



## Upgrading to 8.0 Business Edition

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**Americas Headquarters**

OAISYS

7965 S. Priest Drive, Suite 105

Tempe, AZ 85284

USA

[www.oaisys.com](http://www.oaisys.com)

Tel: (480) 496-9040



## OVERVIEW

This guide provides system administrators with a general overview of hardware, software requirements, and upgrade steps for OAISYS 8.0 Business Edition.

For information on the features and benefits of this release, see:

<http://www.oaisys.com/downloads/What'sNew8.0.pdf>

### NOTES:

1. Upgrades to 8.0 or later are supported directly from any version of 7.0; please contact technical support if you are upgrading a version prior to 7.0.
2. OAISYS provides user interfaces using Internet protocols (e.g. web). The product themselves do not provide secure communication. Instead, the product leverages the same secure communications used by e-commerce and on-line banking: https. It is important to understand that https is between the web server (Microsoft's IIS in this case) and the web browser (e.g. Internet Explorer, Firefox, Chrome, etc.). The default installation does not secure the communication. It is the responsibility of the installer to enable secure communications.
3. Version 7.3 was the last supported version for SQL 2005, XP, & Windows 2003 Server. OAISYS version 8.0 supports Windows 7, Windows 8.1, Windows 2008, or Windows 2012. This will be the last version supporting a 32-bit OS. For Navigator's web-based user interface a 64-bit OS is required.

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### REQUIREMENTS BEFORE CONTINUING

- ✓ .NET 4.0 and 4.5
  - Please download and install separately (reboot required)
- ✓ RAM (Memory) add as applicable/ if needed \*
  - Peak call volumes should be evaluated to determine the appropriate amount of memory for your organizational needs
- ✓ Up to 200 ports Dual core processor \*
- ✓ 201 – 350 ports Quad core processor \*

\*Refer to the table on page [10](#) for full hardware requirements and details.



## DOWNLOADS

Download the applicable software: [www.oaisys.com/downloads.aspx](http://www.oaisys.com/downloads.aspx).

- .NET 4.0 or .NET 4.5 (should be installed already but if not; download and install now and reboot)

- OAISYS Recording Software

- AudioCodes/Smartworks (see Audiocodes section below if needed to determine required step): Audiocodes 5.9

- If running SQL 2008 R2 please make sure the latest service pack is loaded:

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

- [http://download.microsoft.com/download/8/D/D/8DD7BDBA-CEF7-4D8E-8C16-D9F69527F909/ENU/x64/SQLEXPADV\\_x64\\_ENU.exe](http://download.microsoft.com/download/8/D/D/8DD7BDBA-CEF7-4D8E-8C16-D9F69527F909/ENU/x64/SQLEXPADV_x64_ENU.exe)

- Sentinel Rainbow key has a new driver to support Windows Server 2012, download (if applicable) the Sentinel Protection Installer version 7.6.6:

- <ftp://ftp.oaisys.com/pub/downloads/3rdparty/rainbow/7.6.6/Sentinel%20Protection%20Installer%207.6.6.exe>

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

- It is recommended that you check for the latest Windows updates. Load as applicable.

## UPGRADE PROCESS

5 steps outlined:

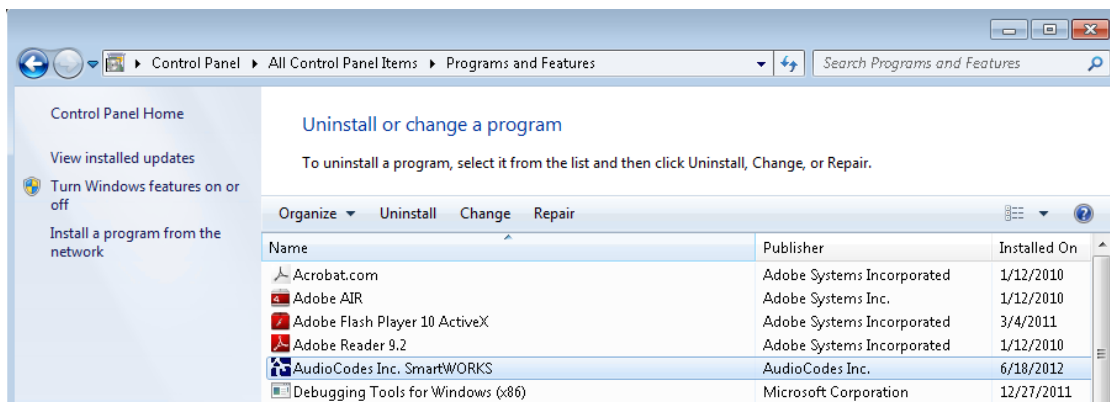
- AudioCodes 5.9 (if applicable)
- OAISYS Setup
- Reboot
- Install/update clients
- Post Upgrade maintenance

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

**NOTE:** If using multiple Oaisys solutions across the network feature, each system must be updated. View the [Networking Multiple OAISYS Recording Systems Document](#) for additional details.

