

Upgrading Modular Messaging to Release 5.2 using Modular Messaging 5.2 Upgrade application

This guide describes the procedure to upgrade the following configurations to Modular Messaging Release 5.2 using the Modular Messaging 5.2 Upgrade application:

- Modular Messaging for Avaya MSS Release 5.0 or 5.1
- Modular Messaging for Microsoft Exchange Release 5.1
- Modular Messaging for IBM Lotus Domino Release 5.1

Note:

Some sections in this guide may apply only to a specific configuration of Modular Messaging.

Use the Modular Messaging Upgrade application to upgrade the following components of a Modular Messaging system:

- Administration Tools
- Message Storage Server
- Messaging Application Server or a Supplementary server
- Web Client Server
- Web Subscriber Options Server

However, to upgrade Avaya one-X Speech Release 5.0 or 5.1 to Release 5.2, use one-X Speech upgrade application that is available at <http://www.avaya.com/support>.

This guide includes the following sections:

- [Prerequisites](#) on page 2
- [Running the Modular Messaging 5.2 Upgrade](#) on page 3
- [Upgrading Modular Messaging for Avaya MSS](#) on page 4
- [Upgrading Modular Messaging for Microsoft Exchange or IBM Lotus Domino](#) on page 7
- [Completing the upgrade](#) on page 8
- [Modular Messaging Release 5.0 or 5.1 to Release 5.2 upgrade checklist](#) on page 14

**CAUTION:**

Applicable for Modular Messaging for Avaya MSS only: Due to the different version of operating system included in Modular Messaging for Avaya MSS Release 5.2, the system does not roll back to Release 5.0 or 5.1 when you uninstall Modular Messaging 5.2 Upgrade. After you complete the upgrade if you have to downgrade the Modular Messaging system to Release 5.0 or Release 5.1, contact the Avaya's Global Services Delivery team or your certified Avaya Partner for support.

Prerequisites

Before you upgrade Modular Messaging system to Release 5.2, ensure that you meet the following requirements:

- Ensure that the Modular Messaging system is at least at:
 - **Release 5.0:** Patch 15
 - **Release 5.1:** Service Pack 2
- Download the following from the Avaya Support Web site at <http://www.avaya.com/support>:
 - The Modular Messaging 5.2 Upgrade application, the **MM520000.zip** file.
 - The latest applicable Modular Messaging software updates including the release notes.
 - WebLM application, **WebLM_Install_Product.exe**, if necessary.
 - Modular Messaging Release 5.2 Telephone User Interface (TUI) prompts.
 - Online help files for Web Subscriber Options (**MM52WSOHelpUpdate.exe**) and Web Client (**MM52WebClientHelpUpdate.exe**).
- Obtain a new license file from Product Licensing and Delivery System (PLDS) to be applied on a Web License Manager (WebLM) server. For more information, see [Obtaining the license file](#) on page 10.
- Perform a nightly or an attended backup of the complete system.
- *For MSS Only:* For the application to copy the files required for the upgrade to the MSS, you *must* log on to the MAS using an account that has permission to copy service pack files to the MSS. Before you start the upgrade, you *must* identify the MAS account that has permissions to copy the files to the MSS. Perform the following actions to identify the account name:
 1. Log on to the MSS Messaging Administration Web interface.
 2. Under **Server Administration**, click **Windows Domain Setup**.

The system displays the roles you can use to install the upgrades on the MAS as either the *Domain Controller Administrator* or as a *Service Pack Administrator*. Make a note of the role you may use to upgrade MAS #1.

Running the Modular Messaging 5.2 Upgrade

- The Modular Messaging system is out of service during the upgrade process. Therefore, Avaya recommends that you perform upgrades of the Modular Messaging system during low usage hours.
- When you install the Modular Messaging 5.2 Upgrade application and any additional service packs or patches remotely from the Modular Messaging system, you *must* connect to the console of the MAS, Supplementary server, Web Client or Web Subscriber Options server, using Remote Desktop console mode or other remote access tools that connect to the Windows Server console.

To upgrade the Modular Messaging system, proceed with one of the following as appropriate:

- For Avaya MSS Release 5.0 or Release 5.1, complete the instructions outlined in [Upgrading Modular Messaging for Avaya MSS](#) on page 4.
- For Microsoft Exchange Release 5.1 or IBM Lotus Domino Release 5.1, complete the instructions outlined in [Upgrading Modular Messaging for Microsoft Exchange or IBM Lotus Domino](#) on page 7.

