



Upgrading to 7.4 Business Edition

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OVERVIEW

This guide provides system administrators with a general overview of hardware and software requirements to upgrade to OAISYS 7.4 Business Edition or higher.

NOTE: Upgrades to 7.4 or later are supported directly from any version of 6.2; please contact technical support if you are upgrading a version prior to 6.2.

Requires Windows 7 or Windows 2008 R2

Action: OAISYS version 7.3 was the last supported version for SQL 2005, XP, & Windows 2003 Server

This document provides the updated upgrade information for the OAISYS 7.4 Business Edition; please contact technical support for upgrades for the Service Provider Edition.

For information on the features and benefits of OAISYS 7.4 Business Edition, see:

http://www.oaisys.com/downloads/Whats_New_OAISYS_Version_7.4.pdf

REQUIREMENTS

- ✓ Add RAM if needed
 - Peak call volumes should be evaluated to determine the appropriate amount of memory for your organizational needs.
 - ✓ .NET 4.0
 - .NET 4.0 will be part of the OAISYS install provided you have internet access; otherwise please download and install separately
 - ✓ If you are running an older version of WireShark, you may need to upgrade
- CPU Requirements*
- ✓ Up to 200 ports Dual core processor
 - ✓ 201 – 350 ports Quad core processor

*Refer to the table on page [10](#) for additional requirement details

Visit <http://www.oaisys.com/downloads7.4.aspx> to access available software downloads.



UPGRADE PROCESS

To run the Management Studio locally on the server, if not previously installed, run the DirectX install package.

In-place upgrades are available in versions 6.2 through 7.4 by running the setup on the server.

Software downloads are located:

www.oaisys.com/downloads7.4.aspx.

If using multiple Tracers across networked locations, each site must be updated to work properly. View the [Networking Multiple OAISYS Recording Systems Document](#) for additional details.

Database updates can take anywhere from twenty (20) to sixty (60) minutes depending on the size of the database.

It is recommended that you check for the latest Windows updates.

Additionally if running SQL 2008 R2 please make sure the latest service pack is loaded.

<http://support.microsoft.com/kb/2527041>

NOTE: SQL 2005 is no longer supported, SQL must be updated. Please see the OAISYS Installation Guide for instructions on how to install/upgrade SQL.

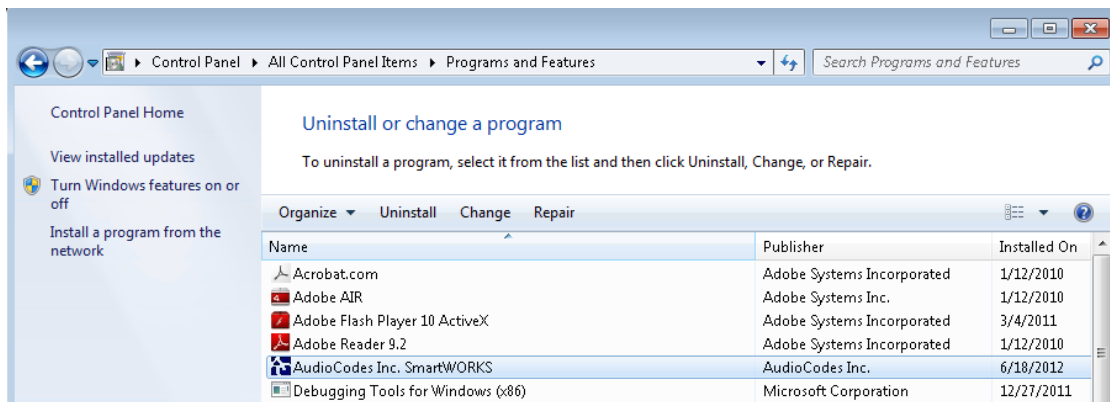
AUDIOCODES / SMARTWORKS

Prior to upgrading AudioCodes, stop OAISYS and SmartWorks services.

