

GENESYS

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Web Services and Applications Migration Guide

Rolling Migration Back

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Rolling Migration Back

Rollback to 8.5.202.69, 8.5.202.71, 8.5.202.77, 8.5.202.81, 8.5.202.86

- 1. Stop the Web Services and Applications service.
- 2. Uninstall the Web Services and Applications RPM package using the rpm package manager: rpm —e gws
- 3. Restore the files that you backed up during the upgrade including:
 - /etc/init.d/gws
 - /etc/default/gws
- 4. Start Web Services and Applications.

Rollback to 8.5.201.29, 8.5.201.41, 8.5.201.50, 8.5.201.61, 8.5.201.68, 8.5.201.76, 8.5.201.84, 8.5.201.92, 8.5.202.04, 8.5.202.23, 8.5.202.34, 8.5.202.40, 8.5.202.50, 8.5.202.54

Rollback your Web Services and Applications version and specify Java 8. The method by which you rollback your Java version depends on the method by which you upgraded the version.

- 1. Stop the Web Services and Applications service.
- 2. Uninstall the Web Services and Applications RPM package using the rpm package manager: rpm -e gws
- 3. Make Oracle Java 8 the default on the host
- 4. Restore the files that you backed up during the upgrade including:
 - /etc/init.d/gws
 - /etc/default/gws
- 5. Start Web Services and Applications.

Rollback to 8.5.201.18

Since this version uses Java 7, you need to rollback your Web Services and Applications version and specify Java 7. The method by which you rollback your Java version depends on the method by which you upgraded the version.

- 1. Stop the Web Services and Applications service.
- 2. Uninstall the Web Services and Applications RPM package using the rpm package manager: rpm -e gws
- 3. Make Oracle Java 7 the default on the host.
- 4. Restore the files that you backed up during the upgrade including:
 - /etc/init.d/gws
 - /etc/default/gws
- 5. Start Web Services and Applications.

Rollback to 8.5.201.09

Since this version uses Java 7, you need to rollback your Web Services and Applications version and specify Java 7. The method by which you rollback your Java version depends on the method by which you upgraded the version.

- 1. Stop the Web Services and Applications service.
- 2. Uninstall the Web Services and Applications RPM package using the rpm package manager: rpm —e gws
- 3. Make Oracle Java 7 the default on the host.
- 4. Restore the files that you backed up during the upgrade.
- 5. Start Web Services and Applications.

Recover Cassandra from a snapshot

If the rollback to previous version is not successful, the cause might be database data corruption. In this case, restore the Cassandra database from the snapshot that you took before the migration. Detailed instruction depends on your Cassandra version and can be obtained here:

- http://docs.datastax.com/en/cassandra/1.2/cassandra/operations/ops backup snapshot restore t.html
- https://docs.datastax.com/en/cassandra win/2.2/cassandra/operations/opsBackupSnapshotRestore.html