



Upgrading from ETM[®] System v7.1.1 Build 41 or Later to v7.1.2 Build 74 on Windows

Knowledge Base Article #ETM286

Instructions

Refer to “[ETM556— ETM[®] \(Enterprise Telephony Management\) System v7.1.2 Build 74 Release Notes](#)” in the SecureLogix Knowledge Base for information changes and issues addressed in this release.

Use the following procedures to update the ETM[®] Server and Client applications on Windows. You must have v7.1.1 Build 41 or later installed to upgrade to v7.1.2 Build 74 and .one of the following database versions:

- Oracle 11g R2, Enterprise, Standard, or XE
- Oracle 12c Enterprise or Standard

*** **Important:** Oracle 10g is no longer supported with the ETM System. ****

For instructions for installing on Linux instead, see “[ETM746 - ETM[®] System v7.1.2 Build 74 Upgrade Instructions for Linux](#)” in the SecureLogix Knowledge Base.

IMPORTANT: Due to the upgraded JRE included in this release, only ETM Management Servers and Report Servers running on a 64-bit OS can be upgraded; Server applications are not supported on 32-bit systems. Client applications can be upgraded on either a 32-bit or 64 bit system.

To upgrade the ETM[®] Server and Client applications

Perform the following procedure on each of the following ETM System hosts:

- ETM Management Server
 - Each remote Client
 - Separate Report Server
1. Stop the ETM Server and Report Server and close the ETM System Console.
 2. As an Administrator, execute the provided self-extracting archive in the ETM System Software installation directory to extract the update files. When you extract the .EXE, you will be prompted to confirm whether pre-existing files should be overwritten. Select **Yes** or **Yes to All** to ensure that the most recent updater files are used.
 - 32-bit systems—**ETMUpdate-712b74-32bit.EXE** (Client host systems only)
 - 64-bit systems—**ETMUpdate-712b74.EXE** (Server or Client host systems)
 3. As an Administrator, execute the following script from a command prompt:
ETM> ETMUpdateInstaller-GUI.bat
This script deploys the updates and backs up updated files to the following directory:
\Backup\7.1.2-Build-74
The following files are updated:
 - ETMDBMaintToolSS.bmp
 - ETMManagementServerSS.bmp



- ETMReportServerSS.bmp
- ETMSystemConsoleSS.bmp
- oracle_install.pl
- TeleWall.jar
- Version.txt

The following packages are added:

- ETM_5000_7.1.72.pkg
- ETM_5003_7.1.72.pkg

Note: This list will vary according to the applications installed on the system being upgraded.

4. As an Administrator, unzip the **JRE-1.8.0_161.zip** file into the **\JRE** directory. This should create a new folder named **\JRE\1.8.0_161** containing the new JRE content. Compare to the existing **\JRE\1.6.0_12** or **\JRE\1.6.0_24** folder for verification. Various applications can be used to unzip the JRE, such as WinZip, 7-Zip, or the Windows OS.
5. For ETM Management Server/Report Server systems, manually update the ETM Software Registry keys to reference the new JRE installation. As an Administrator, use the **regedit** tool to find the following Registry keys and modify the keys to reference the newly installed 1.8.0_161 JRE instead of the existing 1.6.0_12 or 1.6.0_24 JRE. For instance, a key containing **C:\Program Files\SecureLogix\ETM\JRE\1.6.0_24** should be modified to **C:\Program Files\SecureLogix\ETM\JRE\1.8.0_161**. Note that some keys may not be present on certain systems. Search for these keys and modify if found:
 - **HKEY_LOCAL_MACHINE\SOFTWARE\SecureLogix\ETM\JavaHome**
 - **HKEY_LOCAL_MACHINE\SOFTWARE\SecureLogix\ETM Platform\JavaHome**
 - **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SecureLogix\ETM\JavaHome**
 - **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SecureLogix\ETM Platform\JavaHome**
 - **HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\services\ETMManagementService\Parameters\JavaHome** where the **x** in **ControlSet00x** is a number starting at 1. There may be multiple keys for **ControlSet001**, **ControlSet002**, **ControlSet003**, etc. All keys should be modified if present.
 - **HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\services\ETMReportService\Parameters\JavaHome** where the **x** in **ControlSet00x** is a number starting at 1. There may be multiple keys for **ControlSet001**, **ControlSet002**, **ControlSet003**, etc. All keys should be modified if present.
 - **HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\services\eventlog\Application\ETMManagementService\JavaHome** where the **x** in **ControlSet00x** is a number starting at 1. There may be multiple keys for **ControlSet001**, **ControlSet002**, **ControlSet003**, etc. All keys should be modified if present.
 - **HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\services\eventlog\Application\ETMManagementService\Parameters\JavaHome** where the **x** in **ControlSet00x** is a number starting at 1. There may be multiple keys for **ControlSet001**, **ControlSet002**, **ControlSet003**, etc. All keys should be modified if present.
 - **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\ETMManagementService\Parameters\JavaHome**,
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\ETMReportService\Parameters\JavaHome,
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\eventlog\Application\ETMManagementService\JavaHome, and



HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\eventlog\Application\ETMManagementService\Parameters\JavaHome should all get automatically modified when one of the above Control Sets is modified.

6. As an Administrator, update the ETM System Console and ETM Database Maintenance Tool shortcuts in the Start Menu or Desktop to reference the new JRE installation. For instance, change a shortcut target of **"C:\Program Files\SecureLogix\ETM\SLCLoader.exe" -j "C:\Program Files\SecureLogix\ETM\JRE\1.6.0_24\bin\java.exe" -f "ETMSystemConsole.cfg"** to **"C:\Program Files\SecureLogix\ETM\SLCLoader.exe" -j "C:\Program Files\SecureLogix\ETM\JRE\1.8.0_161\bin\java.exe" -f "ETMSystemConsole.cfg"**
7. If desired, remove the **\ETM\JRE\1.6.0_12** or **\ETM\JRE\1.6.0_24** directory from the system. Note that if other applications are using this JRE, those applications may need to be modified/removed to allow the JRE to be removed.
8. Install the included 7.1.72 packages on all SIP and UTA appliances. See the *ETM[®] System Administration and Maintenance Guide* for instructions for installing appliance software.

Current Software Versions:

- ETM Client and Server applications—7.1.2 Build 74
- Appliance Packages:
 - SIP and UTA—7.1.72
 - All other appliance types—7.1.59

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