

# AVAYA

## OFFICELINX™

### High Availability Upgrade



Version 10.7 (1) | Aug 2018.



# HIGH AVAILABILITY UPGRADE

This manual describes the procedure for updating a Officelinx High Availability from earlier version to 8.5 or later.

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# 1

# HIGH AVAILABILITY UPGRADE

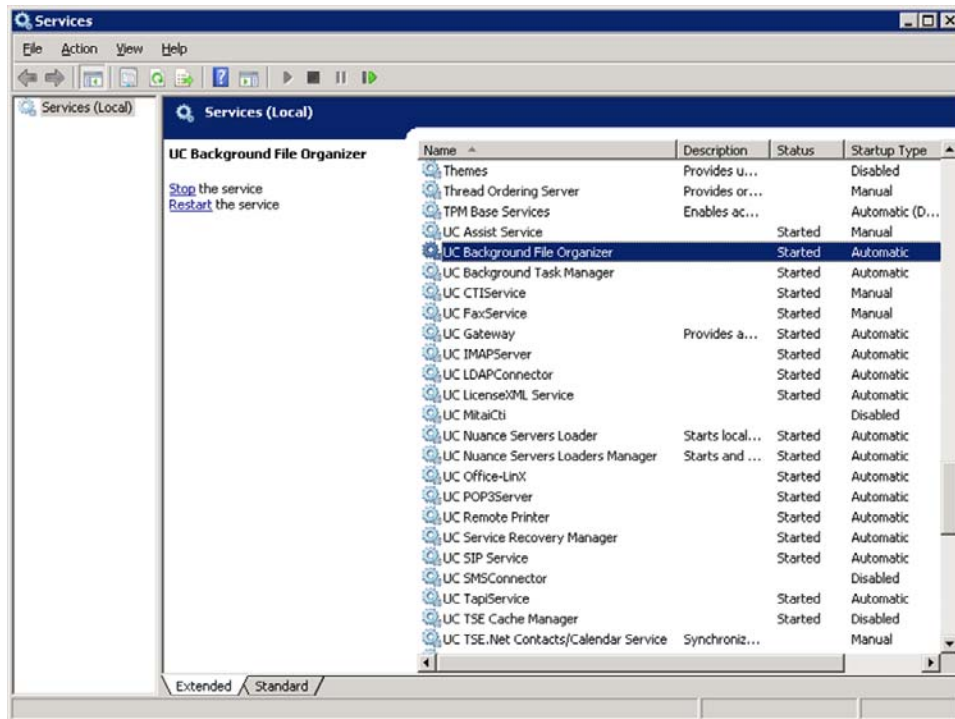
## In This Document:

- 8 Stopping and Disabling Services
- 9 Installation Procedure for HA
- 10 Installing the Upgrade

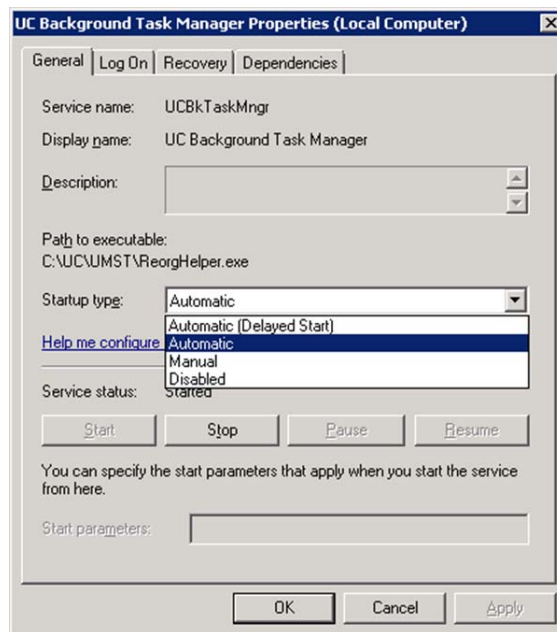
# Stopping and Disabling Services

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

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

**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 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 8.5 as per **Installing the Upgrade on page 10**.
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 Office-LinX Enterprise Edition** service and check that the **Master** accepts calls.
10. On all **Slaves**, stop and disable these services: **UC 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 VPIM 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 8.5 as per **Installing the Upgrade on page 10**.

**Hint:** Steps step 19 through step 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 as per **Installing the Upgrade on page 10**.
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 8.5 as per **Installing the Upgrade on page 10**.
29. Start the **Remote TSE** servers.
30. Start **UC Service Recovery Manager** services on all servers.
31. Upgrade all **Remote Admin** servers to 8.5 as per **Installing the Upgrade on page 10**.

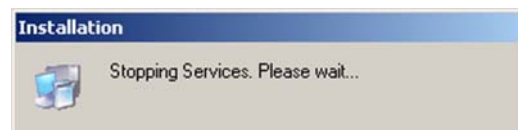
# Installing the Upgrade

1. Run the update program. The following screen appears.

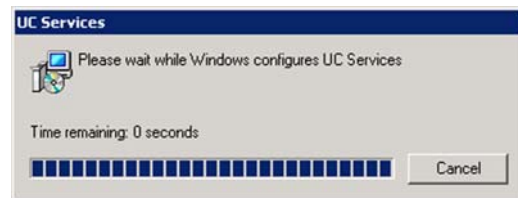
Click **Next**.



2. Applicable services will be stopped by the program.

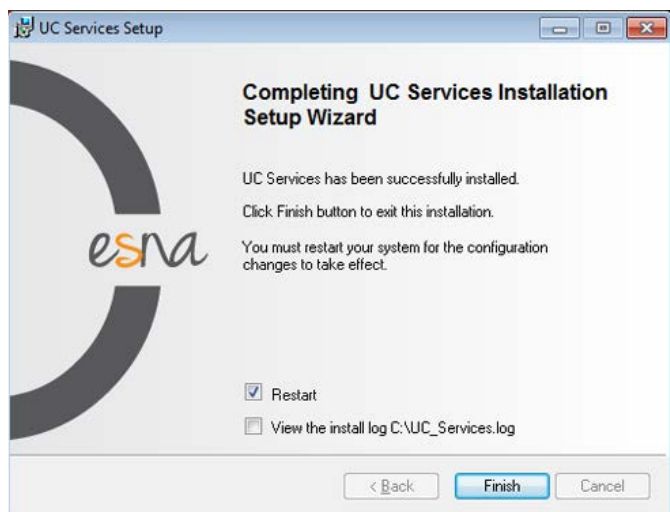


3. The program will continue with the upgrade.



4. When finished, the following screen will appear.

Click **Finish** to complete the upgrade.



5. When prompted to restart the server, choose **Cancel** and return to the appropriate step of the Installation Procedure for HA on page 9 of this manual.

