

# CA Unified Communications Monitor

## Upgrade Guide

Version 3.4



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# Chapter 1: Upgrading CA Unified Communications Monitor

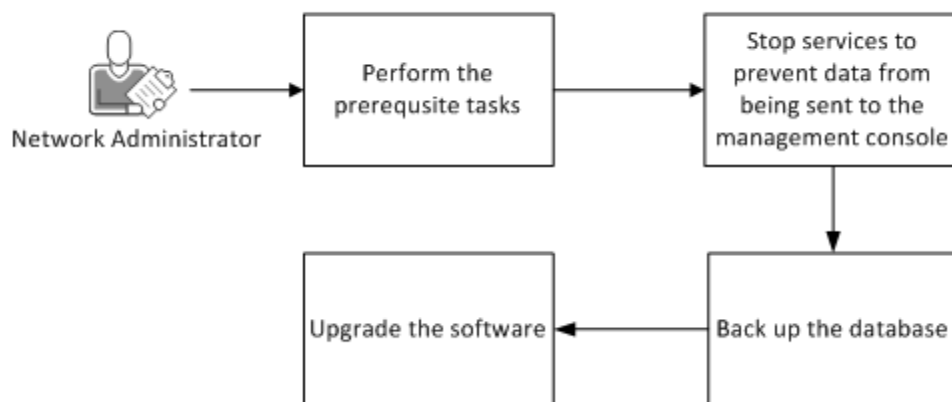
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This document describes how to upgrade the UC Monitor software from version 3.1, 3.2, or 3.3 to version 3.4, and how to upgrade a standalone system to a distributed system.

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

The following diagram illustrates the process for upgrading UC Monitor to version 3.4.

## How to Upgrade CA Unified Communications Monitor



This section contains the following topics:

[Prerequisites](#) (see page 8)

[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.

- Upgrade to at least UC Monitor version 3.1. Upgrades from earlier versions are not supported.
- 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 UCMSetup3.4.xxx.exe file to the servers or virtual machines on which you want to upgrade the software.
- To upgrade CA Performance Center and UC Monitor at the same time, upgrade the CA Performance Center software first.

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

## Stop Services

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 one of the following steps:**

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

After you stop the service, the files in the `<install path>\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 CA MySQL51 service.

Stopping the CA MySQL51 service also stops the CA UCM Inspector service and the CA UCM Console Scheduler service.

**Note:** Depending on your version of UC Monitor, these services may have a prefix of NetQoS. For example, NetQoS MySQL51.

3. Copy the `<install path>\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, 3.2, or 3.3 to version 3.4.

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

**Follow these steps:**

1. Double-click the setup program.

The CA Unified Communications Monitor Installer window opens.

2. Click Next.

The License Agreement appears in the window.

3. Read and accept the license agreement, and then click Next.

Information about the destination folder appears in the window. You cannot change the destination folder.

4. Click Next.

An upgrade summary appears in the window.

5. Click Install.

The upgrade process begins. Messages indicate the progress of the upgrade. When upgrade is complete, a "successful installation" message appears in the window.

6. Select "Yes, restart my system," then click Done.

7. Clear your browser's cache before you log into the upgraded management console for the first time.

# Appendix A: Upgrade to a Distributed System

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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 `<install path>\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>\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*.



# Appendix B: Upgrade UC Monitor to a New Server and a New Operating System

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UC Monitor version 3.4 is supported on servers running the Microsoft Windows Server 2008 R2 operating system. Your previous version of UC Monitor may be installed on a server that is running Microsoft Windows Server 2003. There is no upgrade path from Windows Server 2003 to Windows Server 2008 R2. You must install Windows Server 2008 R2 on a new server. The new server is then ready for installation of UC Monitor, including the database from the previous version of UC Monitor.

**Important:** UC Monitor version 3.4 is not compatible with databases from previous releases. Perform the steps in the following procedure in the sequence listed to ensure that the previous database is upgraded properly.

#### Follow these steps:

1. On the Windows Server 2003 server, perform the following steps:
  - a. Ensure UC Monitor is at version 3.3. Upgrade to version 3.3 if necessary.
  - b. [Stop the CA MySQL51 service](#) (see page 8).
  - c. [Back up the database](#) (see page 9) to a location that is accessible by the server running Windows Server 2008 R2.
2. Configure the Windows Server 2008 R2 server as described in the *CA Unified Communications Monitor Installation Guide*. In general:
  - Install the Application Server role with the following role services:
    - Web Server (IIS) Support, with IIS 6 Management Compatibility
    - COM+ Network Access
  - Install and enable the following items:
    - SNMP
    - The most recent service pack and important updates
3. On the Windows Server 2008 R2 server, perform the following steps:
  - a. Install UC Monitor version 3.3.
  - b. [Stop the CA MySQL51 service](#) (see page 8).

- c. Copy the backup database to the following location:  
`<install path>\mysql51\data`
- d. Start the CA MySQL51 service.
- e. [Upgrade to UC Monitor version 3.4](#) (see page 9).

By copying the backup database before you upgrade to UC Monitor 3.4, you ensure that the database is also upgraded.