Server as a system administrator, click the down-arrow ▼ to the right of your name in the Global Navigation bar, select **Server > Server Administration > Partial Re-Indexing**, check the Image Gallery box under Media, and then click **Execute** the bottom of the window.

Procedure

Step 1 Run software upgrade on the Director:

- a. Sign in to the Director with your administrator user ID and password.
- b. Click **System** in the menu bar, then select **Software** from the list on the left of your screen.
- c. Specify the .img file location:
 - If you want to use SCP to obtain the .img file, click the **SCP** button to display options for using SCP and then enter these details:

Host Name	Fully qualified domain name or IP address of the node where you placed the .img file.
File Name	Complete path and file name of the .img file.
Linux/Unix User Name	User ID of the node on which the patch .img file has been placed.
Password	Password for the User ID that you entered.

- If you want to enter a URL where the .img file is stored, click the **URL** button to display options for entering a URL and then enter these details:

Upgrade File URL	HTTP URL of the .img file.
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- d. Click **Fetch Image**.

The .img file is copied to the Director node and the software version that you uploaded appears in the Available Upgrade Version field in the Upgrade area of the page.

- e. Click **Upgrade**.

The upgrade process begins.



Note You can monitor the upgrade process by checking the `opt/logs/date/node-hostname_messages` logs.

Step 2 Allow up to 15 minutes for the Director web service to automatically restart.

Step 3 Verify that all the nodes have been upgraded to the desired version:

- a. Sign in to the Director with administrator credentials.
- b. Click **System** in the menu bar, then select **Topology** from the list on the left of your screen.
- c. Check the “Version Info” column next to each node.

If “Error” appears for any node, use an SSH client to connect to the node showing the symptom, log in as the admin user, and run the following command to identify the error:

sudo service puppet debug

- Step 4** Verify the status of the nodes using the Director:
- Click **System** in the Menu bar and click **Topology** in the left panel.
 - Click the **Refresh all** button in the Server List area.
 - Make sure that the Operational Status field for each Cache, App Server, and Worker shows **stopped**, and that each Operational Status field for the other nodes shows **running**.
- Step 5** Migrate the Cisco WebEx Social schema to the format that the new release requires:
- Use an SSH client to access any App Server node, log in as the admin user, and enter these commands:
sudo service puppet debug
sudo service monit stop
sudo service puppet stop
sudo service quad stop
 - Take these actions in the App Server command shell to update the portal-ext.properties file to allow for the schema migration:
 - Enter this command to edit the portal-ext.properties file:
sudo vi /opt/cisco/quad/tomcat/webapps/ROOT/WEB-INF/classes/portal-ext.properties
 - Set the upgrade.schema.enabled flag value to true.
 - Set the upgrade.ext.enabled flag value to false.
 - Save the portal-ext.properties file.
 - Enter this command in the App Server command shell:
sudo service quad start
The schema migration starts.
 - Use an SSH client to access the Director and enter the following command to monitor the process of the schema migration, where *app_server_hostname* is the hostname of the App Server node that you are accessing and *date* is the current date in yyyy_mm_dd format:
sudo tail -f /opt/logs/datelapp_server_hostname_appserver.log
Wait until you see the following line before you continue to the next step:
UpgradeProcessWXS_3_4_2.doUpgrade(): Schema Upgrade Complete...
- Step 6** Migrate the Cisco WebEx Social data to the format that the new release requires:
- Enter this command in the App Server command shell:
sudo service quad stop
 - In the Director, choose **Enable** from the Action drop-down menu next to each Worker node.
 - Take these actions in the App Server command shell to update the portal-ext.properties file to allow for the data migration:
 - Enter this command to edit the portal-ext.properties file:
sudo vi /opt/cisco/quad/tomcat/webapps/ROOT/WEB-INF/classes/portal-ext.properties
 - Set the upgrade.schema.enabled flag value to false.
 - Set the upgrade.ext.enabled flag value to true.

