Knowledge Base Article #ETM5771, Rev B

ETM® (Enterprise Telephony Management) System v9.0.0 Build 17 Update Release Notes and Upgrade Instructions

Who Should Install This Software

This update provides the capabilities and fixes described below. All customers who would benefit from these changes should install this update. The update consists of a **TeleWall.ja**r and **Version.txt** file. To obtain the update, contact SecureLogix Customer Support.

Before applying this update, the ETM® Management Server and ETM System Client systems must be running ETM 9.0.0 build 12. Use the ETM v9.0.0 build 12 installer to upgrade the Server and Client systems to that build before applying this update.

New Capability in this Release

- **Oracle TNS Names format in twms.properties and the ETM Database Maintenance Tool**—Added the ability to specify Oracle connection strings using the "TNS Names" format in addition to the existing "EZ Connect" format in the **twms.properties** file and the ETM Database Maintenance Tool. See the configuration instructions below for more information about setting the connection string, and other required configuration steps to use the TNS Names format connection string.

Issues Addressed in This Update

- **ETM-27436**—This fix allows CDR files externally uploaded to a CDR Importer folder to use any file extension or to not have a file extension. Without this fix, the CDR Importer application required the CDR file extension to use the **.txt** extension that is used by the SMDR Recorder function.

- **ETM-27437**—This fix allows the ETM Database Maintenance Tool to properly connect to and verify the contents of an Oracle 18/19 database for cases that previously failed verification due to a timestamp format mismatch.

Update Installation Instructions

Use the following procedures to install this update. Note that the ETM Management Server and ETM System Client systems must be running ETM v9.0.0 build 12 in order to apply this update. Use the ETM v9.0.0 build 12 installer to upgrade the Server and Client systems to that build before applying this update.

ETM® Management Server Installation

1. Verify that the ETM Management Server is running ETM v9.0.0 build 12. The Management Server must be running ETM v9.0.0 build 12 in order to apply this update.

2. It is recommended that the ETM Database Instance be exported prior to installing this update.

3. Stop the ETM Management Service, ETM Report Service, ETM System Console, and ETM Database Maintenance Tool if running on this system.

4. Make a backup copy of the **Telewall.jar** and **Version.txt** files that are located in the main ETM System installation folder.

5. Copy the update **TeleWall.jar** and **Version.txt** files over the existing files in the ETM System installation folder.

6. **IMPORTANT** If you are applying this update to a system that requires the new TNS Names connection string format, continue with "Updating the Database to Allow Use of a TNS Names Connection String" on page 3 to complete Management Server configuration. If the system can use the "quick connect" string for the upgrade, those steps are not needed, and you can continue with the steps below.

7. Start the ETM Database Maintenance Tool and connect to the Database Instance used by this Management Server. The Database Maintenance Tool will indicate that the database is running an older version and must be updated. Click **Yes** to perform the database upgrade.

8. After successful upgrade of the Database, start the ETM Management Service, ETM Report Service, and ETM System Console and verify system operations.

ETM® System Client Installation

Installation of this update on ETM System Client systems is optional (except in cases in which the ETM Database Maintenance Tool is used on a Client system). The ETM System Console can be left at version 9.0.0 build 12, and still interwork with the ETM Management Server running the v9.0.0 build 17 update. (A warning message will be displayed and logged indicating that the ETM System Console is running 9.0.0 build 12 while the ETM Management Server is running 9.0.0 build 17, but other functionality should work properly.)

To install the update on Client systems

1. Stop the ETM System Console and ETM Database Maintenance Tool if running on this system.

2. Make a backup copy of the **Telewall.jar** and **Version.txt** files that are located in the main ETM System installation folder.

3. Copy the update **TeleWall.jar** and **Version.txt** files over the existing files in the ETM System installation folder.

4. Start the ETM System Console and ETM Database Maintenance Tool (if used) and verify system operations.

Oracle TNS Names Connection String Configuration

If desired or required, Oracle TNS Names connection strings can be used when running the ETM System v9.0.0 build 17 update. These connection strings can be used in the **DatabaseURL** of the **twms.properties** file, and also in the new "custom connection string" field in the Database or Repository creation GUI in the ETM Database Maintenance Tool.

The following line shows an example Oracle TNS Names connection string. Note that the actual Oracle TNS Names format does not include a leading **@** character, but in the two places in the ETM System that specify the TNS Names format, a leading **@** character is required, so note that in the ETM System configuration examples below:

```
(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=172.17.2.56)(PORT=1521))(CONNECT
_DATA=(SID=ORA19c)(SERVER=DEDICATED)))
```

The following line is an example of the above connection string when used in **twms.properties** (take note of the leading **@**):

```
DatabaseURL=jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=17
2.17.2.56)(PORT=1521))(CONNECT_DATA=(SID=ORA19c)(SERVER=DEDICATED)))
```