Upgrading Modular Messaging for Avaya MSS

Use this section to upgrade the Modular Messaging components on Modular Messaging for Avaya MSS system:

1. When upgrading the MSS, ensure that a system backup is not in progress.

To verify if a backup is in progress:

- a. Navigate to **Logs > Backup** in the MSS Messaging Administration Web interface.
- b. Select **Log 1** and click **View**. The end of the log must read **completed**. If it does not, then allow the backup process to complete before you upgrade the MSS.

Allow the backup process to complete. However, for some reason, if you have to stop the backup process, use the following steps:

- a. Navigate to **Backup and Restore** in the MSS Messaging Administration Web interface.
 - b. Click **Backup > Start Backup**. The page displays a message that a backup is already running.
 - c. Click **Abort Running Backup**.
2. Before running the Modular Messaging 5.2 Upgrade application on a Modular Messaging Web Client server you must stop the Web server using the following steps:
 - a. Navigate to **Start** menu.
 - b. Click **Programs > Avaya Modular Messaging Web Client Tools > Stop Web Server**.
 3. Log on to the MAS using an account that has permissions to install the Modular Messaging software.
 4. Navigate to the directory, where you copied the Modular Messaging 5.2 Upgrade application and double-click the **MM520000.exe** file. The system displays the **Modular Messaging Installation Wizard**.
 5. If the system is eligible for this upgrade, under **Select the components you want to install or upgrade**, the check boxes for the installed components are grayed and automatically selected. The system displays the following list of Modular Messaging components:
 - **Administration Tools Update** check box, selected and disabled if the administration tools are installed on the system
 - **Message Storage Server Update** check box, cleared and enabled
 - **Messaging Application Server Update** check box, selected and disabled
 - **Web Client Update** check box, selected and disabled if Web Client is installed on the system.
 - **Web Subscriber Options Update** check box, selected and disabled if Web Subscriber Options are installed on the system.

6. When upgrading MAS #1 on Avaya MSS system, make sure that you select the **Message Storage Server Update** check box.
7. Click **Install**.

The application copies the Message Storage Server update package to the MSS.

8. If the MAS has patches of previous releases installed on it, the system displays the **Installation Wizard - Update Warning** dialog box with the list of patches installed on the system. Perform the following actions to remove the patches:
 - a. Click **Continue**.
 - b. The Modular Messaging 5.2 Upgrade application:
 - removes the patches or updates that are previously installed on the system.
 - may prompt you to close any open applications that may interfere with the update.
 - stops all the Modular Messaging services before the installation can continue.
 - c. If the system prompts you, restart the MAS.
 - d. Log on to the MAS.

The system launches the **Modular Messaging Installation Wizard** automatically and starts upgrading the components that are selected in step 5.

9. When the system displays the **Update the MSS first** dialog box, proceed with [Upgrading Avaya Message Storage Server](#) on page 5.
10. When the system completes upgrading the MSS, click **OK**.

The system continues to upgrade the MAS.
11. Click **Close** when the system prompts you.
12. Repeat this procedure on each of the following servers that need upgrading:
 - Remaining Messaging Application Servers or a Supplementary server
 - Web Client Server
 - Web Subscriber Options Server
 - Any machine running the Modular Messaging Administration Tools
13. Complete upgrading the components as described in [Completing the upgrade](#) on page 8.

Upgrading Avaya Message Storage Server

Use this section to upgrade Avaya Message Storage Server (MSS) from Release 5.0 or Release 5.1 to Release 5.2.

Before you execute the following steps, the system copies the MSS software to the MSS when you select the **Message Storage Server Update** check box when you run the upgrade application on MAS #1. For details, see step 6 in [Running the Modular Messaging 5.2 Upgrade](#) on page 3.

1. Log on to the MSS using an account that has permissions to install a service pack. For example, *craft* or *sa*.



Important:

If you are upgrading the MSS from Release 5.1, proceed with step 9.

