

Upgrade/Downgrade CMS Server

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Introduction

This document describes the recommended steps to upgrade Cisco Meeting Server (CMS) to avoid any unexpected issues.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CMS Server deployment and configuration.
- VMware Elastic Sky X Integrated (ESXI).
- The required software package from [Software Download](#).
- Secure File Transfer Protocol (SFTP)

Components Used

This document is not restricted to specific software and hardware versions.

- CMS Server 2.5.1
- Putty or similar application
- WinSCP (or similar application)

Note: This procedure applies to all versions of CMS from 2.0 to 2.6.

The information in this document was created from the devices in a specific lab environment. All of

the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Note: To upgrade 2.9 to 3.0 software version, there are some special considerations that can be consulted in the [Guidance for Smooth Upgrade from Cisco Meeting Server 2.9 to 3.0 \(and Onwards\)](#)

Background Information

Key points to be noted before the upgrade procedure.

- Validate the compatibility for the version in the release notes at [Products Release Notes](#).
- Ensure you copy the **cms.lic** file and certificates along with backup, those files are overwritten on the rollback process (in case it is needed). The .JSON file is not overwritten and does not need to be re-uploaded.
- The process explained in this document is the same for all CMS nodes in a cluster.

Configure

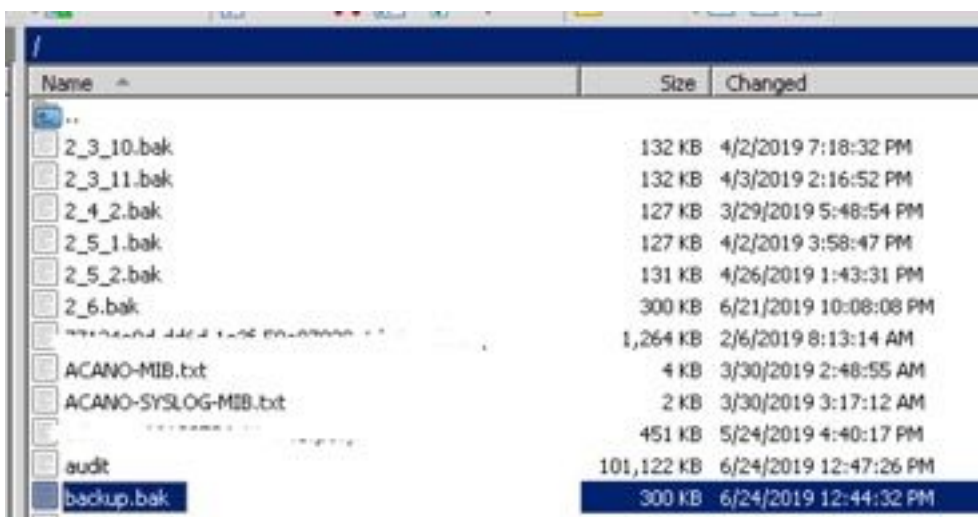
Upgrade

Step 1. Take a Backup of CMS Configuration.

1. Use putty to Log in to CMS Server Command Line Interface (CLI).
2. Run the command **backup snapshot <filename>**.

```
CMSCombined> backup snapshot backup
backup.bak ready for download
CMSCombined> █
```

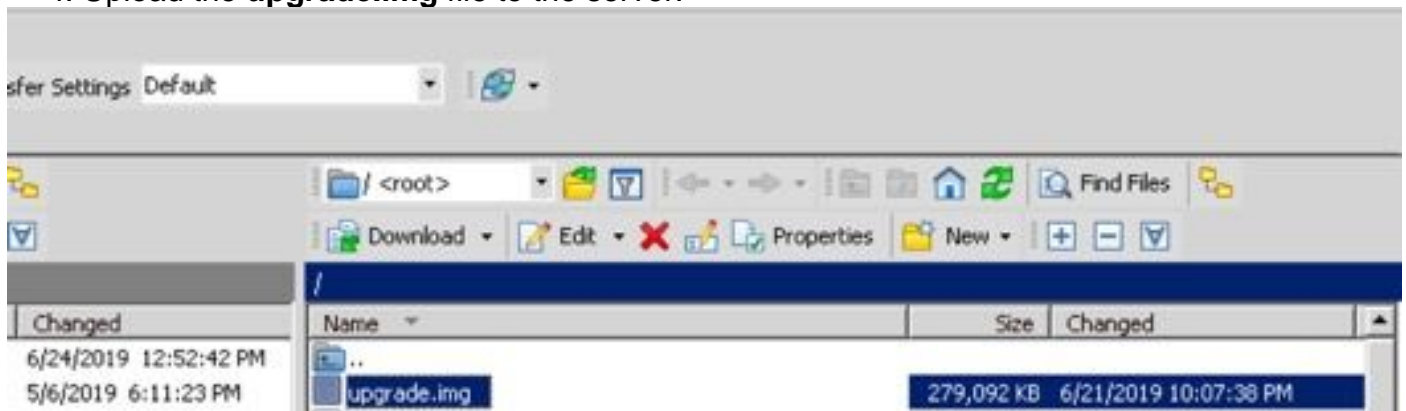
3. Use winSCP to Log in to the CMS server via SFTP on port 22.
4. Download backup file created to a safe location.
5. In the example shown in this document, **backup.bak**.



