



## ETM<sup>®</sup> System

### Knowledge Base Article #ETM501

# Upgrading to v7.1.3 from v7.1.1 Build 41 or Later of the ETM<sup>®</sup> System on Linux

## Synopsis

This article explains how to upgrade to v7.1.3 from v7.1.1 build 41 or later of the ETM<sup>®</sup> System on Linux. If you are upgrading from an earlier version, contact SecureLogix Technical Support before beginning the upgrade.

Refer to "[ETM831— ETM<sup>®</sup> \(Enterprise Telephony Management\) System v7.1.3 Release Notes](#)" in the SecureLogix Knowledge Base for information about changes and issues addressed in this release and for other important information, including special configuration instructions and known limitations.

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## IMPORTANT NOTES

- Ensure that you are running a supported version of Oracle before you continue. Oracle 11g R2 or later (Enterprise, Standard, or XE) and 12c R1 (Enterprise or Standard) are supported. Oracle 12c R2 is supported in specific configurations using drivers from previous versions.
- Upgrade the Management Server/Report Server systems first and then ETM Client systems afterwards.
- `<INSTALL_DIR>` is used in these instructions to refer to the directory where the ETM System is installed. ETM System RPMs install the applications under `/opt` and the installation directory cannot be changed.

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## Steps

1. **Connect to the database via the Database Maintenance Tool.** Verify that no errors exist before beginning the upgrade. If errors are present, contact SecureLogix Technical Support before you continue. See the *ETM<sup>®</sup> System Administration Guide* for instructions for using the Database Maintenance Tool, if necessary.
2. **Back up the ETM System directory.** The entire directory is replaced during upgrade, meaning customized properties and configuration files are overwritten upon upgrade. These must be manually restored from backup during upgrade on Linux.
3. **Shut down any running ETM System applications.** See the Appendix in this document for instructions for starting, stopping, and viewing the status of the applications.



4. **Uninstall the previous 7.1.1 or 7.1.2 version of software and then install the ETM System v7.1.3 software.** Refer to the Appendix of this document for detailed software uninstallation and installation instructions.
  - **IMPORTANT** Be sure to upgrade all remote ETM System Clients before trying to use them to connect to the upgraded ETM Server.
5. **Restore custom configuration files.**
  - Use a tool such as **CompareIt** to identify customization in the backed-up **.properties**, **.cfg**, and **.ini** files listed in step 2. Copy those changes into the newly installed files so that any updates in the files are retained. Do not copy over the new files, because they may contain new settings for this release.
    - **delivery.properties**
    - **ETMManagementServer.cfg**
    - **npconfig.properties**
    - **smdr.properties**
    - **twms.properties**
    - **ETMReportServer.cfg**
    - **/ps/software\_repository/smdr/**—Entire directory, which contains the SMDR parse files. If a file with a default name has been user-modified, it must be restored to the ETM Server **<INSTALL\_DIR>\ps\software\_repository\smdr\** directory after upgrade. User-defined files with custom names are not deleted nor overwritten during upgrade and therefore do not need to be restored.
    - **/ps/software\_repository/ini/**—Entire directory, which contains the Dialing Plans. Upon upgrade, the Dialing Plans installed on the Appliances are not deleted, but user-modifications to the Dialing Plans need to be copied to new Dialing Plan file in the **<INSTALL\_DIR>\ps\software\_repository\ini\** directory on the ETM Server and then reinstalled on the Spans.
6. **Connect to the database.**
  - a. Start the **ETM Database Maintenance Tool** and connect to the database.
  - b. Verify that no upgrade is required and that no errors are shown in the **Database Maintenance Tool**.
  - c. Right-click the data instance the ETM Server uses and click **Set as Default**. (Not necessary if you returned the backed up **twms.properties** file to the **<INSTALL\_DIR>**, since that information is already included in the file.)



7. **Start the ETM System applications and verify operation.** Perform the following for each set of Server instances:
  - a. Start the ETM Server and Report Server. Check for errors in the **error** and **server-fatal.log** files. The **server-fatal.log** is stored in the root of the **<INSTALL\_DIR>** and is only present if the ETM Server terminates unexpectedly. The error logs are stored in the **<INSTALL\_DIR>/ps/errors** directory.
  - b. If no errors appear, start the ETM System Console, log in to the Server, and then open the Performance Manager.
  - c. Verify that all Cards have reconnected and no errors are present. If errors are present, contact SecureLogix Technical Support for assistance before continuing.
8. **Upgrade the Card software.** After the Cards connect to the Server, install the included 7.1.90 packages on all SIP, UTA, TDM, and dedicated CRC\* Appliances using the software installation mechanism in the GUI. See the *ETM<sup>®</sup> System Administration and Maintenance Guide* for instructions for installing Card software. You can view the progress of the upgrade in the **Status Tool** and **Diagnostic Log**.

