



VoiceGenie 7.2

Upgrade Guide

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Table of Contents

Chapter 1	Introduction	7
	1.1 Upgrading MRCP-Native to MRCP-Direct	8
Chapter 2	Upgrading a Database and Management Server from VoiceGenie 7.0.x to 7.2.x.....	9
	2.1 Overview	9
	2.1.1 Quiesce the System.....	9
	2.1.2 Deploy the CMP Packages	9
	2.1.3 Upgrade Operating System.....	10
	2.1.4 Reload Database and Upgrade CMP Proxy	10
	2.2 Quiesce the System	10
	2.3 Deploy CMP Packages and Dump Database	10
	2.4 Operating System and Third Party Software Upgrades	11
	2.4.1 VoiceGenie Linux 3.0 Upgrade	11
	2.4.2 Red Hat Enterprise Linux 3.0 Upgrade.....	14
	2.4.3 Windows 2000/2003 Server Upgrade.....	14
	2.5 Reload Database and Upgrade the OA&M Framework (CMP Proxy & CLC)	15
	2.5.1 DB Upgrade Script.....	15
	2.5.2 Install the CMP Proxy and CLC.....	15
	2.5.3 Update CMP Proxy Configuration	16
	2.6 Upgrading Other VoiceGenie or Third Party Software	17
Chapter 3	Upgrading a Database and Management Server from VoiceGenie 7.1.x to 7.2.x.....	19
	3.1 Overview	19
	3.1.1 Quiesce the System.....	19
	3.1.2 Upgrade the OA&M Framework.....	19
	3.2 Quiesce the System	20
	3.3 Operating System and Third Party Software Upgrades	20
	3.3.1 VoiceGenie Linux 3.0 Upgrade	20
	3.3.2 Red Hat Enterprise Linux 3.0 Upgrade.....	24
	3.3.3 Windows 2000/2003 Server Upgrade.....	24
	3.4 Upgrade the OA&M Framework.....	24

	3.4.1 Upgrade the CMP Deployer	25
	3.4.2 Upgrade the OA&M Framework Database	26
	3.4.3 Upgrade the System Management Console	27
	3.4.5 Upgrade the OA&M Framework CMP Server	28
	3.4.6 Upgrade the OA&M Framework CMP Proxy & CLC	28
	3.5 Upgrading Other VoiceGenie or Third Party Software	30
Chapter 4	Upgrading a VoiceXML Platform	31
	4.1 Overview	31
	4.1.1 Quiesce the System.....	31
	4.1.2 Upgrade the Operating System.....	31
	4.1.3 Upgrade the OA&M Framework.....	32
	4.1.4 Upgrading VoiceGenie and Other Third Party Software	32
	4.2 Quiesce the System	32
	4.3 Operating System and Third Party Software Upgrades	32
	4.3.1 VoiceGenie Linux 3.0 Upgrade	33
	4.3.2 Red Hat Enterprise Linux 3.0 Upgrade.....	36
	4.3.3 Windows 2000/2003 Server Upgrade.....	37
	4.4 Upgrading the OA&M Framework.....	37
	4.4.1 Upgrade the CMP Deployer	37
	4.4.2 Upgrade the OA&M Framework CMP Proxy & CLC.....	38
	4.5 Upgrading All Other VoiceGenie or Third Party Software.....	39
	4.5.1 Step 1 – Stop all VoiceGenie Components	40
	4.5.2 Step 2 – Install and Deploy the Package.....	40
	4.5.3 Step 3 – Rebooting the System.....	41
Appendix A	Workaround for Upgrading Software of the Same Version.....	43
Appendix B	Upgrading Configurations with a Backup CMP Server.....	45



Chapter

1

Introduction

This document is intended to act as a guide to upgrading VoiceGenie and related third party software. The document includes details for upgrading the operating system, upgrading the OA&M Framework, upgrading the VoiceGenie software, such as the VoiceXML Platform, and upgrading various ASR and TTS engines. Note that this document is intended for software upgrades of VoiceGenie and third party software between VoiceGenie 7.0.x to VoiceGenie 7.2.x or VoiceGenie 7.1.x to VoiceGenie 7.2.x software.

Upgrades to software must be performed when the system is not handling calls; as a result it is recommended that upgrades are performed during off-peak hours when systems requiring upgrade can be removed from service.

The upgrade of a Database/Management Server from VoiceGenie 7.0.x to VoiceGenie 7.2.x involves deploying new CMP packages, dumping the database, updating the operating system and third party software, upgrading the database, finalizing the OA&M Framework installation, and then upgrading all other VoiceGenie software. To perform this type of upgrade, please follow the instructions in *Upgrading a Database and Management Server*.

The upgrade of a Database/Management Server from VoiceGenie 7.1.x to VoiceGenie 7.2.x involves deploying new CMP packages from the SMC, and then upgrading all other VoiceGenie software. To perform this type of upgrade, please follow the instructions in *Upgrading a Database and Management Server*.

The upgrade of a VoiceXML Platform (one that does not also act as a Database/Management Server) involves quieting the system, updating the operating system (Linux), and finally upgrading the VoiceGenie software. To perform this type of upgrade, please follow the instructions in *Upgrading a VoiceXML Platform*.

Any system that acts as a Database/Management Servers, including one that also has a VoiceXML Platform, (i.e. an all-in-one system) should be upgraded using only the instructions in *Upgrading a Database and Management Server*.

or Upgrading a Database and Management Server depending on the version that is being upgraded from.

Notes: If you have a telephony configuration (i.e. Dialogic or Brooktrout) then you should not be using this document to upgrade to VoiceGenie 7.2.x. Please contact Genesys support.

On Linux, all upgrade steps should be performed as the root user.

1.1 Upgrading MRCP-Native to MRCP-Direct

In VoiceGenie 7.2.x Realspeak MRCP-Native is no longer supported, and while OSR MRCP-Native is supported, it is preferable to run OSR in an MRCP-Direct architecture. As a result, it may be necessary to change your existing Realspeak and OSR servers from an MRCP-Native architecture to a MRCP-Direct architecture.

No direct procedure exists, and as a result, it will be necessary to re-install your Realspeak and OSR servers so that they run in an MRCP-Direct architecture. Instructions on installing Realspeak and OSR can be found in the *VoiceGenie 7.2 Installation Guide*.



Chapter

2

Upgrading a Database and Management Server from VoiceGenie 7.0.x to 7.2.x

Follow the steps in this section to upgrade any machine that acts as a Database and Management Server and is being upgraded from VoiceGenie 7.0.x to VoiceGenie 7.2.x. This includes all-in-one systems that have other VoiceGenie software (such as the VoiceXML Platform) running onboard. Do not follow instructions in Upgrading a VoiceXML Platform.

2.1 Overview

A number of steps are involved in upgrading a Database and Management Server. This section outlines the steps required to upgrade the software along with pointers to the sections of this document that explain in detail the procedure required to carry out that step if applicable.

2.1.1 Quiesce the System

The first step is to quiesce the system if the server is running a VoiceXML Platform. This is outlined in 2.2 Quiesce the System.

2.1.2 Deploy the CMP Packages

Then deploy the CMP packages and dump the MySQL database by following the steps in 2.3 Deploy CMP Packages and Dump Database.

2.1.3 Upgrade Operating System

The next step is to upgrade the operating system and third party software like MySQL, Java and Tomcat. Follow the instructions in 2.4 Operating System and Third Party Software Upgrades.

2.1.4 Reload Database and Upgrade CMP Proxy

After this, the database dump must be reloaded. Also, for all upgrades the CMP Proxy/CLC will need to be upgraded. Follow instructions in 2.5 Reload Database and Upgrade the OA&M Framework (CMP Proxy & CLC).

