
Upgrading the WOS Server to Release 8.0.2

This WOS upgrade package upgrades the WOS server and increases the size of its system disk under VMware or Hyper-V (WOS-VM or WOS Hyper-V).

This is a **special one-time package to increase the size of the system disk**, and **the steps to perform this upgrade are very different than the usual upgrade steps. Please read the instructions in this guide and follow them carefully. This upgrade is not optional**—all customers with WOS versions prior to Release 8.0.2 must use this tool one time in order to upgrade to Release 8.0.2 or higher. This special upgrade procedure will not be required for subsequent upgrades after it is successfully run. Note that the size of the data disk (used for data storage) remains unchanged.



Make sure there is enough disk space on the VMware or Hyper-V host to allow 20 GB for each WOS instance—e.g., if there are three virtual instances on the system (for WOS or any other server types) that are provisioned for 20 GB each, then the total system must have no less than $3 \times 20 \text{ GB} = 60 \text{ GB}$ provisioned for it.

For upgrade instructions, see **“Upgrading the WOS-VM Virtual Appliance” on page 1** or **“Upgrading the WOS Hyper-V Virtual Appliance” on page 4**.

Upgrading the WOS-VM Virtual Appliance

For VMware, the WOS Virtual Appliance upgrade tool is supplied as **an .ova file**, for example, **WOS-upgrade-vm-8.0.2-7330.ova**. It contains all the software that you need to upgrade a WOS server on a VMware machine.

These instructions are for upgrading an existing WOS server running on a VMware ESXi platform.

Important! You need the following before you start:

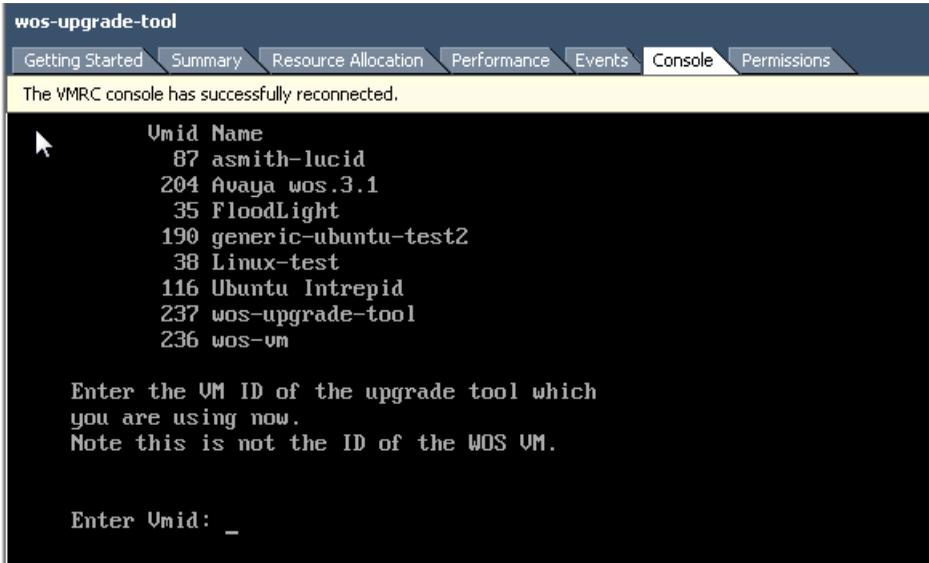
1. Direct access to the ESXi server where the virtual machine is installed.
2. The IP address of the **ESXi host server**. Note that this is **NOT** the IP address of the WOS server—it is the address of the ESXi server where the WOS virtual machine is running.

3. The user name and password for the ESXi server.
4. The new WOS upgrade file for ESXi (e.g., **WOS-upgrade-vm-8.0.2-7330.ova**). Note that this upgrade uses an .ova file, not an .xau file.
5. **For the ESXi server, SSH service must be enabled before the upgrade is started.** (In the vSphere client, select the Configuration tab, and click Security Profile. Under Services, click SSH, select Properties, and enable SSH).

