

Telephony Office-LinX™

enterprise edition

Service Update 1 to Telephony Office-LinX 7.1 HA SP4

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Service Update 1 to Telephony Office-LinX 7.1 HA SP4

This manual describes the procedure for updating a Telephony Office-LinX High Availability SP4 System to Service Upgrade 1.

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1

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Chapter Summary

| | |
|---|---|
| Overview | 2 |
| List of Fixes | 2 |
| New Features | 2 |
| Upgrading Telephony Office-LinX HA SP4..... | 3 |
| Stopping and Disabling Services | 3 |
| Installation Procedure for HA SU 1 | 4 |
| Installing the Upgrade | 5 |

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⚠ Warning: The installation / upgrade process **must be performed on the server computers in person**. You **cannot** install / upgrade the systems through remote desktop connections.

Overview

Telephony Office-LinX 7.1 SU 1 includes the following changes.

Compatibility

Telephony Office-LinX 7.1 Build SU 1 can be added **only to the High Availability SP 4** version of the program.

Component Changes

The following components have been updated for Telephony Office-LinX 7.1 SU 1.

| Component Name | Component Location | Comments |
|----------------|--------------------|----------|
| EEAM | \Business Layer\ | |

List of Fixes

The following are details of all fixes and changes included in release 7.1 SU 1.

| CR Number | Component | Details |
|-----------|-----------|---|
| 4317 | EEAM | Add and changes are not recognized by TSE Cache Manager. The only way they are recognized is by restarting the TSE Cache manager service. |

New Features

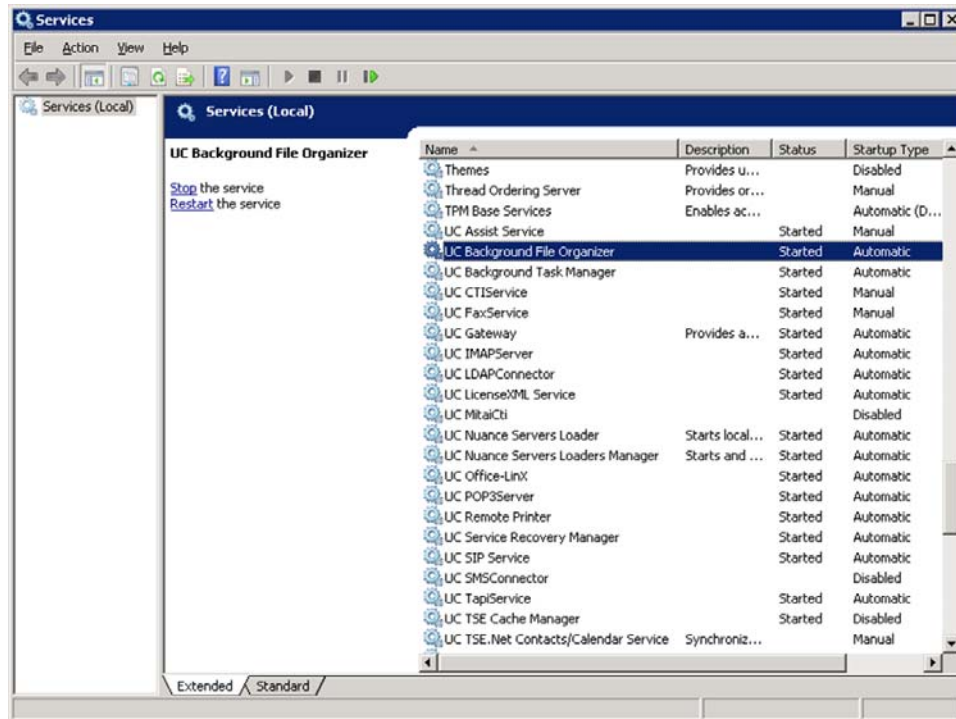
The following lists all the new capabilities of TSE Cache Manager included in Telephony Office-LinX 7.1 SP4 SU 1.

- ◆ Adding a mailbox and changing to IMAP in the mailbox properties
- ◆ Changing an existing mailbox to IMAP in the mailbox properties
- ◆ Changing of IMAP settings (user/server/password) in the mailbox properties
- ◆ Changing an existing mailbox to Database in the mailbox properties
- ◆ Deleting a mailbox that is set for IMAP in the mailbox properties
- ◆ Move an IMAP mailbox from one Feature Group to another
- ◆ Changing of IMAP related configurations in the Feature Group
- ◆ Move IMAP mailbox from one Feature Group to another which is assigned to a different TSE location
- ◆ Changing of TSE location in Feature Group

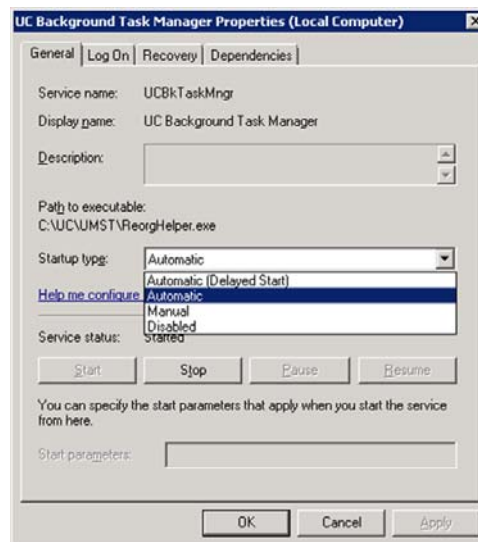
Upgrading Telephony Office-LinX HA SP4

Stopping and Disabling Services

1. To stop the Services, click on **Start > Settings > Control Panel > Administrative Tools > Services**. Double click on the **Services** icon. The Services screen appears:



2. Double-click the service to be stopped. The Service Properties screen appears.



3. Click the **Stop** button to halt the service.
4. From the **Startup type** dropdown list, select **Disabled**.
5. Click **OK**.

