

Knowledge Base Article #INS103

Upgrading from v5.0.x to v5.3.0 of the ETM[®] System on Windows

Synopsis

This article explains how to upgrade from v5.0.x to v5.3.0 of the ETM[®] System on Windows.

*****IMPORTANT NOTES*****

- v 5.0.x refers to any released or patched version of the software in 5.0.0, 5.0.1, or 5.0.2.
- Oracle v8.1.7 is not supported for v5.3.0 of the ETM System. Oracle 9i v9.2.0.6 or later, 10g v10.2.0.1 or later, and 10g XE v10.2.0.1 or later are supported. Ensure that you are running a supported version of Oracle before you continue.
- If you upgraded from one version of Oracle to another prior to beginning the ETM System upgrade, ensure that you replaced the ODBC driver in the ETM Software installation directory with the upgraded Oracle driver version. This includes Oracle patch updates.
- **<INSTALL_DIR>** is used in these instructions to refer to the directory where the ETM System is installed. By default, the ETM Applications are installed at the following path:
C:\Program Files\SecureLogix\ETM.
- **IMPORTANT INFORMATION only if installing on Windows Vista or Server 2008**—A new feature called User Account Control (UAC) was introduced in Windows Vista and Windows Server 2008 that limits application software to standard user privileges and only provides administrator level privileges if authorized by an Administrator-level user. In addition to requiring administrator privileges to perform administrative functions, UAC also introduced File and Registry Virtualization, which causes user-level programs to write data and registry settings to a virtual area for the given user, rather than to a system directory (such as Program Files) or the registry. Various functions, scripts, and installations in the ETM System may be adversely affected.

To prevent issues, do one of the following when installing on one of these operating systems:

- Ensure a user with Administrator privileges installs the ETM System applications and then run the applications as Administrator rather than local user.
- Install the ETM System in a directory that is not a system directory (for example, not in Program Files).
- Disable the UAC feature on your operating system.

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 Customer Support before you continue. See the *ETM[®] System Administration Guide* for instructions for using the Database Maintenance Tool, if necessary.
2. **Shut down any running ETM System 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 v5.3.0 software.** Run the installer (**setup.exe**) from the software CD and follow the onscreen prompts. The installer automatically removes the previous version and backs up the following files that may have been user-modified:

- 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**
 - **PagerService.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-modified copies of the Dialing Plans (if they bear the default name) need to be restored to the <INSTALL_DIR>\ps\software_repository\ini\ directory on the ETM Server. Dialing Plan files that bear a custom name are not deleted nor overwritten and therefore do not need to be restored.
- 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.

- Be sure to upgrade all remote ETM System Client Tools before trying to use them to connect to the upgraded ETM Server.

4. **Restore custom configuration files.**

- Use a tool such as **CompareIt** to identify customization in the backed-up **.properties** and **.cfg** files listed in step 2. Copy those changes into the newly installed files so that any v5.0 updates in the files are retained. Do not copy over the new files.

- **Dialing Plan files**—Copy the custom Dialing Plan files from the **/Backup** directory to the **<INSTALL_DIR>\ps\software_repository\ini** folder (*not necessary if the files had custom names, since they were not overwritten nor deleted*).
 - **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. **Upgrade the database.**
 - a. Log in to the ETM Database as SYSDBA via the Enterprise Manager Console or SQL*Plus and grant the CREATE SNAPSHOT system privilege to the ETM System User.
 - b. Start the **ETM Database Maintenance Tool** and connect to the database.
 - c. You are prompted to upgrade the database. Click **Yes**. (If any errors occur while upgrading the database, note the error and call Customer Support at the number at the bottom of this technical bulletin.)
 - d. Right-click the data instance the ETM Server uses and click **Set as Default**.
 6. **Recreate multiple MS and RS instances, if these are used.** If multiple instances of the MS and RS 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.
 8. **Upgrade the Card software.** After the Cards connect to the Server, upgrade the Card software.

IMPORTANT

- The ETM 1010, 1020, 1030, and 1040, and 1050 (AAA) Appliances cannot be upgraded to v5.3.0, but will still continue to work with the 5.3.0 Server, although they will not have the new features provided in v5.3.0.
- 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, or the firmware may become corrupted, rendering the Card inoperable and requiring Last Resort Card recovery. 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. If possible, connect via the Console port and call SecureLogix Customer Support. Do not manually power cycle or reboot the Card.

How long a Card upgrade takes varies depending on the size of the package and which firmware devices are being reprogrammed. During a Card upgrade, the compact flash

(hard drive) is first reprogrammed; then, depending on the upgrade, the boot flash and one to six other firmware devices may be reprogrammed. The firmware devices are verified against the new code; if different, they are reprogrammed. Verification can take from 20 to 120 seconds per device (depending on the size of the device) and reprogramming can take from 30 to 240 seconds per device.

Upgrading the Card Software

- a. In the **Platform Configuration** subtree, right-click the Card, then click **Manage Software**. You can upgrade multiple same-model Cards at once. The **ETM Platform Software Installation** dialog box appears.
- b. Under the **Software Package** box, click **Modify**. The **Software Version Selection** dialog box appears, listing packages that apply to the selected Card type.

For each Card type, 3 packages are provided: **ETM_<model>_<version>_upg1.pkg**, **ETM_<model>_<version>_upg2.pkg**, and **ETM_<model>_<version>.pkg**. To initiate the upgrade, you push **ETM_<model>_<version>_upg1.pkg** to the Card. The upgrader requests the other packages at the proper times.

- For 1012 and 1024 Appliances, use the **ETM_1012_5.3.xx_upg1.pkg**.
 - For 1060 Appliances, select **ETM_1060_5.3.xx_upg1.pkg**.
 - For the 1090 Appliance, use the **ETM_1090_5.3.xx_upg1.pkg**.
 - For Signaling Link Cards, select **ETM_3070_5.3.xx_upg1.pkg**.
 - For all other 2100 and 3200 Cards, select **ETM_3000_5.3.xx_upg1.pkg**.
- c. Click the software package to install, and then click **OK**. You are returned to the **ETM Platform Software Installation** dialog box.
 - a. Be sure that the **Install** box is selected, and then click **OK**. The software is downloaded to the Card. You can view the progress of the upgrade in the **Status Tool** and **Diagnostic Log**.
 9. **Download and install the latest software update.** From time to time, software updates to released versions are provided. Visit <http://support.securelogix.com/update> and download the latest software update for your system, if one is available. Install the software update according to the instructions provided with it.
 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.

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