2. On the Messaging Administration Web interface, under **Software Management**, click **Software Update > Service Pack**.
3. If the system displays a warning that you have not backed up the system recently, click **Continue without current system backup**.
4. When the system displays a list of packages, select the Z-RFU software package and click **Install selected packages**.
5. If the system displays a pop-up window, click **Continue**.
6. Click **Proceed with installation**.
The system displays a message that MSS will be made non-operational.
7. Click **Proceed with installation**.
8. On the status page that appears, scroll to the bottom of the page to see the most recent status messages.
After the system installs the Z-RFU software package successfully, do not reboot the system.
9. Under **Software Management**, click **Software Update > Minor Release**.
10. When the system prompts you to install newer software, click **Install the newer software Management Software**.
The system removes the currently installed software package and installs the new software management package.
11. Click **Continue**.
The system displays a list of software packages to be upgraded.
12. Click **Install selected packages**.
13. Click **Proceed with update**.
14. When the system completes the upgrade process successfully, click **Reboot**.
15. Continue to upgrade the MAS as instructed in step 10 in [Upgrading Modular Messaging for Avaya MSS](#) on page 4.

Upgrading Modular Messaging for Microsoft Exchange or IBM Lotus Domino

Use this section to upgrade Modular Messaging system for Microsoft Exchange Release 5.1 or Modular Messaging system for IBM Lotus Domino Release 5.1 to Release 5.2.

Note:

Applicable for IBM Lotus Domino only: To upgrade the Subscriber Options from Release 5.1 to Release 5.2, you *must* run **setup.exe** on each client machine and machines where the DUC Admin component is installed. Obtain the **setup.exe** file that is bundled in the Avaya Modular Messaging Release 5.2 Outlook Client compressed archive (zip file) from the Avaya Support Web site at <http://www.avaya.com/support>.

1. Log on to the MAS using an account that has permissions to install the Modular Messaging software.
2. Navigate to the directory where you copied the Modular Messaging 5.2 Upgrade application and double-click the **MM520000.exe** file. The system displays the **Modular Messaging Installation Wizard**.
3. If the system is eligible for this upgrade, under **Select the components you want to install or upgrade**, the check boxes for the installed components are grayed and automatically selected. The system displays the following list of Modular Messaging components:
 - **Administration Tools Update** check box, selected and disabled if the administration tools are installed on the system
 - **Messaging Application Server Update** check box, selected and disabled
 - **Web Client Update** check box, cleared and disabled (ignore this option as Web Client is not applicable to this configuration)
 - **Web Subscriber Options Update** check box, selected and disabled if Web Subscriber Options are installed on the system.
4. Click **Install**.
5. If the MAS has patches of previous releases installed on it, the system displays the **Installation Wizard - Update Warning** dialog box with the list of patches installed on the system. Perform the following actions to remove the patches:
 - a. Click **Continue**.
 - b. The Modular Messaging 5.2 Upgrade application:
 - removes the patches or updates that are previously installed on the system.
 - may prompt you to close any open applications that may interfere with the update.
 - stops all the Modular Messaging services before the installation can continue.

- c. If the system prompts you, restart the MAS.
- d. Log on to the MAS.

The system launches the **Modular Messaging Installation Wizard** automatically and starts upgrading the MAS.

6. Click **Close** when the system prompts you.
7. Repeat this procedure on each of the following servers that need upgrading:
 - Remaining Messaging Application Servers or a Supplementary server
 - Web Subscriber Options Server
 - Any machine running the Modular Messaging Administration Tools
8. Complete upgrading the system as described in [Completing the upgrade](#) on page 8.

Completing the upgrade

This section describes the steps required to complete the upgrade of Modular Messaging components.

- [Installing and configuring the WebLM server on an MAS](#) on page 8
- [Upgrading the TUI language prompts](#) on page 12
- [Installing help for Web Subscriber Options and Web Client](#) on page 12
- [Installing software updates](#) on page 12
- [Performing acceptance tests](#) on page 13

Installing and configuring the WebLM server on an MAS

Use this procedure to install the WebLM server on an MAS, obtain the latest license file and apply it on the WebLM server.

- [Installing the WebLM server on an MAS](#) on page 9
- [Obtaining the license file](#) on page 10
- [Applying the license file on the WebLM server](#) on page 10
- [Configuring WebLM URL in VMSC](#) on page 11
- [Importing certificates from license](#) on page 12

Installing the WebLM server on an MAS

Use this procedure to install the WebLM server on an MAS or a Supplementary server.