4. Save the portal-ext.properties file.
- d. Enter this command in the App Server command shell:


```
sudo service quad start
```

 The data migration starts.
- e. Use an SSH client to access the Director and enter the following command to monitor the process of the data migration, where *app_server_hostname* is the hostname of the App Server node that you are accessing and *date* is the current date in yyyy_mm_dd format:


```
sudo tail -f /opt/logs/datelapp_server_hostname_appserver.log
```

 Wait until you see the following line before you continue to the next step:


```
UpgradeProcessWXS_3_4_2.doUpgrade(): Data Migration Complete...
```

- f. Enter these commands in the App Server command shell:


```
sudo service puppet debug
```

Step 7 Enable all Cache nodes:

- a. In the Director, click **System** in the Menu bar and then click **Topology**.
- b. Then choose **Enable** from the Action drop-down menu next to each Cache node.
- c. Wait for the Operational Status columns of all Cache nodes to become Running.

Step 8 Enable all App Server nodes:

- a. In the Director, click **System** in the Menu bar and then click **Topology**.
- b. Then choose **Enable** from the Action drop-down menu next to each App Server node.
- c. Wait for the Operational Status columns of all App Server nodes to become Running.

Step 9 Re-index the JSON and Analytics stores:

- a. Sign in to a Cisco WebEx Social App Server as a system administrator.
- b. Click the down-arrow  to the right of your name in the Global Navigation bar.
- c. Select **Account Settings from** the drop-down menu.
- d. Click the right-arrow  next to **Server**.
- e. Click **Server Administration** in the Server drawer.
- f. In the Server Administration window, click the **Resources** tab.
- g. Click **Execute** next to **Index JSON and Analytics Stores** under Actions.

Step 10 Do full search reindexing:

- a. Sign in to an App Server node as an administrator.
- b. Click the down-arrow  to the right of your name in the Global Navigation bar.
- c. Select **Account Settings from** the drop-down menu.
- d. Click the right-arrow  next to **Server**.
- e. In the **Server Administration** window, click the **Resources** tab.
- f. Click the **Use Faster Multi-threaded approach** box next to Reindex all search indexes.
- g. Click the **Execute** button that appears next to the **Reindex all search indexes** action.

Step 11 Monitor the progress:

- a. Sign in to an App Server node as an administrator.

- b. Click the down-arrow  to the right of your name in the Global Navigation bar.
 - c. Select **Account Settings** from the drop-down menu.
 - d. Click the right-arrow  next to **Server**.
 - e. In the **Server Administration** window, click the **Re-index Status** tab.
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Upgrading to Release 3.4.2 SR1

This section explains how to upgrade to Cisco WebEx Social release 3.4.2 SR1. See [Supported Upgrade Paths, page 3-1](#) to check if the Cisco WebEx Social release that you are running supports direct upgrade.

The time that the upgrade process takes depends on the amount of data in your database. You can reduce the time that the database upgrade process takes by deploying up to four Worker nodes before you begin the upgrade procedure. These nodes increase the speed of the data migration part of the upgrade process. After the upgrade completes, you can remove the Worker nodes that you do not require.

To upgrade to Cisco WebEx Social 3.4.2 SR1, perform the following steps.

Before You Begin

- Verify the integrity of the installation image file as described in the “[Verifying the Integrity of a Cisco WebEx Social .img File](#)” section on page 5-2.
- If a new NFS share will be used for Cisco Webex Social:
 - Copy the cms folder from the old share to the new share to migrate images and documents. For example, use this command:

```
cp -rp old_nfs_path/cms new_nfs_path/cms
```
 - Perform a partial reindex of the Image Gallery before you upgrade to this Cisco WebEx Social release. To do so, sign in to a Cisco WebEx Social App Server as a system administrator, click the down-arrow  to the right of your name in the Global Navigation bar, select **Server > Server Administration > Partial Re-Indexing**, check the Image Gallery box under Media, and then click **Execute** the bottom of the window.
- If you use Kerberos authentication, ensure that the Apache server configuration has been updated to allow for the proper operation of Synthetic Monitoring. See “Using Synthetic Monitoring with Kerberos” in the *Cisco WebEx Social Administration Guide*.

Procedure

- Step 1** Run software upgrade on the Director:
- a. Sign in to the Director with your administrator user ID and password.
 - b. Click **System** in the menu bar, then select **Software** from the list on the left of your screen.
 - c. Specify the .img file location:
 - If you want to use SCP to obtain the .img file, click the **SCP** button to display options for using SCP and then enter these details:

Host Name	Fully qualified domain name or IP address of the node where you placed the .img file.
File Name	Complete path and file name of the .img file.
Linux/Unix User Name	User ID of the node on which the patch .img file has been placed.
Password	Password for the User ID that you entered.