The following screenshot is an example of the custom connection string used in the ETM Database Maintenance Tool GUI (again note the leading **@**):
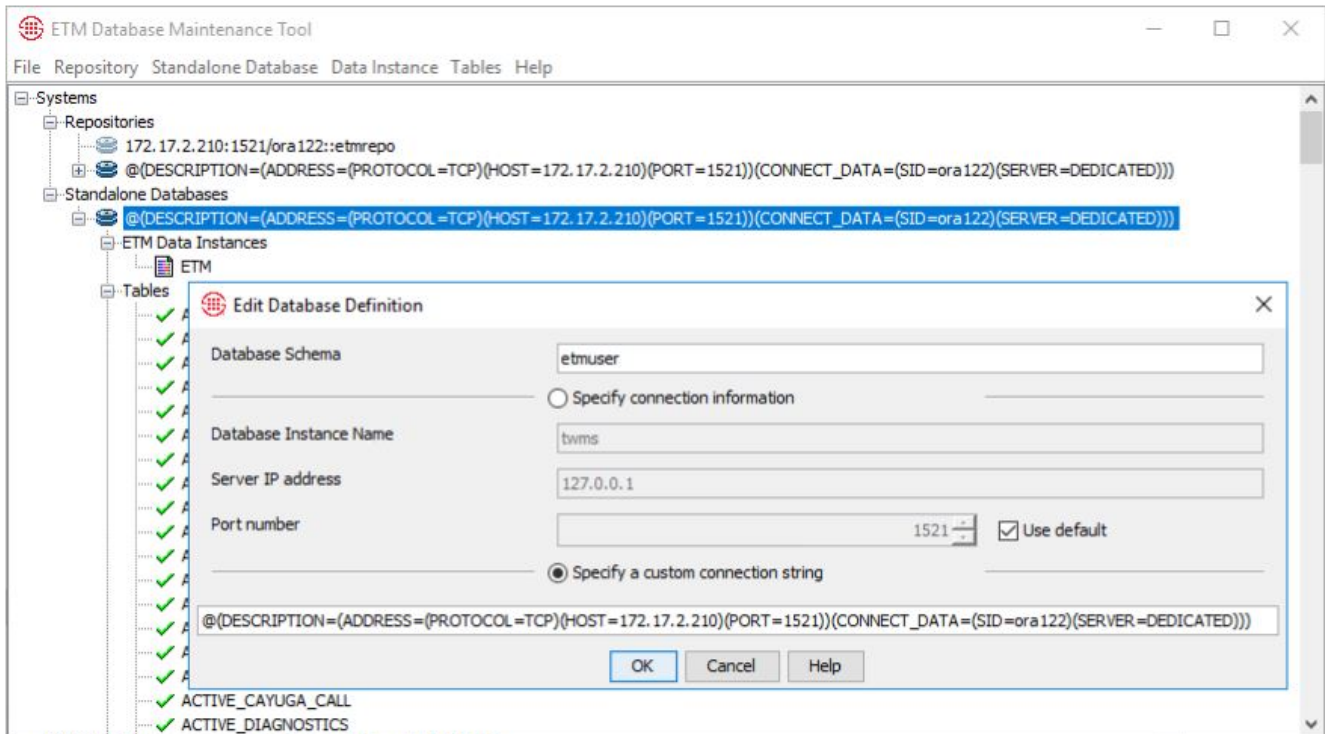
Updating the Database to Allow Use of a TNS Names Connection String

These steps are needed when upgrading to 9.0.0b17 on a system that already requires the new connection string format, and also when immediately going to the new connection string format (such as when migrating to a new database that only allows the new format). If you are applying this update to a system where you can use the "quick connect" string to install and configure the Database, or upgrading a system that does not use the TNS Names format, these steps are not required.

To update the Database to use the TNS Names format connection string

1. Perform Steps 1-5 in the "ETM® Management Server Installation" section on page 1.

2. Connect to the Database Instance in SQL Plus, and issue the `describe parent_db;` command. Output similar to the following appears:

```
SQL> describe parent_db;
Name                                     Null?    Type
---------------------------------------- -------- ---------------------------
PARENT_ID                                NOT NULL VARCHAR2(1024)
IP_ADDR                                  NOT NULL VARCHAR2(255)
PORT                                     NOT NULL NUMBER
INSTANCE_NAME                            NOT NULL VARCHAR2(255)
SCHEMA_NAME                              NOT NULL VARCHAR2(255)

SQL>
```

3. Issue these commands:

```
SQL> ALTER TABLE PARENT_DB ADD ( custom_connection_string VARCHAR(255) NULL
);

Table altered.

SQL> ALTER TABLE PARENT_DB ADD ( use_custom_connection_string CHAR(1) DEFAULT
'0' NOT NULL );

Table altered.
```

4. Issue the `describe parent_db;` command again. The new format below is displayed:

```
SQL> describe parent_db;
Name                                      Null?    Type
----------------------------------------- -------- --------------
PARENT_ID                                 NOT NULL VARCHAR2(1024)
IP_ADDR                                   NOT NULL VARCHAR2(255)
PORT                                      NOT NULL NUMBER
INSTANCE_NAME                             NOT NULL VARCHAR2(255)
SCHEMA_NAME                               NOT NULL VARCHAR2(255)
CUSTOM_CONNECTION_STRING                           VARCHAR2(255)
USE_CUSTOM_CONNECTION_STRING              NOT NULL CHAR(1)

SQL>
```

5. Connect to the Database Instance in the Database Maintenance Tool using the new connection string. It will ask if you want to change the format of the connection string from the old format to the new format. Click **Yes**. It will then say the DB is out of date and needs to be updated Click **Yes**. After the validation completes, the Database is updated and ready for use.

6. After successful upgrade of the Database, start the ETM Management Service, ETM Report Service, and ETM System Console and verify system operations.

Current Application Versions as of This Update

- ETM Client and Server applications—9.0.0 Build 17

- Appliance packages:

    - UTA—9.0-12

    - All other Appliance types*—7.1.90

    Does not apply to the EOL 1060.

Last Update: 3/18/2021

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