

CA Unified Communications Monitor

Upgrade Guide

Version 3.3



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Chapter 1: Upgrading CA Unified Communications Monitor

UC Monitor tracks the performance of your VoIP or unified communications system. UC Monitor employs passive monitoring to maintain a continuous record of call setup traffic, call audio and video quality, and medianet performance .

Features added with a newer version of the UC Monitor software are supported when new data is available. For reports newly added to a release, data begins to be collected immediately, but some data rollups, such as hourly call volumes, for example, become available one hour after the upgrade completes.

This document describes how to upgrade the UC Monitor software from version 3.1 or 3.2 to version 3.3, and how to upgrade a standalone system to a distributed system.

Important: Do not install UC Monitor on the same server as CA Performance Center.

This section contains the following topics:

[Prerequisites](#) (see page 7)

[Stop Services](#) (see page 8)

[Back Up the Database](#) (see page 9)

[Upgrade the Software](#) (see page 9)

Prerequisites

Before you upgrade the UC Monitor software, perform the following tasks.

- Prevent new data from being sent to the management console until the upgrade is complete. For more information, see [Stop Services](#) (see page 8).
- Back up the database on the management console server. For more information, see [Back Up the Database](#) (see page 9).
- Restart all servers to ensure that available operating system patches and important updates are applied.
- Obtain the UC Monitor setup file from [CA Technical Support](#).

- Extract or copy the UCMSSetup3.3.xxx.exe file to the servers or virtual machines on which you want to upgrade the software.
- Verify that the setup file has permission to run:
 - a. Right-click the setup file and select Properties.
 - b. Click Unblock.
 - c. Click OK.
- To upgrade CA Performance Center and UC Monitor at the same time, upgrade the CA Performance Center software first.

Important: UC Monitor version 3.3 supports Microsoft Windows Server 2008 R2. Although you can install the product on Microsoft Windows Server 2003, we cannot guarantee performance.

Stop Services

Before upgrading the UC Monitor software, prevent new data from being sent to the management console until the upgrade is complete. Failure to stop the services does not cause the upgrade to fail, but some collected data is not processed.

Take the following steps:

1. Stop the CA UCM Collector service in a standalone system.
2. Stop the CA UCM Console Communicator service on the management console server in a distributed system.

After you stop the service, the files in the *<install path>\CA\VoIPMonitor\Datafiles* folder are processed within 15 minutes. When the Datafiles folder is empty, you can back up the database.

The services are restarted during the upgrade process.

Back Up the Database

You can manually back up the database for debugging purposes, before upgrading the UC Monitor software, or when directed by [CA Technical Support](#).

Follow these steps:

1. Navigate to Administrative Tools, Services in the Control Panel.
The Services window opens.
2. Stop the following services:
 - NetQoS MySQL51
 - NetQoS UC Inspector
3. Copy the `<install path>\netqos\mysql51\data` directory to a remote backup location.

Upgrade the Software

Use the same setup program to upgrade all UC Monitor components in a distributed or standalone deployment. The setup program automatically identifies whether UC Monitor components are installed on the server where you run the setup program.

- In a distributed deployment, the management console and collectors are installed on separate servers. Upgrade the management console before you upgrade the collectors. After you upgrade the console, upgrade the collectors within a day to ensure database continuity.
- In a standalone deployment, the management console and collector are installed on the same server. Run the setup program once on the server to upgrade both components simultaneously.

Use the following procedure to upgrade the software from version 3.1 or 3.2 to version 3.3. Upgrade is supported on servers running Microsoft Windows Server 2003 or Microsoft Windows Server 2008 R2.

Follow these steps:

1. Double-click the setup program.
The Welcome window opens.
2. Click Next.
The License Agreement window opens.

3. Read and accept the license agreement, and then click Next.
The Previous Version Found window opens, and identifies the destination folder. You cannot change the destination folder.
4. Click Next.
The Pre-Installation Summary window opens.
5. Confirm your selections, then click Install.
The upgrade process begins. Messages indicate the progress of the upgrade. When upgrade is complete, the Install Complete window opens.
6. Select "Yes, restart my system," then click Done.
7. Delete temporary Internet files from your browser's cache before you log into the upgraded management console for the first time.

Appendix A: Upgrade to a Distributed System

You can upgrade a standalone system to a distributed system. This type of upgrade lets you add more collectors and monitor additional call servers and subnets. The existing UC Monitor server becomes the management console, preserving your database, including the Locations you defined and the data you collected.

Future upgrades can be accomplished in a similar manner, with additional licenses available up to the limit of 10,000 phones and endpoints per collector. You can purchase additional collectors, up to the limit of ten per management console.

Follow these steps:

1. Log in to the management console server using administrator credentials.
2. Open a command prompt window.
3. Change directories to the following:
 - For UC Monitor version 3.3 and later: `<install path>\CA\VoIPMonitor\bin`.
 - For UC Monitor version 3.2 and earlier: `<install path>\netqos\VoIPMonitor\bin`.
4. Run the upgrade file, UpgradeToMaster.exe.

Note: In a hardened version of Microsoft Windows Server 2008, run the executable as an administrator.

- a. Open the Start menu.
 - b. Right-click the Command Prompt icon and select "Run as Administrator."
 - c. Enter your administrator credentials.
 - d. Browse to `<install path>\CA\VoIPMonitor\bin`.
 - e. Run UpgradeToMaster.exe.
5. Change the name of the collector and the IP addresses of the management and monitor NICs. For more information, see the topic titled "Change Collection Device Properties" in the UC Monitor online help or the *CA Unified Communications Monitor Administrator Guide*.