Perform the upgrade

1. Back up the WOS server before beginning the upgrade (in the WOS manual, see the “WOS Administration” chapter section titled, “Manage Schedules or Backup Now”).
2. Shut down the WOS server and its virtual machine.
3. Open the client for managing VMware. For example, open VMware vSphere.
4. Open the upgrade .ova file in VMware. For VMware ESXi, select **File > Deploy OVF Template**. Browse to the .ova file. In the browse dialog, be sure to set **Files of type** so that the .ova file will be listed.
5. Start (power on) the upgrade tool virtual machine (VM) and go to its Console tab inside ESXi. Once the startup is done, you should see a login prompt. Type **vmuser** at the login prompt (there is no password) and press the Enter key to start the upgrade script.
6. The installer will inform you that:
 - Disk space will be increased from 3 GB to 6 GB.
 - The System disk will be upgraded and increased in size to 20 GB.
 - If your WOS server VM is running when you start the upgrade, you will be prompted to shut it down and power it off.
 - The upgrade may take up to 30 minutes depending on the loading of VM host.

7. The procedure will request **ESXi Host IP/Host Name**: the host name or IP address of the **ESXi host server**.
8. Log in to the ESXi Server with your user name and password.
A numbered list of the existing virtual machines is displayed.



9. Enter the **Vmid** of the **wos upgrade tool** virtual machine that you just started. In the sample image above, its Vmid is **237**. Note that this is **not** the ID of the WOS server virtual machine.
10. The numbered list is displayed. again. This time, enter the **Vmid** of the target WOS server virtual machine that is to be upgraded (i.e., the *destination* of the upgrade). In the sample image above, its Vmid is **236**.
11. If the selected WOS server VM is currently running, you will be prompted to shut it down and power it off at this time. It may take a while for it to shut down—please be patient.
12. The upgrade will begin and its progress will be displayed.
13. You may restart the WOS server when the upgrade has completed.

Future upgrades will revert to the normal upgrade procedure described in the WOS manual (in the “WOS Administration” chapter section titled, “Performing Server Upgrades”). Future upgrade files will have the extension .vau instead of .xau.

Upgrading the WOS Hyper-V Virtual Appliance

The upgrade to the WOS Virtual Appliance for Hyper-V is supplied as an .exe file, for example, **WOS Hyper-V Installer-8.0.2-7313.exe**. It contains all the software that you need to upgrade a WOS server on a Hyper-V based virtual machine.

You need the following before you start

1. Direct access to the Hyper-V server where the virtual machine is installed.
2. The host name or IP address for Hyper-V and the virtual machine.
3. The user name and password for the Hyper-V server.
4. The new WOS installation file for Hyper-V (e.g., WOS Hyper-V Installer-8.0.2-7330.exe).

Perform the upgrade

1. Back up the WOS server before beginning the upgrade (in the WOS manual, see the “WOS Administration” chapter section titled, “Manage Schedules or Backup Now”).
2. Shut down the WOS server and its virtual machine.
3. Run the WOS installer executable file, for example: **WOS Hyper-V Installer-8.0.2-7330.exe**. The installer walks you through the upgrade steps.
4. The installer will ask whether to perform a WOS server installation or an upgrade. Enter **U** to upgrade an existing WOS server. The installer will inform you that:
 - Disk space will be increased from 3 GB to 6 GB
 - The System disk will be upgraded and increased in size to 20 GB.

- The WOS server and its VM must be shut down and powered off before starting the upgrade.
 - The upgrade may take up to 30 minutes depending on the loading of VM host.
5. A numbered list of the existing servers is displayed. Enter the **Index** number for the WOS server that is to be upgraded. The server must be shut down and powered off before it can be upgraded. If it is currently running, an error message will be displayed. In that case, halt and power down the server, then press the Enter key to continue.
 6. The upgrade will proceed and the progress will be displayed.
 7. Start the WOS server.
 8. You may use the Hyper-V Manager for ongoing management of the server.

Future upgrades will revert to the normal upgrade procedure described in the WOS manual (in the “WOS Administration” chapter section titled, “Performing Server Upgrades”). Future upgrade files will have the extension .vau instead of .xau.

Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for Product or Hosted Service notices and articles, or to report a problem with your Avaya Product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.