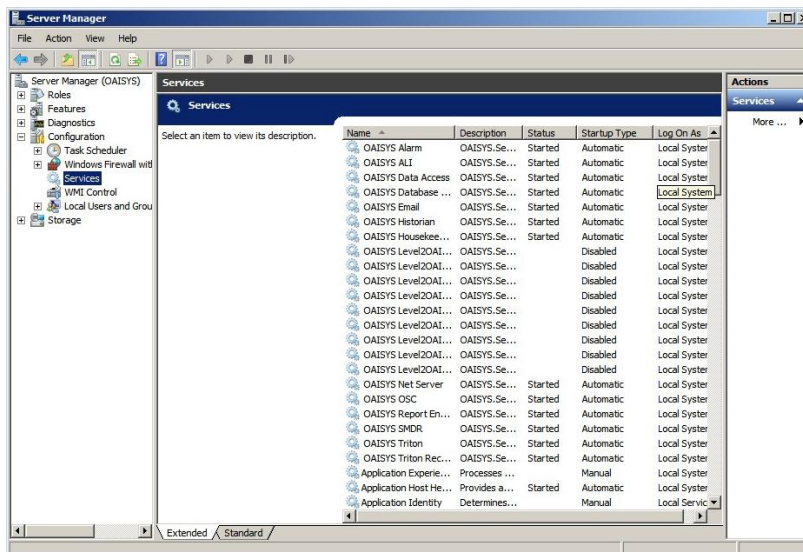
NOTE: To save time, stopping the OAISYS Net Server Service first will stop most other OAISYS services.

If you are currently running AudioCodes/Smartworks, you need to upgrade to version 5.7, which is located: <ftp://ftp.oaisys.com/pub/downloads/3rdparty/Ai-Logix/5.7/Audio%20Codes%205.7.0.2424/>

To determine if you have AudioCodes running, open Control Panel → Programs and Features



