Upgrading the System

This chapter describes how to upgrade your system by redeploying it with an upgrade OVA file.

Note This section is included for completeness, as it is part of the product. However, you will not be able to upgrade your software until we provide an OVA file for the new release.

Preparing For an Upgrade

This section describes the prerequisites and best practices to upgrade your system.

Note This section is included for completeness, as it is part of the product. However, you will not be able to upgrade your software until we provide an OVA file for the new release.

Obtaining the Information Required For Your Upgrade

You upgrade your system by redeploying it with the upgrade OVA file.

- Obtain the OVA file required for the upgrade.
- Complete the upgrade checklist.

Field Name	Current Value For Your System
WebEx Site URL	
Administration Site URL	

Field Name	Current Value For Your System
Private VIP Address	
Public VIP Address	

Upgrading the System Using Automatic Deployment

Before You Begin

In this section, we refer to the system before upgrade as the "existing system". The system, following upgrade, is the "upgraded system."

- Schedule a time that is least disruptive to your users to do the system upgrade.

- Put the primary system in maintenance mode before starting the system upgrade.

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

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.

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Note   Be sure to coordinate with other system administrators before starting a system-altering procedure.

Upgrading the System

The overall tasks to upgrade the system are:

1   Create a backup of your existing system.

2   Use the upgrade OVA file and deploy the Admin virtual machine for the new system.

3   Copy the data from your existing system to the Admin virtual machine for the upgraded system.

4   Deploy any additional virtual machines for the upgraded system.

5   Test the upgraded system.

Considerations Before Upgrading the System

Note the following:

- You may choose to reuse the same hostnames and IP addresses for the existing virtual machines in the upgraded system. However, only the existing system, or the upgraded system, can be powered on at any given time. Both systems cannot be powered on and running at the same time.

- If you have already added a HA system to your existing system, then following deployment of the upgraded system, you must add a new HA system at the same release version as the upgraded system. You cannot reuse the existing HA system as it is not retained, following the upgrade.

- You may want to keep the existing system until you have finished testing the upgraded system. Once testing is complete and you are satisfied with the upgraded system, you can remove the existing (pre-upgrade) system.

- The internal virtual machines for the existing system and the upgraded system must be on the same subnet.

- If you have added public access, then the Internet Reverse Proxy virtual machines for the existing system and the upgraded system must be on the same subnet.

- Because this process affects the virtual machines in your system, your current security certificate may become invalid and require an update.

- Be sure the upgraded system can access the disks for the existing system's Admin virtual machine. You will be copying over Hard disk 4 to the upgraded system.

Summary of Tasks to Upgrade the System Using an Automatic Deployment

Task	Description	For Details, See
1	Prepare the existing system for the upgrade.	Preparing For an Upgrade, on page 1
2	Prepare for a system-altering procedure.	Preparing For a System-Altering Procedure
3	Initiate the upgrade procedure from the Administration site of the existing system.	Upgrading Your System
4	Using the VMware vSphere client, select **Power** > **Shut Down Guest** on the virtual machines for the existing system.	
5	Using the vSphere client, deploy the Admin virtual machine for the upgraded system.	Deploying the OVA File From the VMware vSphere Client
6	Attach **Hard disk 4** from the existing system's Admin virtual machine to the Admin virtual machine for the upgraded system.	Attaching an Existing VMDK File to a New Virtual Machine
7	Power on the Admin virtual machine for the upgraded system and write down the deployment URL.	
8	Enter the deployment URL into a web browser and continue the deployment of your upgraded system.	
9	Select your preferred language for the deployment of the upgraded system.	Selecting Your Language for Setup
10	Confirm the system size. (This system size must be the same size as the existing system.)	Confirming the Size of Your System
11	Select **Install a primary system**.	Choosing What System to Install

Task	Description	For Details, See
12	Select an automatic deployment.	Choosing the Type of System Deployment
13	Enter your vCenter credentials so that we may deploy the virtual machines for you.	Providing VMware vCenter Credentials
14	As applicable, select the ESXi host, datastore, and virtual machine port group for the media virtual machine.	Choosing vCenter Settings for your Media Virtual Machine
15	As applicable, enter the fully qualified domain name of the media virtual machine. (If you have already updated your DNS server with entries for the upgraded system, then we will look up the IP address for you.)	Entering Networking Information for the Media Virtual Machine
16	If you want public access for your upgraded system, then ensure there is a check in the **Create an Internet Reverse Proxy virtual machine** check box. Otherwise, uncheck this check box. **Note** If you have not enabled public access, then skip to Task 19.	Adding Public Access
17	If you have added public access, then select the ESXi host, datastore, and virtual machine port group for the Internet Reverse Proxy virtual machine.	Choosing vCenter Settings for your Internet Reverse Proxy
18	Enter the hostname and networking information for the Internet Reverse Proxy.	Entering the Networking Information for the Internet Reverse Proxy
19	Enter the public VIP address for the WebEx site URL. **Note** You may enter the same public VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	Entering the Public VIP Address
20	Enter the private VIP address for the WebEx Administration URL. **Note** You may enter the same private VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	Entering the Private VIP Address