Alternatively,

- if you choose to install WebLM server on a standalone server, use the instructions provided in *Installing and configuring Avaya WebLM server* guide available on the Avaya Support Web site at <http://www.avaya.com/support>.
- if you already have a WebLM server that you are using for licensing other Avaya products, proceed with [Obtaining the license file](#) on page 10.

For more information about using PLDS, see *Getting Started with Avaya PLDS* guide available on the Avaya Support Web site at <http://www.avaya.com/support>.

For more information on various licensing modes, see *Avaya Modular Messaging Concepts and Planning Guide*.

Complete the following steps to install the WebLM server on an MAS or a Supplementary server:

1. Log on to the MAS using an account that has administrative permissions.
2. Download the WebLM installer (**WebLM_Install_Product.exe**) from the Avaya Support Web site at <http://www.avaya.com/support> and double-click.

The system runs the WebLM installation automatically.

Note:

If you are unable to install the WebLM server on the MAS, log on to the MAS using local administration credentials and continue with the installation.

3. Click **Next**.
4. Accept the default values and click **Next**.
5. In the **SSL Port** field, enter 52233.
6. Click **Next**.
7. Click **Install**.
8. Click **Finish**.

The system displays the **WebLM Configuration** wizard.

9. Accept the defaults and click **Next** until the configuration is complete.
10. Click **Finish**.

11. Start the **Apache Tomcat** service:
 - a. Select **Services (Local)** in the left pane.
 - b. Right-click **Apache Tomcat** service.
The system opens the **Properties** window.
 - c. Set the **Startup type** to **Automatic**.
 - d. Click **OK**.
 - e. Click **Start**.

Obtaining the license file

Obtain a new license file to install on the WebLM server for the Modular Messaging system that you upgrade.

Use one of the following methods to obtain the license file:

- If you or the registered owner of your site receive a License Activation Code (LAC) e-mail from PLDS, use this LAC to obtain the Modular Messaging license from the PLDS Web site at <https://plds.avaya.com>.
- An Avaya Partner or an Avaya Associate who has permissions in PLDS for your site or sales order can access PLDS and generate a new license file for you. You must provide the MAC address of the WebLM server to generate the license file.

For more information about using PLDS, see *Getting Started with Avaya PLDS* guide available on the Avaya Support Web site at <http://www.avaya.com/support>.

Provide the MAC address of the WebLM server to Avaya Partner or Avaya Global Services (AGS) associate for generating the license file.

1. To find the MAC address for the WebLM server, run the command **ipconfig /all** on the server, where you installed the WebLM server.
2. Copy the physical address of the corporate LAN network adapter.

Applying the license file on the WebLM server

Use the following steps to apply the license file on the WebLM server:

1. In the Web browser, enter the URL for the WebLM server.
For example, ***https://<ip-address>:<WebLM_port>/WebLM/LicenseServer***, where *ip-address* is the IP address or fully qualified domain name of the server that hosts the WebLM server. The system displays the WebLM Administration page.

Note:

When you install the WebLM server on an MAS in a Modular Messaging for MSS configuration, you must enter the corporate IP address of the WebLM server.

2. In the **Username** field, enter *admin*.

3. In the **Password** field, enter *weblmadmin*.

Note:

When you log on to the WebLM server for the first time after the installation, the system prompts you to change the password. You *must* change the WebLM server password to help prevent unauthorized access to the WebLM server.

4. When the system prompts you, change the password.
5. Log on to the WebLM server.
6. Click **Install License**.
7. In the **Install License Path** field, enter the path to the license file or click **Browse** to select the license file you obtained using the procedure outlined in [Obtaining the license file](#) on page 10.
8. Click **Install**.

If the installation is successful, WebLM displays a confirmation page. If you install an incorrect license file, or if WebLM cannot access the location of the license file on your network, WebLM displays an error message.

Configuring WebLM URL in VMSC

Configure the URL for the WebLM server in VMSC on the MAS:

1. In the Voice Mail System Configuration window, double-click **Licensing**.
The system displays the **Licensing - Voice Mail Domain** window.
2. On the **Licensing** tab, complete the following:
 - a. In the **WebLM URL** field, verify that the system displays the correct URL, if required modify the IP address or fully qualified domain name for WebLM server. For example, ***https://10.32.55.33:52233/WebLM/LicenseServer***.