Stop all OAISYS Services and the SmartWorks Service in Server Manager



7.4 BUSINESS EDITION SETUP

1. Run the setup and answer all questions yes or affirmative.

www.oaisys.com/downloads7.4.aspx

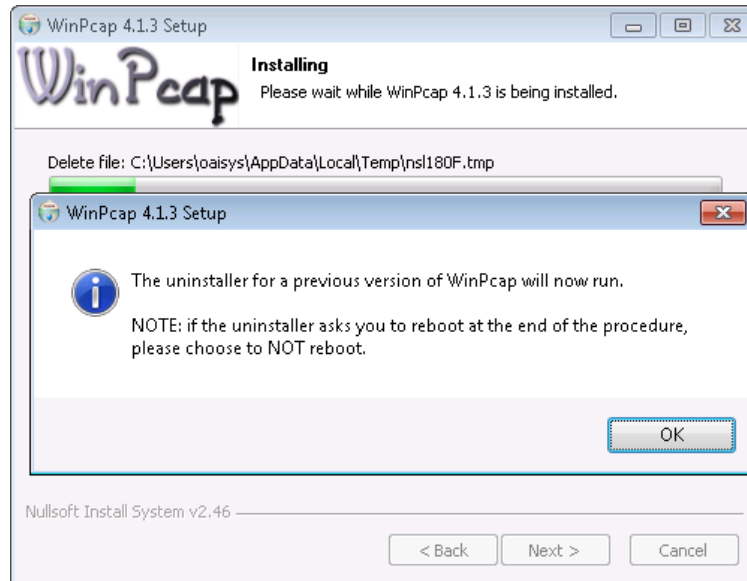
2. Install WinPcap

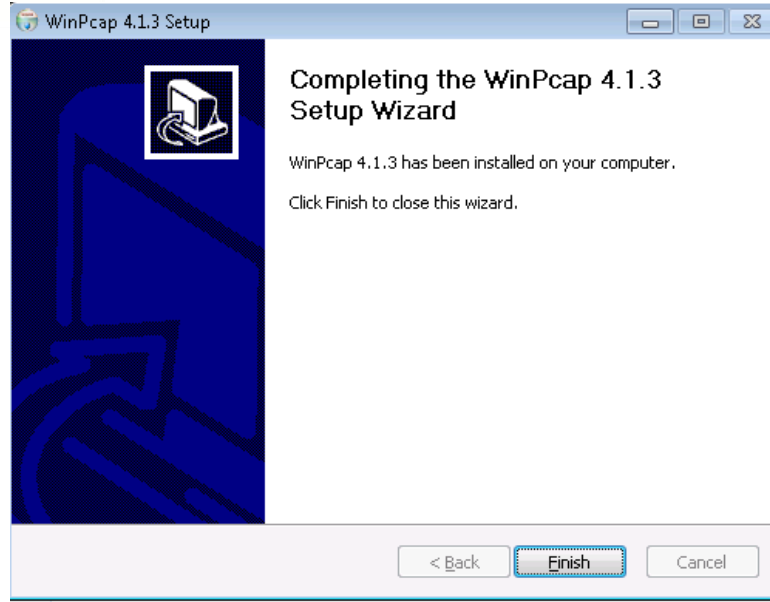
An upgrade to WinPcap is required in anticipation of the future support of Windows 2012 and Windows 2008. You may see a reference to older versions of WinPcap 4.0.1, 4.0.2 or 4.1.2. WinPcap 4.1.3 appears to maintain compatibility with Wireshark, so it is not required to upgrade Wireshark.

- a. If a previous version was installed, you will be prompted to uninstall

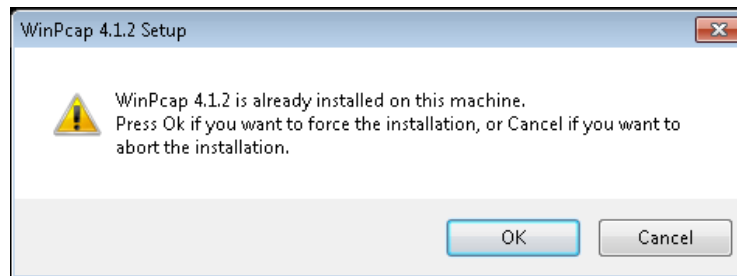


- b. You will be advised the uninstaller will run, and reminded to choose to NOT reboot if the uninstaller asks you to reboot at the end of the process





- c. You can now install the current version of WinPcap
- d. If you see the dialog stating it is already installed, you can skip this step