Finally, see 2.6 Upgrading Other VoiceGenie or Third Party Software if the server is running other software that needs to be upgraded.

2.2 Quiesce the System

If this Database/Management server is also running a VoiceXML Platform, please ensure that there are no active calls being handled by the system. You can use the CLC or SMC to take the system out of service. From the CLC you can suspend the Call Manager using the following command:

```
CLC> suspend callmgr <hostname/ip>
```

Note that <hostname/ip> is the hostname or IP address where the Call Manager that needs to be suspended resides.

Also, you can suspend the Call Manager from the SMC by clicking on the Operations tab and clicking on the Suspend/Resume link in the left hand menu (note that in version 7.0.x the link is named Start/Stop Software). This page provides an interface to perform the suspend operation. Click on the checkbox next to the Call Manager that should be suspended and click on the Suspend button.

Note: Only the Call Manager should be suspended, if you select the entire VoiceXML Platform and all components on the VoiceXML Platform then other components such as the CLC will also be suspended. This can cause problems during the upgrade since the CLC is required to function normally during an upgrade.

2.3 Deploy CMP Packages and Dump Database

On Linux, make sure all upgrade steps are performed as the root user.

Put the 7.2.x version of the `cmp-db`, `cmp-server` and `cmp-smc` packages into a newly created directory along with the `db-upgrade` package (`db-upgrade.zip` for Windows, `db-upgrade.tar.gz` for Linux). The directory path should contain no spaces.

Then extract the `db-upgrade` package. On Linux, this command will extract the package:

```
tar xvzf db-upgrade.tar.gz
```

A directory named `db-upgrade` is created. Enter that directory from the command line.

Run the `db-upgrade.sh/bat` script. You will have to answer several prompts. This script will install and deploy the three new CMP packages. It will also create a dump of the existing database. Once the new CMP Server and SMC are deployed, they will not function until the OS and third party software are upgraded.

2.4 Operating System and Third Party Software Upgrades

This section outlines the steps required to upgrade an existing operating systems installation for VoiceGenie 7 to the specifications required for VoiceGenie 7.2. The operating systems that are discussed here include VoiceGenie Linux 3.0 (VGL3.0), Red Hat Enterprise Linux 3.0 (RHEL3.0) and Windows 2000/2003 Server. Please follow the steps in the appropriate section based on your operating system.

Also, do not proceed with this until the database dump outlined in 2.3 Deploy CMP Packages and Dump Database has been performed.

On Linux, make sure all upgrade steps are performed as the root user.

2.4.1 VoiceGenie Linux 3.0 Upgrade

This section outlines the procedure for upgrading VoiceGenie Linux 3.0 (VGL3.0) to VoiceGenie Linux 3.0.2 (VGL3.0.2). Note that it is not necessary to upgrade the operating system to VGL3.0.2 unless that machine is running the System Management Console (SMC). Systems with the SMC must upgrade to VGL3.0.2 since the version of Tomcat is updated. For systems that are not running the SMC it is not required to upgrade to VGL3.0.2; however, it is recommended since it is best practice to upgrade to the latest packages (i.e. kernel, Squid, etc.).

The procedure for upgrading VGL3.0 to VGL3.0.2 is outlined below.

Step 1 – Run the new CMP Deployer RPM

Install a new version of the CMP Deployer using the new CMP Deployer RPM. The command to do this is:

```
rpm -ivh --force cmp-deployer-1.0.0-26.i386.rpm
```

Step 2 – Copy and Untar the VGL3.0 Upgrade Package

The script that carries out the upgrade, and all the packages that it requires are found in the VGL3.0 Upgrade package (vglupgrade-3.0.2-2.tar.gz).

To execute the script, log in to the system to upgrade as the root user and create a directory to temporarily store the VGL3.0 Upgrade script and related packages. The following is an example:

```
mkdir -p /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
```

Insert the CD that contains the VGL3.0 Upgrade package into the CD-ROM drive. Note that if the package is not on a CD, or if the machine has no CD-ROM drive you can copy the file over the network using FTP or SCP. The VGL3.0 Upgrade package should be copied to the location created above.

Once copied, untar the file:

```
mount /mnt/cdrom
cd /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
cp /mnt/cdrom/* .
tar -xzvf vglupgrade-3.0.2-2.tar.gz
```

Step 3 – Execute the VGL3.0 Upgrade Script

The next step is to ensure that the scripts are executable; the following is an example of this procedure:

```
cd vglupgrade-3.0.2-2
chmod 755 vglupgrade
```

Lastly, run the VGL3.0 Upgrade script, the following is an example:

```
./vglupgrade
```

The following is an example screen capture of the execution of the script:

```
pw@zion > ./vglupgrade
To upgrade the OS all VoiceGenie services must be shutdown.
This script has detected that VoiceGenie services are still running
Do you want to shut down these services to continue the OS upgrade?
  Please enter 'y' (yes) or 'n' (no). >
y
Shutting down all VoiceGenie services, please wait .....
Please wait while VoiceGenie Software is Shutdown (this takes 10 seconds)
Stopping VoiceGenie Software..... Done
Stopping cmp-server service
Stopping cmp-proxy services
```

```
cmpproxy stopped
Shut down complete.
Current machine kernel version is 2.4.21-20.EL
The following package(s) is/are already installed :
kernel-2.4.21-20.EL
Please confirm that you would like to continue installing the package:
  kernel-2.4.21-37.EL.i686.rpm?
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >
y
Installing package: kernel-2.4.21-37.EL.i686.rpm
Installation successful
Would you like to set the new kernel as the default kernel?
Please enter 'y' (yes) or 'n' (no). >
y
Updating lilo.conf to 2.4.21-37.EL... Kernel upgrade successful.
The following RPMs may conflict with the new RPMs to be installed:
mysql-3.23.58-1
mysql-devel-3.23.58-1
MyODBC-2.50.39-12
Do you wish to remove them>
Please enter 'y' (yes) or 'n' (no). >
y
The following package(s) is/are already installed :
unixODBC-2.2.8-2.3.0.2
unixODBC-devel-2.2.8-2.3.0.2
unixODBC-devel-2.2.11-1
unixODBC-2.2.11-1
Please confirm that you would like to continue installing the package:
  unixODBC-2.2.11-1.i386.rpm?
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >
a
Installing package: unixODBC-2.2.11-1.i386.rpm
Installation successful
Installing package: unixODBC-devel-2.2.11-1.i386.rpm
Installation successful
Installing package: XFree86-libs-data-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-libs-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGL-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-font-utils-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-xauth-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-xfs-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGLU-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: XFree86-base-fonts-4.3.0-97.EL.i386.rpm
```

```
Installation successful
Installing package: XFree86-4.3.0-97.EL.i386.rpm
Installation successful
Installing package: wget-1.10.2-0.30E.i386.rpm
Installation successful
Installing package: vg-squid-2.5.6-1.i386.rpm
Installation successful
Installing package: openssl-0.9.7a-33.17.i386.rpm
Installation successful
Installing package: openssl-devel-0.9.7a-33.17.i386.rpm
Installation successful
Installing package: openssl096b-0.9.6b-16.42.i386.rpm
Installation successful
Installing package: curl-7.10.6-7.rhel3.i386.rpm
Installation successful
Installing package: curl-devel-7.10.6-7.rhel3.i386.rpm
Installation successful
Installing package: vg-tomcat-5.0.28-1.i386.rpm
Installation successful
Installing package: vg-scriptmanager-3.0.1-2.i386.rpm
Installation successful
done
Please reboot machine.
```

2.4.2 Red Hat Enterprise Linux 3.0 Upgrade

For customers who are using Red Hat Enterprise Linux 3.0 (RHEL3.0) the same upgrade procedure that was described in 2.4.1 VoiceGenie Linux 3.0 Upgrade for VGL3.0 can be used. Note that this upgrade procedure is only valid for systems that already have VoiceGenie 7 installed and are being upgraded. For new installs of RHEL3.0 the installation instructions described in the install guide should be used.