Task	Description	For Details, See
21	Enter the WebEx site URL. Participants access this URL to host and attend meetings. (This URL resolves to the private VIP address or the public VIP address, depending on whether or not you are using a split-horizon DNS.) **Note** You may enter the same WebEx site URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server. Make sure you retain your original site URL on the DNS server. Redirect your original site URL to the new site URL. If users attempt to use the original URL and you have not redirected it to the new URL, they will not be able to host or join meetings.	Entering the WebEx Site and Administration URLs
22	Enter the WebEx Administration URL for administrators to access Cisco WebEx Administration and internal participants to host or attend meetings (only with a split-horizon DNS). (This URL resolves to the Private VIP address.) **Note** You may enter the same WebEx Administration URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server.	Entering the WebEx Site and Administration URLs
23	Check that you have made all the networking, DNS server, and firewall configuration changes required for your system.	Confirming That Your Network is Configured Correctly
24	Once your virtual machines have deployed successfully, then select **Next** to continue to the system check.	Deploying Your Virtual Machines
25	When the system check is done, select **Continue** and sign in to Cisco WebEx Administration.	Checking Your System
25	Test the upgraded system. If the upgrade is unsuccessful, then power off the upgraded system and power on the existing system. Contact Cisco TAC for further assistance.	Testing the System

Upgrading the System Using Manual Deployment

Before You Begin

In this section, we refer to the system before upgrade as the "existing system". The system, following upgrade, is the "upgraded system."

• Schedule a time that is least disruptive to your users to do the system upgrade.

• Put the primary system in maintenance mode before starting the system upgrade.

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

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.

Note
Be sure to coordinate with other system administrators before starting a system-altering procedure.

Upgrading the System

The overall tasks to upgrade the system are:

1 Create a backup of your existing system.

2 Use the upgrade OVA file and deploy the Admin virtual machine for the new system.

3 Copy the data from your existing system to the Admin virtual machine for the upgraded system.

4 Deploy any additional virtual machines for the upgraded system.

5 Test the upgraded system.

Considerations Before Upgrading the System

Note the following:

- You may choose to reuse the same hostnames and IP addresses for the existing virtual machines in the upgraded system. However, only the existing system, or the upgraded system, can be powered on at any given time. Both systems cannot be powered on and running at the same time.

- If you have already added a HA system to your existing system, then following deployment of the upgraded system, you must add a new HA system at the same release version as the upgraded system. You cannot reuse the existing HA system as it is not retained, following the upgrade.

- You may want to keep the existing system until you have finished testing the upgraded system. Once testing is complete and you are satisfied with the upgraded system, you can remove the existing (pre-upgrade) system.

- The internal virtual machines for the existing system and the upgraded system must be on the same subnet.

- If you have added public access, then the Internet Reverse Proxy virtual machines for the existing system and the upgraded system must be on the same subnet.

- Because this process affects the virtual machines in your system, your current security certificate may become invalid and require an update.

- Be sure the upgraded system can access the disks for the existing system's Admin virtual machine. You will be copying over Hard disk 4 to the upgraded system.

Summary of Tasks to Upgrade the System Using a Manual Deployment

Task	Description	For Details, See
1	Prepare the existing system for the upgrade.	Preparing For an Upgrade, on page 1
2	Prepare for a system-altering procedure.	Preparing For a System-Altering Procedure
3	Initiate the upgrade procedure from the Administration site of the existing system.	Upgrading Your System
4	Using the VMware vSphere client, select **Power** > **Shut Down Guest** on the virtual machines for the existing system.	
5	Using the vSphere client, deploy the Admin virtual machine for the upgraded system.	Deploying the OVA File From the VMware vSphere Client
6	Attach **Hard disk 4** from the existing system's Admin virtual machine to the Admin virtual machine for the upgraded system.	Attaching an Existing VMDK File to a New Virtual Machine
7	Power on the Admin virtual machine for the upgraded system and write down the deployment URL.	
8	Enter the deployment URL into a web browser and continue the deployment of your upgraded system.	
9	Select your preferred language for the deployment of the upgraded system.	Selecting Your Language for Setup
10	Confirm the system size. (This system size must be the same size as the existing system.)	Confirming the Size of Your System
11	Select **Install a primary system**.	Choosing What System to Install
12	Select a manual deployment.	Choosing the Type of System Deployment
18	If you want public access for your upgraded system, then ensure there is a check in the **Create an Internet Reverse Proxy virtual machine** check box. Otherwise, uncheck this check box.	Adding Public Access
19	Enter the public VIP address for the WebEx site URL. **Note** You may enter the same public VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	Entering the Public VIP Address
20	Enter the private VIP address for the WebEx Administration URL. **Note** You may enter the same private VIP address that you use for your existing system, or change to a new IP address. If you do change it, then make the necessary updates in the DNS server.	Entering the Private VIP Address

Task	Description	For Details, See
21	Enter the WebEx site URL. Participants access this URL to host and attend meetings. (This URL resolves to the private VIP address or the public VIP address, depending on whether or not you are using a split-horizon DNS.) **Note** You may enter the same WebEx site URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server. Make sure you retain your original site URL on the DNS server. Redirect your original site URL to the new site URL. If users attempt to use the original URL and you have not redirected it to the new URL, they will not be able to host or join meetings.	Entering the WebEx Site and Administration URLs
22	Enter the WebEx Administration URL for administrators to access Cisco WebEx Administration and internal participants to host or attend meetings (only with a split-horizon DNS). (This URL resolves to the Private VIP address.) **Note** You may enter the same WebEx Administration URL that you use for your existing system, or change to a new one. If you do change it, then make the necessary updates in the DNS server.	Entering the WebEx Site and Administration URLs
23	Check that you have made all the networking, DNS server, and firewall configuration changes required for your system.	Confirming That Your Network is Configured Correctly
24	Once your virtual machines have deployed successfully, then select **Next** to continue to the system check.	Deploying Your Virtual Machines
25	When the system check is done, select **Continue** and sign in to Cisco WebEx Administration.	Checking Your System
25	Test the upgraded system. If the upgrade is unsuccessful, then power off the upgraded system and power on the existing system. Contact Cisco TAC for further assistance.	Testing the System

Testing the System

These are some of the tests to run on 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.