Name	Size	Changed
2_3_10.bak	132 KB	4/2/2019 7:18:32 PM
2_3_11.bak	132 KB	4/3/2019 2:16:52 PM
2_4_2.bak	127 KB	3/29/2019 5:48:54 PM
2_5_1.bak	127 KB	4/2/2019 3:58:47 PM
2_5_2.bak	131 KB	4/26/2019 1:43:31 PM
2_6.bak	300 KB	6/21/2019 10:08:08 PM
ACANO-MIB.txt	4 KB	3/30/2019 2:48:55 AM
ACANO-SYSLOG-MIB.txt	2 KB	3/30/2019 3:17:12 AM
audit	451 KB	5/24/2019 4:40:17 PM
backup.bak	300 KB	6/24/2019 12:44:32 PM

Step 2. Upgrade the Server.

1. Extract the downloaded software package zip file.
2. The extracted file must be called **upgrade.img**.
3. Use WinSCP (or similar application) to Log in to CMS Server uses SFTP on port 22.
4. Upload the **upgrade.img** file to the server.



5. Use Putty to Log in to CMS Server CLI.
6. Run the command **upgrade**.
7. Ensure to enter capital letter **Y** when the CMS asks for confirmation.

```
cmsplit1> database cluster upgrade_schema
WARNING!!!
Are you sure you wish to upgrade the database schema on this database cluster? (Y/n)
This will affect all nodes, and may result in loss of functionality for nodes not running the correct software version.
Schema upgrade started...
```

Note: If the CMS is clustered ensure you Upgrade all Core servers one by one. Start with the non-database servers first, followed by the peer database servers, and the primary database server last. After CMS upgrade, run the command **database cluster status** on all servers. Once all database servers are connected and in sync, navigate to the current primary database server and run the command **database cluster upgrade_schema**.

Downgrade

Step 1. Downgrade the Server.

1. Follow exact same process for an upgrade in order to downgrade back to the old version.
2. Once the CMS server is downgraded, Log in to CMS Server CLI.
3. Run the command **factory_reset app** and wait for the CMS server to reboot from factory reset.

Caution: The factory reset command deletes the CMS configuration, it is important to take the backup in order to restore the previous configuration. It is important to note, that the CMS version where the backup was taken, must match with the CMS version where the CMS was downgraded.

```
cmssplit1> factory_reset app
This command will return application components to
factory state. This means that you will lose

(a) all AD sync configuration
(b) all coSpace configuration
(c) all Lync configuration
(d) all SIP configuration

The MMP configuration will be unchanged. After completion
the system will reboot.

Consider using "backup" before proceeding

Are you sure you wish to proceed? (Y/n)
```

Step 2. Rollback the Configuration.

1. Once the system comes back, Log in to CMS Server CLI.
2. Run the command **backup rollback <name>** to revert backup taken before upgrade.
3. In the example shown in this document, **backup rollback backup.bak**

Note: In case Extensible Messaging and Presence Protocol (XMPP) cluster is used, it must be Re-clustered, navigate to the next link in order to cluster again: [Configure XMPP Resiliency](#)

Caution: The **backup rollback** command overwrites the current configuration as well as the **license.dat** file, certificates, and private keys on the system, and reboots the CMS. Therefore it must be used with caution. Ensure you copy your current **cms.lic** file and certificates before because they are overwritten in the backup rollback process. The .JSON file is not overwritten and does not need to be re-uploaded.

Verify

1. Log in to CMS Server CLI.
2. Run the command version.
3. Validate the CMS is in the correct version.

```
cmssplit1> version
2.5.1
cmssplit1> █
```

4. Additionally, this can be validated in the web interface.
5. Navigate to **Status > General**.



Status ▾ Configuration ▾ Logs ▾

System status

Uptime	5 days, 21 hours, 19 minutes
Build version	2.5.1
Media module status	1/1 (full media capacity)