As with VGL3.0, it is not necessary to upgrade the operating system on a machine with RHEL3.0 unless that machine is running the System Management Console (SMC). For systems that are not running the SMC it is not required to upgrade the operating system; however, it is recommended.

2.4.3 Windows 2000/2003 Server Upgrade

On Windows the third party applications must first be removed. Use Add/Remove Programs from the Control Panel to remove the following third party applications.

- Apache Tomcat: Choose No when asked whether to delete existing data.
- Java Runtime Environment: There is no need to reboot at this point. Choose No when prompted.

- Java SDK: There is no need to reboot at this point either.
- MyODBC Driver
- MySQL Server
- VoiceGenie 3rd Party Software Package

After uninstalling the above, *reboot*.

After rebooting, use the third party `setup.exe` to reinstall the removed components.

The Tomcat install prompts for the Java home directory. The default value will be `c:\j2sdk1.4.2_04`, but this must be changed to `c:\j2sdk1.4.2_12` because a new Java version has been installed.

Install the new MyODBC driver using the MyODBC installer.

Install the MySQL 4.1 server using the MySQL installer. There is an option to change the root password, but this option should be unchecked. Leave the root password blank for now; otherwise, the rest of the upgrade will not work properly.

Reboot again after completing the above.

2.5 Reload Database and Upgrade the OA&M Framework (CMP Proxy & CLC)

Once again, under Linux, make sure all the following steps are performed as the root user.

2.5.1 DB Upgrade Script

Run the `db-upgrade2.sh/bat` script. This script reloads the database dumps created earlier and performs some additional miscellaneous steps of the upgrade. (On Linux, it copies some Tomcat and ODBC configuration files; on Windows, it copies some DLL dependencies, and removes an old JDBC driver.) After running the script, reboot the system.

2.5.2 Install the CMP Proxy and CLC

Note: this step is only to install the 7.2 CMP Proxy and CLC and as such, when running `vg-install` (or Windows OA&M Framework `setup.exe`) the option **MUST** be configured with distributed setup with a role of “Other (VoiceXML Platform, ASR Server, TTS Server, etc.)”, i.e. option 4.

While upgrading the CMP Proxy and CLC the platform can not be processing calls, as a result please ensure that all components running on the machine that

is about to be upgraded are stopped. All components can be stopped by doing one of the following:

- Perform a `vgstop` at the command prompt (Linux Only)
- Type `stop` at the CLC prompt
- Use the Start/Stop Software page that can be found under the Operations tab of the SMC

Note that when all components are stopped, the SMC will not show all components as offline. Only the platform components will be offline. For example, Call Manager, VoiceXML Interpreter, Fetching Module or SRM Server will be offline.

Linux

Place the 7.2 CMP packages (`cmp-db`, `cmp-server`, `cmp-smc`, `cmp-proxy`) into the `/usr/local/vg_install/products` directory, and remove any old packages from that directory.

Run the `vg-install` script:
`vg-install`

Choose Yes for distributed setup, and set up the system as a media platform only system. Use the actual IP of the Primary and Backup CMP Server when prompted. Once done, *reboot*.

Windows

Stop all CMP Proxy related services (`cmpproxy`, `cmpclc`, and any `cmpexagent` services). Then uninstall the OA&M Framework item using Add/Remove Programs in Control Panel. Use the OA&M Framework `setup.exe` that comes with the 7.2 CMP packages. During installation choose Distributed Deployment and Other for the role of the server. For the IP address of the Primary and Backup Management Server please enter the actual IP addresses. Once done, please *reboot*.

2.5.3 Update CMP Proxy Configuration

The new version of the CMP Proxy is now running, but it is using the basic default configuration. The following steps are needed to target the correct configuration to the new CMP Proxy.

Install the `cmp-proxy-7.2` package using the Product Manager, which is found under the Configuration tab of the SMC.

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted, during this time customers should not

navigate to another webpage, otherwise the upload process will be stopped. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the **Config Profile Manager** to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile.

Next, go to the **CMP Proxy Configuration** page by clicking on **CMP Proxy** under **OA&M Framework**. Locate and check the radio button on the newly created configuration by **Configuration Name**. It has the same **Profile Name** you chose when the profile was created. Click on the **Select Target** button and the **CMP Proxy Configuration - Select Target** page will become visible.

Check mark the platform that is running the Management Server and click on **Update**.

Restart the CMP Proxy or reboot the system for CMP Proxy to use the new configuration.

To restart the CMP Proxy on Linux run: (as root)
`/etc/init.d/cmp-proxy restart`

To restart the CMP Proxy on Windows:

Open **Services** in Control Panel's **Administrative Tools** and restart the CMP Proxy service.

This completes the upgrade of the CMP components on the CMP Server platform.

2.6 Upgrading Other VoiceGenie or Third Party Software

Follow the instructions in 3.5 Upgrading Other VoiceGenie or Third Party Software to upgrade any additional software running on the Database/Management Server. It is not necessary to perform any of the additional steps preceding 4.1.3 Upgrade the OA&M Framework on this server, as they will have already been performed in 2.5 Reload Database and Upgrade the OA&M Framework (CMP Proxy & CLC) (Non-Database/Management servers should complete Upgrading a VoiceXML Platform in its entirety.)



Chapter

3

Upgrading a Database and Management Server from VoiceGenie 7.1.x to 7.2.x

Follow the steps in this section to upgrade any machine that acts as a Database and Management Server from VoiceGenie 7.1.x to VoiceGenie 7.2.x. This includes all-in-one systems that have other VoiceGenie software (such as the VoiceXML Platform) running on it. Do not follow instructions in Upgrading a VoiceXML Platform.

3.1 Overview

A number of steps are involved in upgrading a Database and Management Server from VoiceGenie 7.1.x to VoiceGenie 7.2.x. This section outlines the steps required to upgrade the software along with pointers to the sections of this document that explain in detail the procedure required to carry out that step if applicable.

Note that if you have a deployment with a Primary and Backup CMP Server please refer to Appendix B before continuing.

3.1.1 Quiesce the System

The first step is to quiesce the system if the server is running a VoiceXML Platform. This is outlined in 2.2 Quiesce the System.

3.1.2 Upgrade the OA&M Framework

Next, upgrade the OA&M Framework by following the instructions in Upgrade the OA&M Framework. Finally, see 2.6 Upgrading Other

VoiceGenie or Third Party Software if the server is running other software that needs to be upgraded.

3.2 Quiesce the System

If this Database/Management server is also running a VoiceXML Platform, please ensure that there are no active calls being handled by the system. You can use the CLC or SMC to take the system out of service. From the CLC you can suspend the Call Manager using the following command:

```
CLC> suspend callmgr <hostname/ip>
```

Note that <hostname/ip> is the hostname or IP address where the Call Manager that needs to be suspended resides.

Also, you can suspend the Call Manager from the SMC by clicking on the Operations tab and clicking on the Suspend/Resume link in the left hand menu. This page provides an interface to perform the suspend operation. Click on the checkbox next to the Call Manager that should be suspended and click on the Suspend button.

Note: Only the Call Manager should be suspended, if you select the entire VoiceXML Platform and all components on the VoiceXML Platform then other components such as the CLC will also be suspended. This can cause problems during the upgrade since the CLC is required to function normally during an upgrade.

