



Upgrading IVG 3.1.0 to 3.3.x

Upgrade process

This version of Interactive Voice Gateway (IVG) supports upgrading from version 3.1.0 to version 3.3.0.

Important:

This upgrade process does not leave Linux security and associated processes (opening firewall ports and installing Linux policies for example) in an activated state. Linux security is required for IVG version 3.3.0 or later. Refer to Linux information to activate security.

The IVG upgrade encompasses the following steps:

- Update the existing `install_ivg.cfg` file
- Upgrade the voice platform
- Update data purging Cron jobs
- Update the VXML Interaction Server (VIS) `.war` and media files

Important:

The upgrade process imports default `hvp_params_common.cfg` and `hvp_params_system.cfg` files which contain default values. Any custom settings made to these files prior to the upgrade must be reconfigured in order for them to still affect system performance.

Updating the `install_ivg.cfg` file

Use the following instructions to update the `install_ivg.cfg` file:

Notes:

- Perform the voice upgrade steps as a root user.
- Root user access is only required for the duration of the upgrade process.

1. Download the **`ivginstaller-3.3.xxx.zip`** from Flexera.
2. Open the existing IVG **`install_ivg.cfg`** file that was used to install the instance of IVG.
3. Add the following parameters to the `install_ivg.cfg` file:
 - Default section



- a. **environment=system** where *system* is **avaya**, **cisco**, or **genesys**
- b. **useencryption=yes**

The following is an Avaya sample default section of the **install_ivg.cfg** file for and IVG upgrade:

```
[default]
environment=avaya
centos_version=6.8
rhel_version=6.8
pginstall=local
hvpinstall=yes
visinstall=yes
useencryption=yes
hvpips=10.10.10.10:hvp01.qalab.local:hvp01,10.10.10.11:hvp02.qalab.local:hvp02,10.10.10.12:hvp03.qalab.local:hvp03
```

- 4. Modify the following parameter:
 - HVP section
 - a. (CentOS and RHEL 6.8) **patchfile=HVP-6.3.14-2528-41356-rh6.install**
- 5. Save the **install_ivg.cfg** file.

Upgrading the voice platform

- 1. Copy the following files from the **ivginstaller-3.3.xxx.zip**, and the modified **install_ivg.cfg** (from previous procedure), to the VM where the voice platform will be upgraded.
 - **ivguninstaller-3.3.0.186.uninstaller**
 - **ivginstaller-3.3.0.186.install**
 - **hvp_params_common.cfg**
 - **hvp_params_avaya.cfg** OR **hvp_params_cisco.cfg** OR **hvp_params_genesys.cfg**

Notes:

- When upgrading High Availability systems, update the **hvp_params_common.cfg** file with **logmgr**, **licensemanager**, and **hlmsendpoint** lists.
- The target directory name where the files are copied must not contain spaces.

- 2. Navigate to the directory where the files were saved.
- 3. Enter the following command to change the permissions

```
chmod a+x ivginstaller-3.3.xxx
```

- 4. Enter the following command to execute the installer:



`./ivginstaller-3.3.xxx | tee install_mmddyy.txt`

Where *mmddyy* is the date of the upgrade

5. The following message displays:

"HVP is already installed on this machine.

Do you want to upgrade IVG? (y/n)"

6. Type **y** to proceed. Type **n** to exit.

7. Another message displays:

"HVP is already installed on this machine.

Do you want to upgrade IVG? (y/n)"

8. Type **y** to proceed. Type **n** to exit.

9. The voice platform upgrade starts.

10. If the installed HVP patch is older than the patch included in the upgrade, the upgrade process continues to completion (proceed to Step 11). If the installed patch is equal to or newer than the patch included in the upgrade, the upgrade process exits.

11. The system performs a restart for the upgrade to take effect.

Updating VIS and CCIS

Update VIS and Call Control Interaction Server (CCIS) by reinstalling the VIS .war, vht-ivg.war, and media files. Refer to the [VIS Installation Guide](#) for instructions.