- If you want to enter a URL where the .img file is stored, click the **URL** button to display options for entering a URL and then enter these details:

Upgrade File URL	HTTP URL of the .img file.
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d. Click **Fetch Image.**

The .img file is copied to the Director node and the software version that you uploaded appears in the Available Upgrade Version field in the Upgrade area of the page.

e. Click **Upgrade.**

The upgrade process begins.



Note You can monitor the upgrade process by checking the `opt/logs/date/node-hostname_messages` logs.

Step 2 Allow up to 15 minutes for the Director web service to automatically restart.

Step 3 Verify that all the nodes have been upgraded to the desired version:

- Sign in to the Director with administrator credentials.
- Click **System** in the menu bar, then select **Topology** from the list on the left of your screen.
- Check the “Version Info” column next to each node.

If “Error” appears for any node, use an SSH client to connect to the node showing the symptom, log in as the admin user, and run the following command to identify the error:

```
sudo service puppet debug
```

Step 4 Verify the status of the nodes using the Director:

- Click **System** in the Menu bar and click **Topology** in the left panel.
- Click the **Refresh all** button in the Server List area.
- Make sure that the Operational Status field for each Cache, App Server, and Worker shows **stopped**, and that each Operational Status field for the other nodes shows **running**.

Step 5 Migrate the Cisco WebEx Social data to the format that the new release requires:

- Enter this command in the App Server command shell:

```
sudo service puppet debug
```

```
sudo service monit stop
```

```
sudo service puppet stop
```

```
sudo service quad stop
```

- b. In the Director, choose **Enable** from the Action drop-down menu next to each Worker node.
- c. Take these actions in the App Server command shell to update the portal-ext.properties file to allow for the data migration:
 1. Enter this command to edit the portal-ext.properties file:
`sudo vi /opt/cisco/quad/tomcat/webapps/ROOT/WEB-INF/classes/portal-ext.properties`
 2. Set the upgrade.schema.enabled flag value to false.
 3. Set the upgrade.ext.enabled flag value to true.
 4. Save the portal-ext.properties file.
- d. Enter this command in the App Server command shell:
`sudo service quad start`
 The data migration starts.
- e. Use an SSH client to access the Director and enter the following command to monitor the process of the data migration, where *app_server_hostname* is the hostname of the App Server node that you are accessing and *date* is the current date in yyyy_mm_dd format:
`sudo tail -f /opt/logs/datelapp_server_hostname_appserver.log`
 Wait until you see the following line before you continue to the next step:
 UpgradeProcessWXS_3_4_2_SR1.doUpgrade(): Data Migration Complete...
- f. Enter these commands in the App Server command shell:
`sudo service puppet debug`

Step 6 Enable all Cache nodes:

- a. In the Director, click **System** in the Menu bar and then click **Topology**.
- b. Then choose **Enable** from the Action drop-down menu next to each Cache node.
- c. Wait for the Operational Status columns of all Cache nodes to become Running.

Step 7 Enable all App Server nodes:

- a. In the Director, click **System** in the Menu bar and then click **Topology**.
- b. Then choose **Enable** from the Action drop-down menu next to each App Server node.
- c. Wait for the Operational Status columns of all App Server nodes to become Running.

Step 8 Re-index the JSON and Analytics stores:

- a. Sign in to a Cisco WebEx Social App Server as a system administrator.
- b. Click the down-arrow  to the right of your name in the Global Navigation bar.
- c. Select **Account Settings** from the drop-down menu.
- d. Click the right-arrow  next to **Server**.
- e. Click **Server Administration** in the Server drawer.
- f. In the Server Administration window, click the **Resources** tab.
- g. Click **Execute** next to **Index JSON and Analytics Stores** under Actions.

Step 9 Do partial search reindexing:

- a. Sign in to an App Server node as an administrator.
- b. Click the down-arrow  to the right of your name in the Global Navigation bar.

- c. Select **Account Settings** from the drop-down menu.
 - d. Click the right-arrow  next to **Server**.
 - e. In the **Server Administration** window, click the **Partial Re-indexing** tab.
 - f. Select these categories:
 - Contacts
 - People
 - Follower
 - g. Click the **Use Faster Multi-threaded approach** box at the bottom.
 - h. Click the **Execute** button.
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