3.3 Operating System and Third Party Software Upgrades

This section outlines the steps for upgrading the operating system. Note that this section only needs to be carried out if you are upgrading from VoiceGenie 7.0.x or 7.1.x to VoiceGenie 7.2.x. If you are upgrading from one version of VoiceGenie 7.2.x to a more up to date version of VoiceGenie 7.2.x, then this section can be skipped.

3.3.1 VoiceGenie Linux 3.0 Upgrade

This section outlines the procedure for upgrading VoiceGenie Linux 3.0 (VGL3.0) to VoiceGenie Linux 3.0.2 (VGL3.0.2). Note that it is not necessary to upgrade the operating system to VGL3.0.2 unless that machine is running the System Management Console (SMC). Systems with the SMC must upgrade to VGL3.0.2 since the version of Tomcat is updated. For systems that are not running the SMC it is not required to upgrade to VGL3.0.2; however, it

is recommended since it is best practice to upgrade to the latest packages (i.e. kernel, Squid, etc.).

The script that carries out the upgrade, and all the packages that it requires, are found in the VGL3.0 Upgrade package (`vglupgrade-3.0.2-2.tar.gz`).

To execute the script, log in to the system to upgrade as the root user and create a directory to temporarily store the VGL3.0 Upgrade script and related packages. The following is an example:

```
mkdir -p /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
```

Insert the CD that contains the VGL3.0 Upgrade package into the CD-ROM drive. Note that if the package is not on a CD, or if the machine has no CD-ROM drive you can copy the file over the network using FTP or SCP. The VGL3.0 Upgrade package should be copied to the location created above.

Once copied, untar the file:

```
mount /mnt/cdrom
cd /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
cp /mnt/cdrom/* .
tar -xzvf vglupgrade-3.0.2-2.tar.gz
```

The next step is to ensure that the scripts are executable; the following is an example of this procedure:

```
cd vglupgrade-3.0.2-2
chmod 755 vglupgrade
```

Lastly, run the VGL3.0 Upgrade script, the following is an example:

```
./vglupgrade
```

The following is an example screen capture of the execution of the script:

```
pw@zion > ./vglupgrade
Current machine kernel version is 2.4.21-37.EL
```

```
The following package(s) is/are already installed:
kernel-2.4.21-37.EL
```

```
Please confirm that you would like to continue installing the package:
  kernel-2.4.21-47.EL.i686.rpm?
```

```
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >
```

```
y
```

```
Installing package: kernel-2.4.21-47.EL.i686.rpm
```

```
Installation successful
```

```
Would you like to set the new kernel as the default kernel?
```

```
Please enter 'y' (yes) or 'n' (no). >
```

```
y
```

```
Updating lilo.conf to 2.4.21-47.EL... Kernel upgrade successful.
```

```
The following package(s) is/are already installed:
atsar_linux-1.6-1
```

Please confirm that you would like to continue installing the package:

atsar_linux-1.6-2.i386.rpm?

Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >

a

Installing package: atsar_linux-1.6-2.i386.rpm

Installation successful

Installing package: cmp-deployer-1.0.0-26.i386.rpm

Installation successful

Installing package: httpd-2.0.52-1.i386.rpm

Installation successful

Installing package: initscripts-7.31.30.EL-1.VG.i386.rpm

Installation successful

The following package is not installed: j2sdk-1_4_2_12-linux-i586.rpm

Installing package: j2sdk-1_4_2_12-linux-i586.rpm

Installation successful

Installing package: MySQL-client-standard-4.1.20-0.rhel3.i386.rpm

Installation successful

Installing package: mysql-connector-odbc-3.51.12-1.i386.rpm

Installation successful

Installing package: MySQL-server-standard-4.1.20-0.rhel3.i386.rpm

Installation successful

Installing package: MySQL-shared-compat-4.1.20-0.rhel3.i386.rpm

Installation successful

Installing package: unixODBC-2.2.11-1.i386.rpm

Installation successful

Installing package: unixODBC-devel-2.2.11-1.i386.rpm

Installation successful

Installing package: vg-scriptmanager-3.0.1-7.i386.rpm

Installation successful

Installing package: vg-setup-1.0.0-9.i386.rpm

Installation successful

Installing package: vg-squid-2.5.11-2.i386.rpm

Installation successful

Installing package: vg-tomcat-5.0.28-1.i386.rpm

Installation successful

Installing package: vg-xerces-2.7.0-2.i386.rpm

Installation successful

Installing package: cups-1.1.17-13.3.37.i386.rpm

Installation successful

Installing package: cups-libs-1.1.17-13.3.37.i386.rpm

Installation successful

Installing package: curl-7.10.6-8.rhel3.i386.rpm

Installation successful

Installing package: curl-devel-7.10.6-8.rhel3.i386.rpm

Installation successful

Installing package: grep-2.5.1-24.6.i386.rpm

Installation successful

Installing package: ipsec-tools-0.2.5-0.7.rhel3.4.i386.rpm

Installation successful

Installing package: libtiff-3.5.7-25.el3.1.i386.rpm

```
Installation successful
Installing package: perl-5.8.0-94.EL3.i386.rpm
Installation successful
Installing package: perl-CGI-2.89-94.EL3.i386.rpm
Installation successful
Installing package: perl-CPAN-1.61-94.EL3.i386.rpm
Installation successful
Installing package: python-2.2.3-6.3.i386.rpm
Installation successful
Installing package: python-devel-2.2.3-6.3.i386.rpm
Installation successful
Installing package: sendmail-8.12.11-4.RHEL3.6.i386.rpm
Installation successful
Installing package: sendmail-cf-8.12.11-4.RHEL3.6.i386.rpm
Installation successful
Installing package: sysstat-5.0.5-11.rhel3.i386.rpm
Installation successful
Installing package: vixie-cron-4.1-11.EL3.i386.rpm
Installation successful
Installing package: wget-1.10.2-0.30E.i386.rpm
Installation successful
Installing package: gzip-1.3.3-13.rhel3.i386.rpm
Installation successful
Installing package: ncompress-4.2.4-39.rhel3.i386.rpm
Installation successful
Installing package: openssh-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssh-clients-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssh-server-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssl-0.9.7a-33.21.i686.rpm
Installation successful
Installing package: openssl-devel-0.9.7a-33.21.i386.rpm
Installation successful
Installing package: tar-1.13.25-15.RHEL3.i386.rpm
Installation successful
Installing package: tzdata-2006m-3.el3.noarch.rpm
Installation successful
Installing package: XFree86-libs-data-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGL-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-libs-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: gdk-pixbuf-0.22.0-13.el3.3.i386.rpm
Installation successful
Installing package: gtk2-2.2.4-19.i386.rpm
Installation successful
Installing package: openmotif-2.2.3-5.RHEL3.7.i386.rpm
```

```
Installation successful
Installing package: XFree86-font-utils-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-xf86-input-skel-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-base-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-4.3.0-115.EL.i386.rpm
Installation successful
The following package is not installed: XFree86-75dpi-fonts-4.3.0-
115.EL.i386.rpm
Installing package: XFree86-75dpi-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGLU-4.3.0-115.EL.i386.rpm
Installation successful
The following package is not installed: XFree86-truetype-fonts-4.3.0-
115.EL.i386.rpm
Installing package: XFree86-truetype-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-xauth-4.3.0-115.EL.i386.rpm
Installation successful
done
Please reboot machine.
```

3.3.2 Red Hat Enterprise Linux 3.0 Upgrade

For customers who are using Red Hat Enterprise Linux 3.0 (RHEL3.0) the same upgrade procedure that was described in 2.4.1 VoiceGenie Linux 3.0 Upgrade for VGL3.0 can be used. Note that this upgrade procedure is only valid for systems that already have VoiceGenie 7 installed and are being upgraded. For new installs of RHEL3.0 the installation instructions described in the install guide should be used.

