



CHAPTER 3

Upgrading to Provisioning Manager 9.0

You can upgrade to Provisioning Manager 9.0 from either Provisioning Manager 8.6 or 8.7.

There are two upgrade scenarios; select the procedure that matches your scenario:

- [Upgrading Provisioning Manager on One System \(Application and Database on the Same System\), page 3-2](#)
- [Upgrading Provisioning Manager on a Distributed System \(Application and Database Are on Separate Systems\), page 3-3](#)

Before Upgrading

- To avoid running out of disk space and to shorten the amount of time it takes to upgrade, before performing the upgrade, remove the log files that are created by the JBoss application server. (See [Checking the Disk Space Used by the JBoss Log Files, page 3-1.](#))
- If you have not enabled HTTPS, you must delete any old OpenSSL DLLs (libeay32.dll and ssleay32.dll) that exist on your system.

The DLLs are located in the *Installation directory*\httpd\bin folder. If you want to enable HTTPS for Provisioning Manager, see [Enabling SSL on the Provisioning Manager Server, page 2-18.](#) The procedure in that section will install the correct OpenSSL DLLs.

If you have enabled HTTPS, you must upgrade Win32 OpenSSL to the latest version listed on Cisco.com. For more information, see [Installing OpenSSL and Generating a Certificate, page 2-18.](#)

Checking the Disk Space Used by the JBoss Log Files

Step 1 On the system where the Provisioning Manager application is running, in the directory *Installation directory*\EnterprisePlatform-4.2.0.GA_CP09\server\cupm, view the disk space used by the log directory:

- a. Right-click the log directory.
- b. Select Properties and view the size of the directory.

Step 2 If the size of the directory is greater than 500 MB, delete the files located in the log folder.



Caution

Do not delete the following files: boot.log, server.log, stderr.log and stdout.log.

Upgrading Provisioning Manager on One System (Application and Database on the Same System)

Step 1 Manually back up your database.

This manual backup is not the same backup that occurs automatically during upgrade. Both backups must be performed.



Note If your upgrade fails, the system roll back to its original Provisioning Manager (8.6 or 8.7) state.

Step 2 On the system where Provisioning Manager 8.6 or 8.7 is installed, make sure the following prerequisites are met:

- Required (or desired) operating system upgrades have been performed.
- Required service packs are installed.
- All system requirements are met (for system requirements, see [Server Requirements, page 1-2](#)).

Step 3 Close all open or active programs. Do not run other programs during the installation process.



Note All virus protection software should be disabled during the installation.

Step 4 As the local administrator, log in to the machine on which you will install the Provisioning Manager software, then click **cupm9.0-setup.exe** to start the process.

The Cisco Prime Unified Provisioning Manager Welcome window appears.

Step 5 Click **Next**.

The Software License Agreement window appears.

Step 6 Accept the Software License Agreement and then click **Next**.

A confirmation box appears, telling you that an upgrade to Provisioning Manager 9.0 will occur.

Step 7 Click **Next**.

Step 8 Select a directory in which to back up the Provisioning Manager data during upgrade. Click **Next**.

The Summary page appears.

Step 9 Click **Install**.

If you are upgrading only the database or only the application (because you have a distributed setup) not all the screens will appear during the upgrade process. Also, to complete the upgrade of a distributed setup, you must run the Cisco Prime Unified Provisioning Manager 9.0 installation on both systems.

When upgrading the database (for distributed setup), you will be required to re-enter the following:

- The PostgreSQL administrator username and password
- The database username (the default is cupm), password, and port number.

If you do not know any of this information, you can obtain it from the following properties:

- dfc.postgres.admin.user
- dfc.postgres.database
- dfc.postgres.port

These properties are located in the dfc.properties file at <Install directory>/sep, on the application server.

- Step 10** Click **Finish**.
- Step 11** After the installation completes, verify that Provisioning Manager is installed correctly by accessing the Provisioning Manager login page. From the Windows desktop, choose **Start > Programs > Cisco Prime Unified Provisioning Manager > Log in to Cisco Prime Unified Provisioning Manager**.
- Step 12** After the upgrade is completed, before placing any orders for a processor, you must do the following:
- Synchronize all of your Call Processors
 - Synchronize all of your Unified Message Processors
 - Run a synchronization on all Domains



Note If Enhanced Security is enabled on the Windows 2003 system, you must add the Provisioning Manager home page to the Internet Explorer Trusted Sites Zone. You will not be able to access the Cisco Prime Unified Provisioning Manager home page until it is added to the trusted sites. See [Adding the Provisioning Manager Home Page to the Internet Explorer Trusted Sites Zone, page 2-17](#).

Upgrading Provisioning Manager on a Distributed System (Application and Database Are on Separate Systems)

You must upgrade both the Provisioning Manager application and the Provisioning Manager database systems.

- Step 1** Manually back up the Provisioning Manager 8.6 or 8.7 database.
- For more information, see [Provisioning Manager Database Backup, page 2-23](#). This manual backup is not the same backup that occurs automatically during upgrade. Both backups must be performed.
- Step 2** Upgrade the Provisioning Manager database to 9.0.
- The installation program will only take you through the applicable upgrade screens. For instructions, see [Upgrading Provisioning Manager on One System \(Application and Database on the Same System\), page 3-2](#).



Note If your upgrade fails, the database server roll back to its original Provisioning Manager (8.6 or 8.7) state.

- Step 3** Upgrade the Provisioning Manager application to 9.0.
- The installation program will only take you through the applicable upgrade screens. For instructions, see [Upgrading Provisioning Manager on One System \(Application and Database on the Same System\), page 3-2](#).
- If your upgrade fails on an application server, it is rolled back to its original Provisioning Manager (8.6 or 8.7) state. In addition to that you have to manually uninstall Provisioning Manager 9.0 from the database server, install Provisioning Manager 8.6 or 8.7 and then restore the 8.6 or 8.7 database.

After upgrading Provisioning Manager, you must synchronize all of your Call Processors and Unified Message Processors in Provisioning Manager before placing any orders for a processor.

Regaining the Superuser Privileges for the Postgres User

After performing distributed upgrade to 8.6, the postgres superuser role is removed. So database backup and administrative functions cannot be performed.

To regain the superuser privileges for the postgres user:

Prerequisites:

- Stop the postgres service before executing these steps.
- Create the system environment variable PGDATA and set the value to *Installation directory\pgsql9.0\data*.
- Ensure that PGSQL_HOME environment variable is set to *Installation directory\pgsql9.0*

Do the following:

Step 1 From the command prompt, move to the following directory:

```
Installation directory>/pgsql9.0/bin
```

Step 2 Enter `runas /env /user:cupmuser cmd.exe`.

Step 3 Enter the password for cupmuser that was provided during the upgrade.

When you enter the correct password, another command prompt window opens.

Step 4 Enter the following:

```
postgres.exe --single postgres
alter role postgres superuser
```

Step 5 Press ctrl+c to close the backend window.

You can restart the services and then perform the back up.