Note:

When you configure the URL for the WebLM server in VMSC in a Modular Messaging for MSS configuration, you must enter the corporate IP address of the WebLM server.

- b. Click **OK** to close the Licensing - Voice Mail Domain window.
3. Restart the Apache Tomcat service for the changes to take effect.
 4. Restart the Messaging Application Server service on all MASs.
 5. On the **Licensing** tab, in the **License Mode** field, verify that the system displays the status as **Normal**.

Importing certificates from license

Use the following steps to import the license in VMSC to apply the certificates to your VMD:

Note:

To import the certificates, you must copy the license file to the MAS on which you use VMSC to import the certificates.

1. In the Voice Mail System Configuration window, navigate to **Licensing**.
2. Right-click **Licensing** and select **Import Certificates from License**.

The system displays the **License Import Wizard**.

3. Complete the wizard.
4. Restart the Messaging Application Server service on all MASs.

Upgrading the TUI language prompts

Upgrade the Modular Messaging Release 5.2 Telephone User Interface (TUI) language prompts for all languages used on this Modular Messaging system from the Avaya Support Web site at <http://www.avaya.com/support>. Follow the instructions provided on the download page to install the TUI prompts.

Installing software updates

Install the latest Modular Messaging software updates from the Avaya Support Web site at <http://www.avaya.com/support>. Follow the instructions provided in the release notes to complete the software updates.

Installing help for Web Subscriber Options and Web Client

Install the help for Web Client and Web Subscriber Options from the Avaya Support Web site at <http://www.avaya.com/support> along with the Modular Messaging 5.2 Upgrade application.

After you install the Modular Messaging 5.2 Upgrade application, install the online help update:

- *Avaya MSS Only:* For Web Client, run the Help application (**MM52WebClientHelpUpdate.exe**) obtained from the **MM520000.zip** file.
- For Web Subscriber Options, run the Help application (**MM52WSOHelpUpdate.exe**) obtained from the **MM520000.zip** file.

Performing acceptance tests

Perform acceptance tests to verify the system is functioning correctly. The acceptance tests can include but are not limited to the following:

1. Call answer messaging and verify receipt of messages
2. Subscriber TUI logon, message review, and send functionality
3. MWI functionality
4. Client outcalling
5. WSO subscriber logon and mailbox property changes
6. *Avaya MSS only*: Web Client logon, message review, and send functionality
7. New Modular Messaging subscriber mailbox creation and enablement

Modular Messaging Release 5.0 or 5.1 to Release 5.2 upgrade checklist

Use this checklist to upgrade Modular Messaging from Release 5.0 or Release 5.1 to Release 5.2. As you complete a task, make a check mark in the "✓" column.

Release 5.0 or Release 5.1 upgrade checklist

✓	Description	Page	Comments
Prerequisites:			
	Download the required software and documentation	2	
	Ensure that the Modular Messaging system is at minimum Service Pack and Patch level	2	
	Obtain the new license file from Avaya	2	
	Perform a nightly or an attended backup of the complete system	2	
Upgrade Modular Messaging:			
	Run the Modular Messaging 5.2 Upgrade application on MAS#1	4 or 7	
	<i>Modular Messaging for Avaya MSS Only:</i> 1. Upgrade the MSS 2. Complete the upgrade on the MAS	5	
	Upgrade each of the following servers: ● Remaining Messaging Application Servers or a Supplementary server ● Modular Messaging Web Client Server ● Web Subscriber Options Server ● Any server running the Modular Messaging Administration Tools Note: Modular Messaging Web Client Server is not applicable to Modular Messaging for Microsoft Exchange and IBM Lotus Domino.	4	
Complete the upgrade:			
	Install the WebLM server on an MAS, Supplementary server or standalone server	9	
	Apply the license file on the WebLM server	10	
Table page 1 of 2			

✓	Description	Page	Comments
	Configure the WebLM URL in VMSC	11	
	Import the certificates from license	12	
	Upgrade the TUI language prompts for all languages used on this system	12	
	Install software updates	12	
	Installing help for Web Subscriber Options and Web Client upgrades	12	
	Perform acceptance tests	13	
Table page 2 of 2			