As with VGL3.0, it is not necessary to upgrade the operating system on a machine with RHEL3.0 unless that machine is running the System Management Console (SMC). For systems that are not running the SMC it is not required to upgrade the operating system; however, it is recommended.

3.3.3 Windows 2000/2003 Server Upgrade

No upgrading is required for Windows 2000 Server or Windows 2003 Server.

3.4 Upgrade the OA&M Framework

This section describes the process for upgrading the OA&M Framework.

3.4.1 Upgrade the CMP Deployer

The first step is to upgrade the CMP Deployer, this must be done first on all machines since it is required for deployment of all subsequent software.

Linux

Skip this step if this has already been done during the OS upgrading step.

Install the following package using the Product Manager, which is found under the **Configuration** tab of the SMC, note that `x.y.z` is the latest version (i.e. 1.0.0) and `a` is the revision of the package (i.e. 25):

- `cmp-deployer-x.y.z-a.tar.gz`

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to create a profile for the package, then use the Deployment Manager to deploy the package on to the various machines that will be upgraded. Note that upgrading the CMP Deployer has no effect on the normal operation of the platform; as a result, it can be carried out on all machines in the VoiceGenie deployment while processing calls.

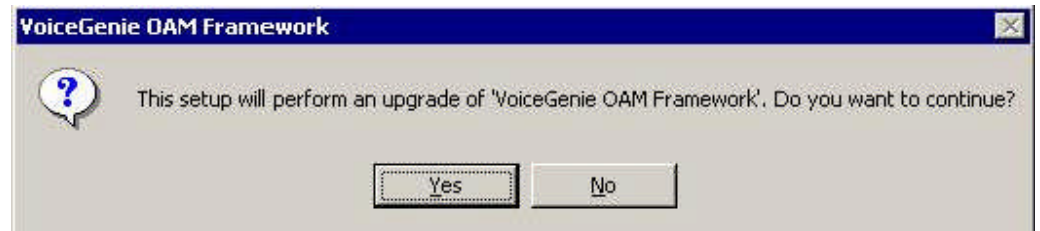
You can check the Deployment History page to see that the deployment was carried out successfully.

Windows

Copy the following package to the `C:\install\` directory and double click on it to start the installation of the latest CMP Deployer:

- `setup.exe`

After double clicking the executable, the InstallShield Wizard will take you through the upgrade process. When presented with the screen below, please select Yes to update the existing CMP Deployer to the latest version.



Note that upgrading the CMP Deployer has no effect on the normal operation of the platform; as a result, it can be carried out on all machines in the VoiceGenie deployment while processing calls.

3.4.2 Upgrade the OA&M Framework Database

This section describes the process for upgrading the OA&M Framework Database.

For both Linux and Windows install the following package using the Product Manager, which is found under the **Configuration** tab of the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 9):

- `cmp-db-x.y.z-a.tar.gz` (Linux) or `cmp-db-x.y.z-a.zip` (Windows)

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to create a profile for the package, then use the Deployment Manager to deploy the package on to the machine that is already running the Database Server.

Note: If you are running a configuration that has a Primary and Backup Database (i.e. with replication) please ensure that the package is only deployed on to the Primary Database Server.

Note: During the Database upgrade the OA&M Framework CMP Server is restarted, as a result, some logs that are sent to the database, including alarms may not be received during the upgrade period.

Note: Upgrading the Database has no negative effect on the normal operation of the platform; as a result, it can be carried out while processing calls.

You can check the Deployment History page to see that the deployment was carried out successfully.

3.4.3 Upgrade the System Management Console

This section describes the process for upgrading the System Management Console (SMC).

For both Linux and Windows install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 3):

- `cmp-smc-x.y.z-a.tar.gz` (Linux) or `cmp-smc-x.y.z-a.zip` (Windows)

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile. Next, use the Deployment Manager to deploy the package on to the Management Servers that are in your VoiceGenie deployment.

Note: Upgrading the SMC has no negative effect on the normal operation of the platform; as a result, it can be carried out while processing calls.

Note: During the SMC upgrade the web server running the SMC will be restarted, as a result, the SMC may become temporarily unavailable and you will need to re-login to the SMC once the upgrade has been completed.

You can check the Deployment History page to see that the deployment was carried out successfully.

3.4.5 Upgrade the OA&M Framework CMP Server

This section describes the process for upgrading the OA&M Framework CMP Server. Note that this only takes care of upgrading the Primary CMP Server. If you are running a Backup CMP Server in your configuration please refer to (Appendix B – Upgrading Configurations with a Backup CMP Server) once you have completed upgrading all other VoiceGenie and third party software.

For both Linux and Windows install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 3):

- `cmp-server-x.y.z-a.tar.gz` (Linux) or `cmp-server-x.y.z-a.zip` (Windows)

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile. Next, use the Deployment Manager to deploy the package on to the Management Servers that are in your VoiceGenie deployment.

Note: Upgrading the CMP Server has no negative effect on the normal operation of the platform; as a result, it can be carried out while processing calls. However, some logs that are sent to the database, including alarms may not be received during the upgrade period.

You can check the Deployment History page to see that the deployment was carried out successfully.

3.4.6 Upgrade the OA&M Framework CMP Proxy & CLC

This section describes the process for upgrading the OA&M Framework CMP Proxy and CLC.

Step 1 – Stop all VoiceGenie Components

While upgrading the CMP Proxy and CLC the platform can not be processing calls, as a result please ensure that all components running on the machine that is about to be upgraded are stopped. All components can be stopped by doing one of the following:

- Perform a vgstop at the command prompt (Linux Only)
- Type stop at the CLC prompt
- Use the Start/Stop Software page that can be found under the Operations tab of the SMC

Step 2 – Install and Deploy the OA&M Framework CMP Proxy & CLC

For both Linux and Windows install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that x.y.z is the latest version (i.e. 7.2.0) and a is the revision of the package (i.e. 3):

- `cmp-proxy-x.y.z-a.tar.gz` (Linux) or `cmp-proxy-x.y.z-a.zip` (Windows)

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

If the platform doesn't have an existing profile created for the 7.2 package, use the CLC `profilecreate` command to create a default profile using the existing CMP Proxy and CMP CLC's configurations. Run the following command at the CLC prompt.

```
CLC> profilecreate "defaultprofile" "OAM Framework CMP  
Proxy" "VoiceGenie" "W2K" 7.2.0 1 2
```

Next, use the Config Profile Manager to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile. Next, use the Deployment Manager to deploy the package on to all servers that are being upgraded in your VoiceGenie deployment.

You can check the Deployment History page to see that the deployment was carried out successfully.

3.5 Upgrading Other VoiceGenie or Third Party Software

Follow the instructions in 4.5 Upgrading All Other VoiceGenie or Third Party Software to upgrade any additional software running on the Database/Management Server. It is not necessary to perform any of the additional steps preceding 4.1.3 Upgrade the OA&M Framework on this server.



Chapter

4

Upgrading a VoiceXML Platform

Follow the steps in this section to upgrade machines that run the VoiceXML Platform (but do not act as Database and Management Servers). Go to [Upgrading a Database and Management Server](#), for instructions on how to upgrade Database and Management servers.

4.1 Overview

A number of steps are involved in upgrading VoiceGenie software on a VoiceXML Platform. This section outlines the steps required to upgrade the software along with pointers to the sections of this document that explain in detail the procedure required to carry out that step if applicable.