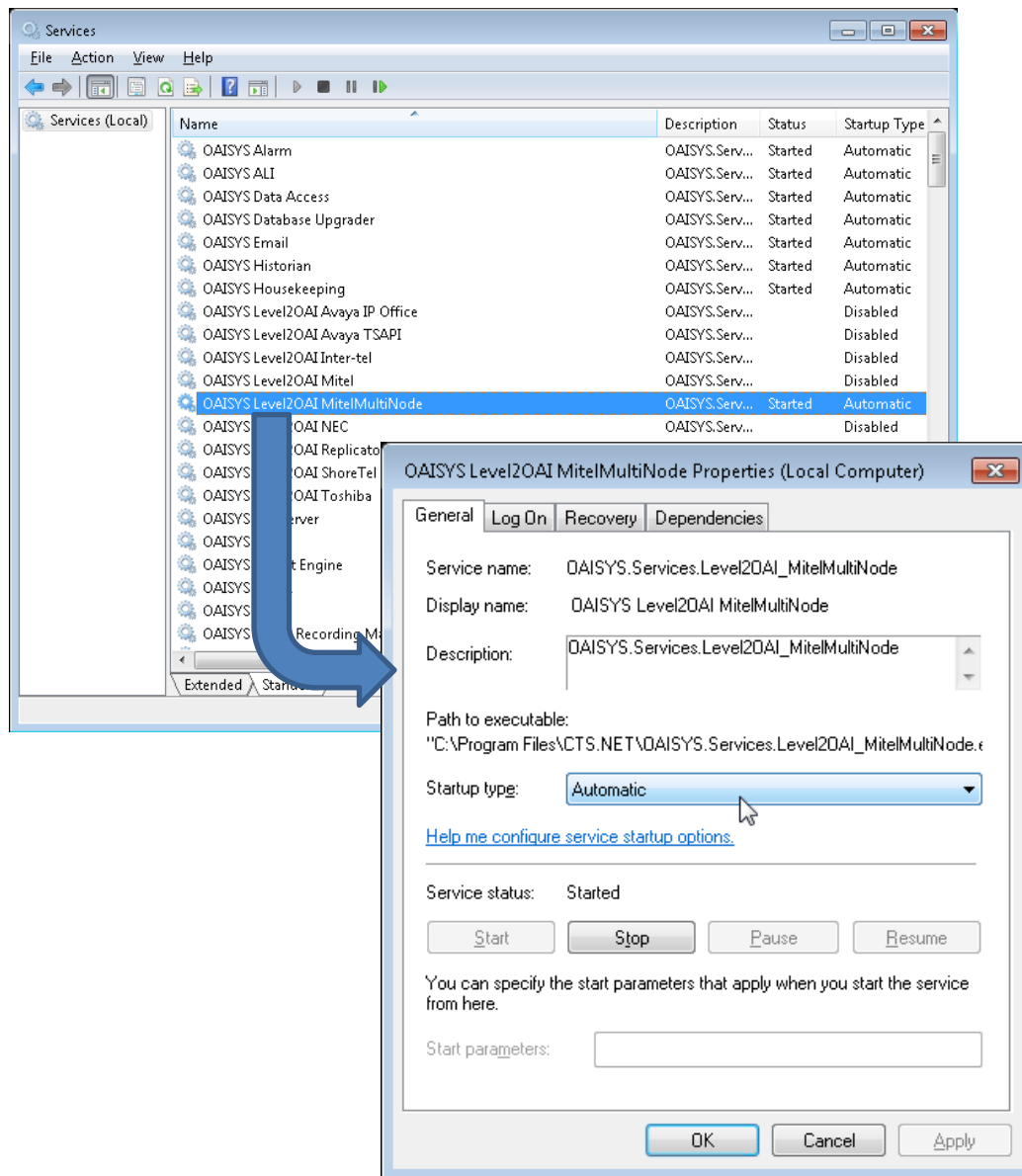
- e. Approve all drivers

MITEL LEVEL2

OAISYS recommends using Mitel MCD software version 5.2 or above.

This section applies to sites previously using the Mitel Level2 (single node).

3. OAISYS Level2OAI Mitel has been removed. OAISYS Level2OAI MultiNode Mitel is the only Mitel 3300 option available.
 - a. Sites previously using the OAISYS Level2OAI Mitel will need to startup / configure OAISYS Level2OAI MultiNode Mitel
 - b. Open the Service Manager in Windows → Right-click on the Mitel MultiNode Level2 and select Properties → Set startup type to Automatic





4. Reboot
5. After upgrading to the server, client software running will have to be closed and reconnected for the auto-update to occur.

To verify the upgrade was completed properly, OAISYS recommends following the steps in the [System Maintenance and Quality Assurance Procedures](#) document.



Requirements for upgrade

Port Count	CPU	Memory	Operating System	SQL Server	Other
1-100	Dual Core	2 GB	Windows 7 Windows 2008 R2	SQL 2008 Express SQL 2008 Server	Max call records not to exceed 1.0 million Not to exceed 1,200 calls per hour The system must experience 50% or less of the maximum load time for at least one hour per day so that it can perform the maintenance cycle
101-200	Dual Core	4 GB	Windows 7 Windows 2008 R2	SQL 2008 Express SQL 2008 Server	Max call records not to exceed 2.0 million Not to exceed 2,400 calls per hour The system must experience 50% or less of the maximum load time for at least one hour per day so that it can perform the maintenance cycle
200-350	Quad Core	8 GB	Windows 2008 R2	SQL 2008 Server	Max call records not to exceed 2.0 million Not to exceed 2,400 calls per hour The system must experience 50% or less of the maximum load time for at least one hour per day so that it can perform the maintenance cycle

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