Installation Procedure for HA SU 1

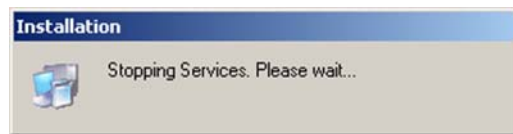
- Note:** Take care to ensure that the correct machine (Consolidated, Master, Slaves) are being used at all times.
1. On the **Consolidated** server, stop and disable the **UC Service Recovery Manager** service.
 2. On the **Master** server, stop and disable these services: **UC Telephony Office-LinX Enterprise Edition**, **UC Background Task Manager**, **UC Background File Organizer**, **DBWatcher**. Stop **UC SIP Service** and **UC FaxService**.
 3. Wait 2-5 minutes until all syncs are successful (in the **Mobiclient.log** file, verify "Completed processing of download stream").
 4. On the **Master**, stop and disable **ASA9_MB_CLIENT_<computer name>** (Mobilink).
 5. Backup the database on the **Master** server.
 6. Gracefully stop and then start **Adaptive Server Anywhere-ASA9_UC** (database) on the **Master** server.
 7. Upgrade the **Master** server to SU 1 as per **Installing the Upgrade on page 5**.
 8. Check that the **ASA9_MB_CLIENT_<computer name>** service is still disabled then restart the **Master** server.
 9. Once the **Master** server has rebooted, start the **UC Telephony Office-LinX Enterprise Edition** service and check that the **Master** accepts calls.
 10. On all **Slaves**, stop and disable these services: **UC Telephony Office-LinX Enterprise Edition**, **UC Background Task Manager**, **UC Background File Organizer**, **DBWatcher**. Stop **UC SIP Service** and **UC FaxService**.
 11. Wait 2-5 minutes until all syncs are successful (in the **Mobiclient.log** file, verify "Completed processing of download stream").
 12. Stop and disable **ASA9_MB_CLIENT_<computer name>** (Mobilink) on all **Slaves**.
 13. On all **Remote TSE** servers, stop and disable the **UC TSE Cache Manger** service.
 14. On the **Remote Admin** servers, close all remote admin connections.
 15. On the **Consolidated** server, stop and disable these services: **DBWatcher**, **ASA9_MB_CONSOL_<computer name>** (Mobilink), **UC Unified Messaging System Tasks Service**, **UC Background Task Manager**, and **UC VPIIM Server**.
 16. Backup the database on the **Consolidated** server.
 17. Gracefully stop and then start the **Adaptive Server Anywhere-ASA9_UC** (database) service on the **Consolidated** server.
 18. Upgrade the **Consolidated** server to SU 1 as per **Installing the Upgrade on page 5**.
- Hint:** Steps 19 through 21 can be performed while the Consolidated server is upgrading.
19. On all **Slaves**, backup the database.
 20. Gracefully stop and then start the **Adaptive Server Anywhere-ASA9_UC** service on all **Slaves**.
 21. Upgrade all **Slaves** to SU 1 as per **Installing the Upgrade on page 5**.
 22. After the upgrade to the **Consolidated** server has completed, check that the **UC Service Recovery Manager** service is disabled and restart the server.
 23. On both the **Consolidated** and the **Master** servers, stop and disable **DBWatcher** and then start **ASA9_MB_CONSOL_<computer name>**.
 24. Wait until the **Master** has synchronized with the **Consolidated** server (in the **Mobiclient.log** file, verify "Completed processing of download stream").
 25. Restart one-by-one all **Slaves** after the upgrade is complete. Stop and disable **DBWatcher** and start the **ASA9_MB_CLIENT_<computer name>** services.
 26. Wait until all **Slaves** have synchronized with the **Consolidated** server.
 27. On the **Consolidated** server, **Master**, and all **Slaves** restart all services except **UC Service Recovery Manager**.
 28. Upgrade one-by-one all **Remote TSE** servers to SU 1 as per **Installing the Upgrade on page 5**.
 29. Start the **Remote TSE** servers.
 30. Start **UC Service Recovery Manager** services on all servers.
 31. Upgrade all **Remote Admin** servers to SU 1 as per **Installing the Upgrade on page 5**.

Installing the Upgrade

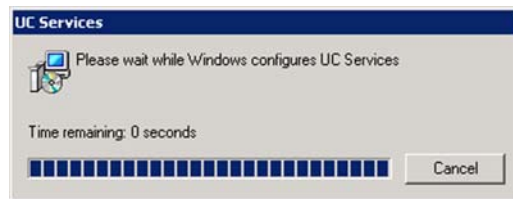
1. Run the update program. The following screen appears. Click **Next**.



2. Applicable services will be stopped by the program.



3. The program will continue to with the upgrade.



4. When finished, the following screen will appear. Click **Finish** to complete the upgrade.



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5. When prompted to restart the server, choose **Cancel** and return to the appropriate step of the Installation Procedure for HA SU 1 on page 4 of this manual.