4.1.1 Quiesce the System

The first step is to quiesce the system. This is outlined in [2.2 Quiesce the System](#).

4.1.2 Upgrade the Operating System

If you are upgrading from a version previous (i.e. VoiceGenie 7.0.x) to VoiceGenie 7.2.x then you should upgrade the operating system. The procedure for upgrading the operating system is outlined in [2.4 Operating System and Third Party Software Upgrades](#).

4.1.3 Upgrade the OA&M Framework

The next step in the upgrade process is to upgrade the OA&M Framework. This is a mandatory step and must be carried out on all servers. The procedure for upgrading the OA&M Framework is outlined in 4.1.3 Upgrade the OA&M Framework.

4.1.4 Upgrading VoiceGenie and Other Third Party Software

The final step in the upgrade is to upgrade the particular VoiceGenie or other third party software that is required for the upgrade. Details on this procedure are outlined in 4.5 Upgrading All Other VoiceGenie or Third Party Software.

4.2 Quiesce the System

If you are upgrading a VoiceXML Platform please ensure that there are no active calls being handled by the system. You can use the CLC or SMC to take the system out of service. From the CLC you can suspend the Call Manager using the following command:

```
CLC> suspend callmgr <hostname/ip>
```

Note that <hostname/ip> is the hostname or IP address where the Call Manager that needs to be suspended resides.

Also, you can suspend the Call Manager from the SMC by clicking on the Operations tab and clicking on the Suspend/Resume link in the left hand menu (note that in version 7.0.x the link is named Start/Stop Software). This page provides an interface to perform the suspend operation. Click on the checkbox next to the Call Manager that should be suspended and click on the Suspend button.

Note: Only the Call Manager should be suspended, if you select the entire VoiceXML Platform and all components on the VoiceXML Platform then other components such as the CLC will also be suspended. This can cause problems during the upgrade since the CLC is required to function normally during an upgrade.

4.3 Operating System and Third Party Software Upgrades

This section outlines the steps for upgrading the operating system. Note that this section only needs to be carried out if you are upgrading from VoiceGenie 7.0.x or 7.1.x to VoiceGenie 7.2.x. If you are upgrading from one version of

VoiceGenie 7.2.x to a more up to date version of VoiceGenie 7.2.x, then this section can be skipped.

4.3.1 VoiceGenie Linux 3.0 Upgrade

This section outlines the procedure for upgrading VoiceGenie Linux 3.0 (VGL3.0) to VoiceGenie Linux 3.0.2 (VGL3.0.2). Note that it is not necessary to upgrade the operating system to VGL3.0.2 unless that machine is running the System Management Console (SMC). Systems with the SMC must upgrade to VGL3.0.2 since the version of Tomcat is updated. For systems that are not running the SMC it is not required to upgrade to VGL3.0.2; however, it is recommended since it is best practice to upgrade to the latest packages (i.e. kernel, Squid, etc.).

The script that carries out the upgrade of the OS, and all the packages that it requires are found in the VGL3.0 Upgrade package (vglupgrade-3.0.2-2.tar.gz).

To execute the script, log in to the system to upgrade as the root user and create a directory to temporarily store the VGL3.0 Upgrade script and related packages. The following is an example:

```
mkdir -p /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
```

Insert the CD that contains the VGL3.0 Upgrade package into the CD-ROM drive. Note that if the package is not on a CD, or if the machine has no CD-ROM drive you can copy the file over the network using FTP or SCP. The VGL3.0 Upgrade package should be copied to the location created above.

Once copied, untar the file:

```
mount /mnt/cdrom
cd /usr/local/RPMTOP/RPMS/i386/VGL30_upgrade
cp /mnt/cdrom/* .
tar -xzf vglupgrade-3.0.2-2.tar.gz
```

The next step is to ensure that the scripts are executable; the following is an example of this procedure:

```
cd vglupgrade-3.0.2-2
chmod 755 vglupgrade
```

Lastly, run the VGL3.0 Upgrade script, the following is an example:

```
./vglupgrade
```

The following is an example screen capture of the execution of the script:

```
pw@zion > ./vglupgrade
Current machine kernel version is 2.4.21-37.EL
```

```
The following package(s) is/are already installed:
kernel-2.4.21-37.EL
```

```
Please confirm that you would like to continue installing the package:
```

```
kernel-2.4.21-47.EL.i686.rpm?
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >
```

```
y
Installing package: kernel-2.4.21-47.EL.i686.rpm
Installation successful
Would you like to set the new kernel as the default kernel?
Please enter 'y' (yes) or 'n' (no). >
y
Updating lilo.conf to 2.4.21-47.EL... Kernel upgrade successful.
```

The following package(s) is/are already installed:
atsar_linux-1.6-1

Please confirm that you would like to continue installing the package:
atsar_linux-1.6-2.i386.rpm?

Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >

```
a
Installing package: atsar_linux-1.6-2.i386.rpm
Installation successful
Installing package: cmp-deployer-1.0.0-26.i386.rpm
Installation successful
Installing package: httpd-2.0.52-1.i386.rpm
Installation successful
Installing package: initscripts-7.31.30.EL-1.VG.i386.rpm
Installation successful
The following package is not installed: j2sdk-1_4_2_12-linux-i586.rpm
Installing package: j2sdk-1_4_2_12-linux-i586.rpm
Installation successful
Installing package: MySQL-client-standard-4.1.20-0.rhel3.i386.rpm
Installation successful
Installing package: mysql-connector-odbc-3.51.12-1.i386.rpm
Installation successful
Installing package: MySQL-server-standard-4.1.20-0.rhel3.i386.rpm
Installation successful
Installing package: MySQL-shared-compat-4.1.20-0.rhel3.i386.rpm
Installation successful
Installing package: unixODBC-2.2.11-1.i386.rpm
Installation successful
Installing package: unixODBC-devel-2.2.11-1.i386.rpm
Installation successful
Installing package: vg-scriptmanager-3.0.1-7.i386.rpm
Installation successful
Installing package: vg-setup-1.0.0-9.i386.rpm
Installation successful
Installing package: vg-squid-2.5.11-2.i386.rpm
Installation successful
Installing package: vg-tomcat-5.0.28-1.i386.rpm
Installation successful
Installing package: vg-xerces-2.7.0-2.i386.rpm
Installation successful
Installing package: cups-1.1.17-13.3.37.i386.rpm
```

```
Installation successful
Installing package: cups-libs-1.1.17-13.3.37.i386.rpm
Installation successful
Installing package: curl-7.10.6-8.rhel3.i386.rpm
Installation successful
Installing package: curl-devel-7.10.6-8.rhel3.i386.rpm
Installation successful
Installing package: grep-2.5.1-24.6.i386.rpm
Installation successful
Installing package: ipsec-tools-0.2.5-0.7.rhel3.4.i386.rpm
Installation successful
Installing package: libtiff-3.5.7-25.el3.1.i386.rpm
Installation successful
Installing package: perl-5.8.0-94.EL3.i386.rpm
Installation successful
Installing package: perl-CGI-2.89-94.EL3.i386.rpm
Installation successful
Installing package: perl-CPAN-1.61-94.EL3.i386.rpm
Installation successful
Installing package: python-2.2.3-6.3.i386.rpm
Installation successful
Installing package: python-devel-2.2.3-6.3.i386.rpm
Installation successful
Installing package: sendmail-8.12.11-4.RHEL3.6.i386.rpm
Installation successful
Installing package: sendmail-cf-8.12.11-4.RHEL3.6.i386.rpm
Installation successful
Installing package: sysstat-5.0.5-11.rhel3.i386.rpm
Installation successful
Installing package: vixie-cron-4.1-11.EL3.i386.rpm
Installation successful
Installing package: wget-1.10.2-0.30E.i386.rpm
Installation successful
Installing package: gzip-1.3.3-13.rhel3.i386.rpm
Installation successful
Installing package: ncompress-4.2.4-39.rhel3.i386.rpm
Installation successful
Installing package: openssh-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssh-clients-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssh-server-3.6.1p2-33.30.13.i386.rpm
Installation successful
Installing package: openssl-0.9.7a-33.21.i686.rpm
Installation successful
Installing package: openssl-devel-0.9.7a-33.21.i386.rpm
Installation successful
Installing package: tar-1.13.25-15.RHEL3.i386.rpm
Installation successful
Installing package: tzdata-2006m-3.el3.noarch.rpm
```

```
Installation successful
Installing package: XFree86-libs-data-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGL-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-libs-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: gdk-pixbuf-0.22.0-13.el3.3.i386.rpm
Installation successful
Installing package: gtk2-2.2.4-19.i386.rpm
Installation successful
Installing package: openmotif-2.2.3-5.RHEL3.7.i386.rpm
Installation successful
Installing package: XFree86-font-utils-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-xfs-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-base-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-4.3.0-115.EL.i386.rpm
Installation successful
The following package is not installed: XFree86-75dpi-fonts-4.3.0-
115.EL.i386.rpm
Installing package: XFree86-75dpi-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-Mesa-libGLU-4.3.0-115.EL.i386.rpm
Installation successful
The following package is not installed: XFree86-truetype-fonts-4.3.0-
115.EL.i386.rpm
Installing package: XFree86-truetype-fonts-4.3.0-115.EL.i386.rpm
Installation successful
Installing package: XFree86-xauth-4.3.0-115.EL.i386.rpm
Installation successful
done
Please reboot machine.
```

