Knowledge Base Article #INS542, Rev. D:
Upgrading from Version 5.0 to Version 5.0.2 of the ETM® System on Windows

Synopsis

This article explains how to upgrade from v5.0 to v5.0.2 of the ETM® System on Windows.

IMPORTANT *These instructions apply only if you are upgrading from v5.0. If you are upgrading from a version prior to v5.0, see the upgrade instructions for your version, available in the SecureLogix Knowledge Base at* ***http://support.securelogix.com****.*

<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**.

Steps

1. **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>
        ```

2. **Install the ETM System v5.0.2 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.

3. **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*).
4. **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**.
5. **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.

6. **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, then open the Performance Manager.

7. **Upgrade the Card software.** After the Cards connect to the Server, upgrade the Cards with the Card software provided with v5.0.2. *You cannot upgrade 1010, 1020, 1030, or 1040 Cards to v5.0.2. You can upgrade these devices to v5.0.1.*

   To upgrade a Card, you install the Card **P2** package (e.g., **ETM_3000_5.02.11_P2_img.pkg**) to ensure that the backup page containing the Last Resort Appliance recovery boot image is up to date. After the **P2** installation has completed, install the Appliance Card software, e.g., **ETM_3000_5.02.11.pkg**.

   a. To upgrade a Card, in the **Platform Configuration** subtree, right-click the Card, then click **Manage Software**. The **ETM Platform Software Installation** dialog box appears.

   b. Under the **Software Package** box, click **Modify**. The **Software Version Selection** dialog box appears.

   c. Use the **P2** package specific to your Appliance type:

      - On ETM 1012, 1024, 1060, and 1090 Appliances, use the **P2** package for the applicable version of the ETM System. For example, for a 1060 Appliance, use **ETM_1060_5.02.11_P2.pkg**.

      - On ETM 2100 and 3200 Appliances, use the **P2** package that has **img** in the filename, e.g., **ETM_3000_5.02.11_P2_img.pkg**.

   d. Click the package to install, then click **OK**. You are returned to the **ETM Platform Software Installation** dialog box.

   e. Be sure that the **Install** box is selected, 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**.

   f. Repeat the package installation steps using the non-**P2** Appliance package (e.g., **ETM_3000_5.02.11.pkg**). *(Call Recorder and SS7 Signaling Link Card software is provided on separate CDs.)*

      IMPORTANT It is imperative that you do not reboot or power cycle the Card while the software is being downloaded until the upgrade 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.

g. After the Card reconnects to the Server and stays connected, then the upgrade has completed. View the **Diagnostic Log** for errors.

8. **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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