



ETM[®] System

Knowledge Base Article #ETM579

Upgrading to v7.1.2 Build 92 from v7.1.1 Build 41 or Later of the ETM[®] System on Windows

Synopsis

This article explains how to upgrade to v7.1.2 build 92 from v7.1.1 Build 41 or later of the ETM[®] System on Windows. If you are upgrading from an earlier version, contact SecureLogix Technical Support before beginning the upgrade.

Refer to “[ETM399— ETM[®] \(Enterprise Telephony Management\) System v7.1.2 Build 92 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.

IMPORTANT NOTES

- As of v7.1.2 Build 92, the ETM System supports only 64-bit operating systems; 32-bit systems are no longer supported.
- 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 software is installed.

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[®] System Administration and Maintenance Guide* for instructions for using the Database Maintenance Tool, if necessary.
2. **Shut down any running ETM System applications.**
 - Close all ETM Client applications.
 - Shut down all ETM Management Server and Report Server instances, using the Windows Services Control Panel.
 - If multiple ETM Management Server or Report Server instances are running on the machine, deregister all application instances with the Service Control Manager using the **AppManager.exe** utility as follows:
 - a. Open a command prompt window and change to the ETM Server installation directory.



- b. Obtain a list of the registered application instances by typing the following at the prompt:

```
AppManager /list /type:both
```

- c. For each instance ID in the list, type the following command at the prompt:

```
AppManager /remove /type:both /ID:<instance_id>
```

3. **Install the ETM System v7.1.2 build 92 software as Administrator.** Run the installer (**setup.exe**) from the software DVD and follow the onscreen prompts. The installer automatically removes the previous version and backs up certain files that may have been user-modified.

- **IMPORTANT** Be sure to upgrade all remote ETM System Clients before trying to use them to connect to the upgraded ETM Server.
- When the ETM Management Server is uninstalled, the following files are automatically backed up from the <INSTALL_DIR> to the <INSTALL_DIR>\Backup\MS_<DATE_TIME> directory:
 - **delivery.properties**
 - **ETMManagementService.cfg**
 - **npconfig.properties**
 - **smdr.properties**
 - **twms.properties**
 - **\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.
- When the ETM Report Server is uninstalled, the following files are automatically backed up to the <INSTALL_DIR>\Backup\RS_<DATE_TIME> directory:
 - **ETMReportService.cfg**
 - **twms.properties**

Refer to the *ETM[®] System Installation Guide* for detailed software installation instructions, if necessary. PDFs of all of the ETM System user guides are located on the ETM software CD in the top-level **Documentation** folder.

4. **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.

- **SMDR parse file**—Copy the custom SMDR parse file(s) to the **<INSTALL_DIR>\ps\software_repository\smdr** folder (*not necessary if the files had custom names, since they were not overwritten nor deleted*).

5. **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.)

6. **Recreate multiple Management Server and Report Server instances, if these are used.** If multiple instances of the Management Server and Report Server are in use, use the **AppManager** utility to recreate the instances removed in Step 1. Refer to "Creating Multiple Application Instances" in the *ETM[®] System Technical Reference* for detailed instructions.

- If multiple instances were in use before the upgrade, the instance-specific **twms.properties** files were not changed nor deleted and therefore should require no modification. Recall that the values in the global **twms.properties** file are used unless explicitly overridden by a value in the instance-specific file; therefore, any new fields in the global file are implemented in the instances. If a specific instance needs a different value, specify that value in the instance-specific file. If all instances need a different value, you can change it once in the global file and it will apply to all instances.

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 7.1.79 packages on all SIP, UTA, and dedicated CRC Appliances using the software installation mechanism in the GUI. See the *ETM[®] 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 the 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 an inline SIP or UTA 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[®] System Administration and Maintenance Guide*.

9. **Update the CCMI file.** Download the new CCMI file from the SecureLogix website, place it into the ETM Directory, and import the new CCMI file: 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, both manually and automatically created backup directories can be deleted to free the hard drive space they use.

Current Software Versions:

- ETM Client and Server applications—7.1.2 Build 92
- Appliance Packages:
 - SIP, UTA, and CRC*—7.1.79
 - All other appliance types—7.1.59

**Does not apply to the EOL 1060.*

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