4.3.2 Red Hat Enterprise Linux 3.0 Upgrade

For customers who are using Red Hat Enterprise Linux 3.0 (RHEL3.0) the same upgrade procedure that was described in 2.4.1 VoiceGenie Linux 3.0 Upgrade for VGL3.0 can be used. Note that this upgrade procedure is only valid for systems that already have VoiceGenie 7 installed and are being upgraded. For new installs of RHEL3.0 the installation instructions described in the install guide should be used.

As with VGL3.0, it is not necessary to upgrade the operating system on a machine with RHEL3.0 unless that machine is running the System Management Console (SMC). For systems that are not running the SMC it is not required to upgrade the operating system; however, it is recommended.

4.3.3 Windows 2000/2003 Server Upgrade

No upgrading is required for Windows 2000 Server or Windows 2003 Server.

4.4 Upgrading the OA&M Framework

Before upgrading any other software on the system (i.e. VoiceXML Platform, ASR or TTS Engines), the OA&M Framework on that system must be upgraded first. This section outlines that procedure.

Note: Currently, upgrading to the same version is not supported. For example, if you are running 7.2.0 Beta and you would like to upgrade to 7.2.0 GA an upgrade path is not supported. It is recommended that you fresh install the machine.

4.4.1 Upgrade the CMP Deployer

This section describes the process for upgrading the CMP Deployer, this must be done first on all machines since it is required for deployment of all subsequent software. Note that upgrading the CMP Deployer has no effect on the normal operation of the platform; as a result, it can be carried out on all machines in the VoiceGenie deployment while processing calls. The upgrade involves using the System Management Console (SMC). If you are unfamiliar with the SMC please refer to the *OA&M Framework – SMC User’s Guide*.

Linux

Skip this step if this has already been done during the OS upgrading step.

Install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that x.y.z is the latest version (i.e. 1.0.0) and a is the revision of the package (i.e. 18):

- `cmp-deployer-x.y.z-a.tar.gz`

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to create a profile for the package, then use the Deployment Manager to deploy the package on to the various machines that will be upgraded. Note that upgrading the CMP Deployer has no effect on the normal operation of the platform; as a result, it can be carried out on all machines in the VoiceGenie deployment while processing calls.

You can check the **Deployment History** page to see that the deployment was carried out successfully.

Windows

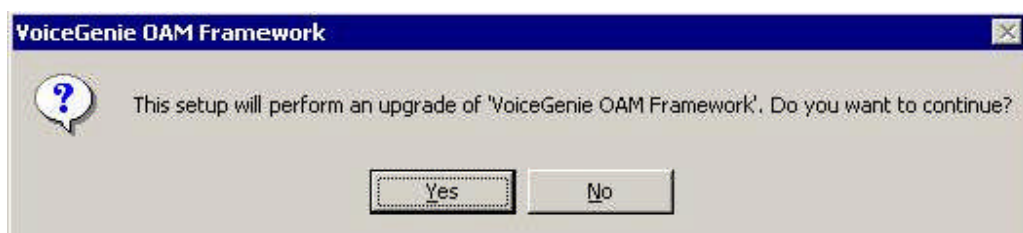
Copy the following package to the `C:\install\` directory and double click on it to start the installation of the latest CMP Deployer:

- `setup.exe`

After double clicking the executable, the InstallShield Wizard will take you through the upgrade process. When presented with the screen below, please select **Modify** to update the existing CMP Deployer to the latest version.

Note that upgrading the CMP Deployer has no effect on the normal operation of the platform; as a result, it can be carried out on all machines in the VoiceGenie deployment while processing calls.

Note: If you are not presented with a screen when you launch `setup.exe` it may be because this version of the CMP Deployer is already installed. If you wish to force a re-install you can uninstall the previous version of the VoiceGenie OA&M Framework and run `setup.exe`.



4.4.2 Upgrade the OA&M Framework CMP Proxy & CLC

This section describes the process for upgrading the OA&M Framework CMP Proxy and CLC.

Step 1 – Stop all VoiceGenie Components

While upgrading the CMP Proxy and CLC the platform can not be processing calls, as a result please ensure that all components running on the machine that is about to be upgraded are stopped. All components can be stopped by doing one of the following:

- Perform a `vgstop` at the command prompt (Linux Only)
- Type `stop` at the CLC prompt
- Use the **Start/Stop Software** page that can be found under the **Operations** tab of the SMC

Note that when all components are stopped the SMC will not show all components as offline, only the platform components will be offline such as the Call Manager, VoiceXML Interpreter, Fetching Module or SRM Server to name a few.

Step 2 – Install and Deploy the OA&M Framework CMP Proxy & CLC

For both Linux and Windows install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that x.y.z is the latest version (i.e. 7.2.0) and a is the revision of the package (i.e. 8):

- `cmp-proxy-x.y.z-a.tar.gz` (Linux) or `cmp-proxy-x.y.z-a.zip` (Windows)

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted, during this time customers should not navigate to another webpage, otherwise the upload will be stopped. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the Config Profile Manager to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile. Next, use the Deployment Manager to deploy the package on to all servers that are being upgraded in your VoiceGenie deployment.

You can check the Deployment History page to see that the deployment was carried out successfully.