*\*Does not apply to the EOL 1060.*

**IMPORTANT:**

- It is imperative that you do not reboot or power cycle the Card while the software is being downloaded until the upgrade and software installation is complete. The Card automatically reboots when the upgrade is complete. If you believe the Card has become unresponsive, be certain that 15 minutes have elapsed since you began and call SecureLogix Technical Support. Do not manually power cycle or reboot the Card.
- **IMPORTANT Information about upgrading UTA and inline SIP application:**
  - **For graduated SIP software upgrades, Call Recording functionality requires components to be upgraded in a specific order**— If you want to upgrade one SIP Appliance proxy component first and let it run for an extended amount of time before upgrading the other proxy component, then the Signaling Proxy should be upgraded first to ensure media continues to be anchored. This is not an issue if both components are upgraded in a timely manner.
  - **When installing software on a UTA or inline SIP Appliance**, additional steps are required compared to other appliance models. You first push the software package to the Call Processor at the Card level, which then makes it available on the signaling and media proxy nodes. You must then activate the new software on each of the proxy nodes.

For instructions, see the *ETM<sup>®</sup> System Administration and Maintenance Guide*.

9. **Update the CCMI file.** Download the new CCMI file from the SecureLogix website, place it the ETM Directory, and import the new CCMI file: [https://support.securelogix.com/ccmi\\_login.htm](https://support.securelogix.com/ccmi_login.htm)



10. **Remove backup files.** When the upgrade is complete and the ETM System is verified to be operating correctly, backup directories can be deleted to free the hard drive space they use.

### **Current Software Versions:**

- ETM Client and Server applications—7.1.3 Build 105
- Appliance packages (all Appliance types\*)—7.1.90

*\*Does not apply to the EOL 1060.*



## Appendix

### Uninstalling and Installing the ETM® System v7.1.3 on a 64-Bit Linux Server

#### Before You Begin

1. When you install and configure your Linux platform, allocate space for the ETM applications under **/opt**. ETM RPMs are installed under **/opt** and the installation directory cannot be changed.
2. The JVM switch **java.awt.headless=true** is not supported, although most application functions appear to be unimpaired in such a configuration. For a supported configuration and especially to enable the Server to save reports to the tree in Usage Manager, install the **xorg-x11-server-Xvfb** package for RedHat or CentOS.

Three installation (RPM) files are included for the Linux ETM Server installation:

- **etm-esc-<version-build>.x86\_64.rpm** – ETM System Console only
- **etm-ms-<version-build>.x86\_64.rpm** – ETM Management Server only
- **etm-rs-<version-build>.x86\_64.rpm** – ETM Report Server only

#### To uninstall and Install the ETM applications

Execute the following sequence of steps to uninstall and then install each required RPM (not order-dependent):

1. Log in as **root** user.
2. Change to the directory containing the new RPM files. Files are installed in the **/opt/SecureLogix/ETM** directory with the exception of the Service-specific files, which are installed in the **/etc/init.d** directory. The installation directories cannot be changed.
3. Determine whether previous RPMs are installed by typing: `rpm -qa |grep -i etm-`
  - If RPMs exist, remove them by typing: `rpm -e <rpm_name>` where **<rpm\_name>** is one of **etm-esc**, **etm-ms**, or **etm-rs**.
4. Install each required RPM by executing the command, `rpm -ivf <complete_rpm_file_name>`

Files are installed in the **/opt/SecureLogix/ETM** directory with the exception of the Service-specific files, which are installed in the **/etc/init.d** directory. The installation directories cannot be changed.
5. Use the **chkconfig** command (`chkconfig -level 345 <servicename> on`) or the Services GUI to set the Management Server (**ETMMS**) and Report Server (**ETMRS**) services to start automatically when the system is started.

**IMPORTANT** Be sure to upgrade all remote ETM System Clients before trying to use them to connect to



the upgraded ETM Server.

## Starting, Stopping, and Viewing Status of the Applications

### To start/stop/view status of the ETM applications

1. Log in as **root** user.
  2. Change to the **/opt/SecureLogix/ETM** directory.
  3. Use the following commands:
- To start the Database Maintenance tool, type:

```
./ETMDBMaintTool
```

- To start the ETM System Console, type:

```
./ETMSystemConsole
```

- ETM Management Server commands are:

```
service ETMMS {start | stop | status}
```

- ETM Report Server commands are:

```
service ETMRS {start | stop | status}
```

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