4.5 Upgrading All Other VoiceGenie or Third Party Software

This section describes the process for upgrading all VoiceGenie or Third Party software. The following tables list all packages that can be upgraded in VoiceGenie 7.2, note that these should not be upgraded until the OA&M Framework is upgraded as laid out in 4.1.3 Upgrade the OA&M Framework:

Software Product	Package Name (Linux)	Package Name (Windows)
VG SNMP	<code>cmp-snmpp-7.2.0-x.tar.gz</code>	<code>cmp-snmpp-7.2.0-x.zip</code>
VoiceXML Platform	<code>phoneweb-7.2.0-x.tar.gz</code>	<code>phoneweb-7.2.0-x.zip</code>
CCXML Platform	<code>ccp-ccxml-7.2.0-x.tar.gz</code>	–
SIP Proxy	<code>ccp-proxy-7.2.0-x.tar.gz</code> <code>ccp-rm-7.2.0-x.tar.gz</code>	–

Software Product	Package Name (Linux)	Package Name (Windows)
SRM Server	srm-server-7.2.0-x.tar.gz	srm-server-7.2.0-x.zip
MRCP Proxy	srm-proxy-7.2.0-x.tar.gz	–

Note that the upgrade procedure outlined in this section can only be used for the packages listed above. Also, the packages above should be upgraded in the following order when performed on a single machine:

1. VoiceXML Platform
2. SRM Server, CCML Platform, SIP Proxy, MRCP Proxy, SS7 Connector, ICM Connector
3. VG SNMP

Note: Currently, upgrading to the same version is not supported. For example, if you are running 7.2.0 Beta and you would like to upgrade to 7.2.0 GA an upgrade path is not supported. It is recommended that you fresh install the machine.

4.5.1 Step 1 – Stop all VoiceGenie Components

While upgrading any of these components the platform can not be in use; as a result, please ensure that all components running on the machine that is being upgraded are stopped. All components can be stopped by doing one of the following:

- Perform a `vgstop` at the command prompt (Linux Only)
- Type `stop` at the CLC prompt
- Use the Start/Stop Software page that can be found under the Operations tab of the SMC

Also, under Windows stop the `vg squidagnt` service and the SNMP Service if it exists. This can be done by going to the Services window under Administrative Tools and clicking on the service to stop (i.e. `vg squidagnt` or SNMP Service) and clicking the stop button.

4.5.2 Step 2 – Install and Deploy the Package

For both Linux and Windows install the package listed in the table above using the Product Manager, which is found under the Configuration tab of the SMC.

The product file may take a few minutes to install, please allow the web browser to upload the file uninterrupted, during this time customers should not

navigate to another webpage, otherwise the upload will be stopped. Once installed, the product will be listed in the table at the bottom of the page.

Next, use the **Config Profile Manager** to upgrade an existing profile or create a new profile for the package, it is recommended that you upgrade the existing profile. Next, use the **Deployment Manager** to deploy the package along with the profile on to all servers that are being upgraded.

You can check the **Deployment History** page to see that the deployment was carried out successfully.

4.5.3 Step 3 – Rebooting the System

On the **Deployment History** page check that the status is **Success**, then *reboot* the system.

Notes: SRM Server or OSR Server Upgrade: if you have upgraded the SRM Server or OSR Server and any of the ASR Client or ASR Server components show up as yellow in the Status Monitor of the SMC after the reboot, please restart the SRM Server using the SMC or CLC.

VoiceXML Platform Upgrade: if you have upgraded the VoiceXML Platform and the Squid Cache component shows up as yellow in the Status Monitor of the SMC after the reboot, please add the following to `/usr/local/squid/etc/squid.conf.template` and `/usr/local/squid/etc/squid.conf` and restart Squid:

```
visible_hostname <hostname>
```

Where `<hostname>` is the hostname of the system.

VoiceXML Platform Upgrade: if you have changed the default value of parameter `sip.transport.x` and the value is reset to default value after upgrade, please change the value again after the upgrade.



Appendix

A

Workaround for Upgrading Software of the Same Version

Currently, upgrading to the same version is not supported. For example, if you are running 7.2.0 Beta and you would like to upgrade to 7.2.0 GA an upgrade path is not supported. It is recommended that you fresh install the machine. That said, there is a workaround that can be used in extreme circumstances.

For these cases the CMP Server must be restarted after uploading the package that is of the same version. For example, if you currently have the package `phoneweb-7.2.0-5.tar.gz` installed in the SMC and you wish to upgrade to `phoneweb-7.2.0-6.tar.gz` you would need to upload the package via the SMC and then restart the CMP Server after the upload has completed successfully. To restart the CMP Server you must carry out the following command on the Management Server machine as the root user:

```
/etc/init.d/cmp-server restart
```

Note that this must be done after each package is uploaded that is of a version that already exists in the SMC.



Appendix

B

Upgrading Configurations with a Backup CMP Server

For configurations that have a Backup CMP Server and database replication enabled, the Backup CMP Server should be upgraded once all other OA&M Framework components on the Primary and Backup CMP Server systems are upgraded. The upgrade for this should be carried out as outlined in *Upgrading a Database and Management Server*. Note that this includes upgrading the Database on the Primary Server only, upgrading the CMP Server on the Primary only and upgrading all other components (i.e. CMP Deployer, CMP Proxy, and SMC) on both the Primary and Backup.

This section outlines some precautions to take during the upgrade as well as the steps required to perform the upgrade on the Backup CMP Server. Also, note that replication will need to be reconfigured. Instructions for this procedure are outlined in Appendix D of the *OA&M Framework User Guide*.

Upgrade Preparation

Before upgrading please ensure that all systems have synchronized system times, users can use `/usr/sbin/ntpdate <time server>` to adjust the time if needed.

Also, please ensure that database replication is setup and working correctly and that the CMP Server is configured correctly. To check the configuration, log on to the SMC and check that the CMP Server configuration parameter `cmp.backup_cmpe` has the correct value for the IP address of the Backup CMP Server and that the parameter `cmp.db` is set to 127.0.0.1.

Finally, bring down the Primary CMP Server and use the CLC to check that the system has failed over to the Backup CMP Server.

Now that the system has failed over to use the Backup CMP Server you are ready to upgrade the CMP Server software. Note that the SMC on the Backup CMP Server should be used to carry out the upgrades in the following sections.

Ensure the CMP Deployer is Upgraded

You may have already upgraded the CMP Deployer on the Backup Server when upgrading the CMP Deployer on the Primary Server; if you have upgraded it, you can skip this step. If you have not you can use the procedure outlined in Upgrading a Database and Management Server.

Do not Upgrade the OA&M Framework Database

You should not upgrade the database on the Backup Server. Upgrading the database will break the database replication and should only be carried out on the Primary Server.

Ensure the System Management Console is Upgraded

You may have already upgraded the SMC on the Backup Server when upgrading the SMC on the Primary Server; if you have upgraded it, you can skip this step. If you have not you can use the procedure outlined in Upgrading a Database and Management Server. Please ensure that you use 127.0.0.1 when asked for the IP address of the database server.

Upgrade the OA&M Framework Backup CMP Server

Please follow the procedure outlined in Upgrading a Database and Management Server for upgrading the CMP Server, note that this should be carried out on the Backup Server.

Ensure the OA&M Framework CMP Proxy & CLC is Upgraded

You may have already upgraded the CMP Proxy and CLC on the Backup Server when upgrading the CMP Proxy & CLC on the Primary Server; if you have upgraded it, you can skip this step. If you have not you can use the procedure outlined in Upgrading a Database and Management Server.

Fail Back to the OA&M Framework Primary CMP Server

After the upgrades have been completed please fail back to use the Primary CMP Server. This can be done by simply restarting the Primary CMP Server.

Setup Database Replication

The upgrade will cause the replication to stop, as a result, replication will need to be setup again.

Revision History

Version	Date	Change Summary	Author/Editor
1	February 24 th , 2006	Initial release	Rakesh Tailor
2	September 5 th , 2006	Update for 7.1	Monti Ghai
3	October 16 th , 2006	Minor updates	Johnson Tse
4	November 22 nd , 2006	Added details for upgrades from 7.1.x to an up to date version of 7.1.x.	Rakesh Tailor
5	July 6 th , 2007	ER fix 84939638	Wen Wang
6	September 21 st , 2007	Update for 7.2	Wen Wang