### STEP 1 – AUDIOCODES/ SMARTWORKS

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

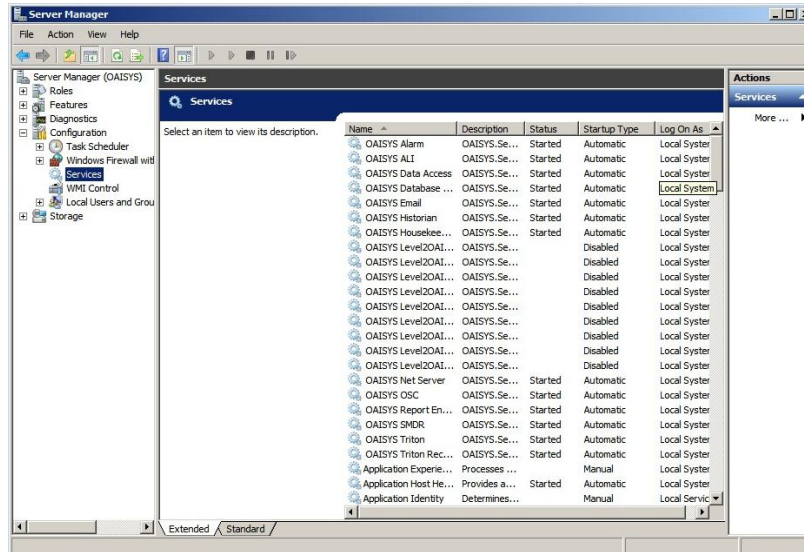




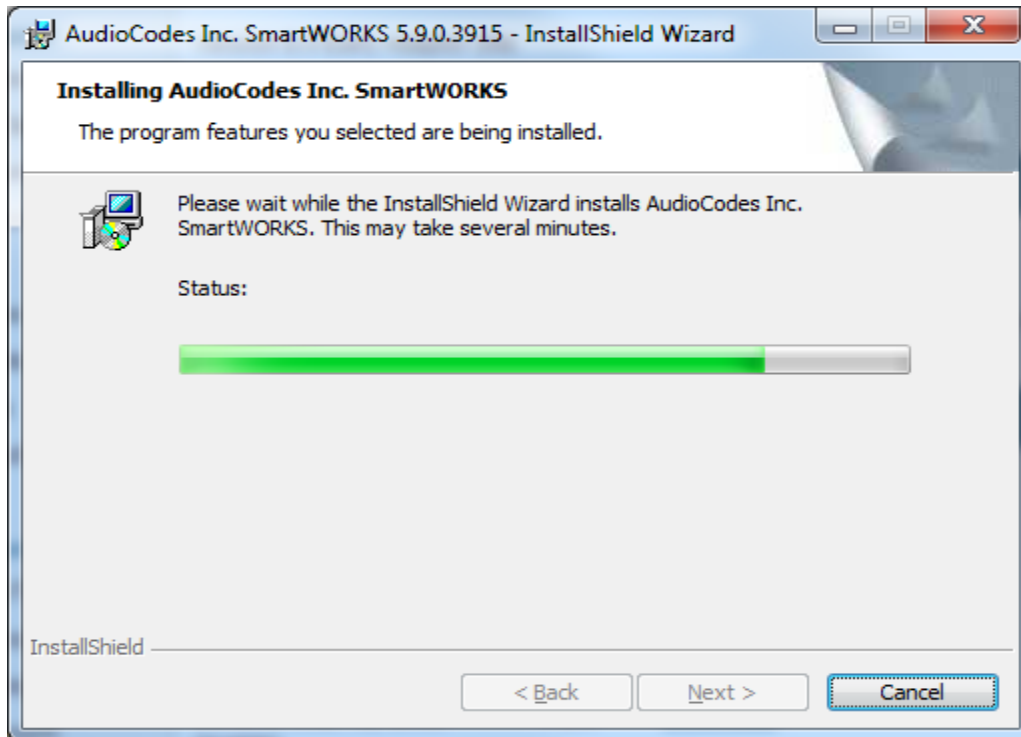
Prior to upgrading AudioCodes, stop OAISYS and SmartWorks services.

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

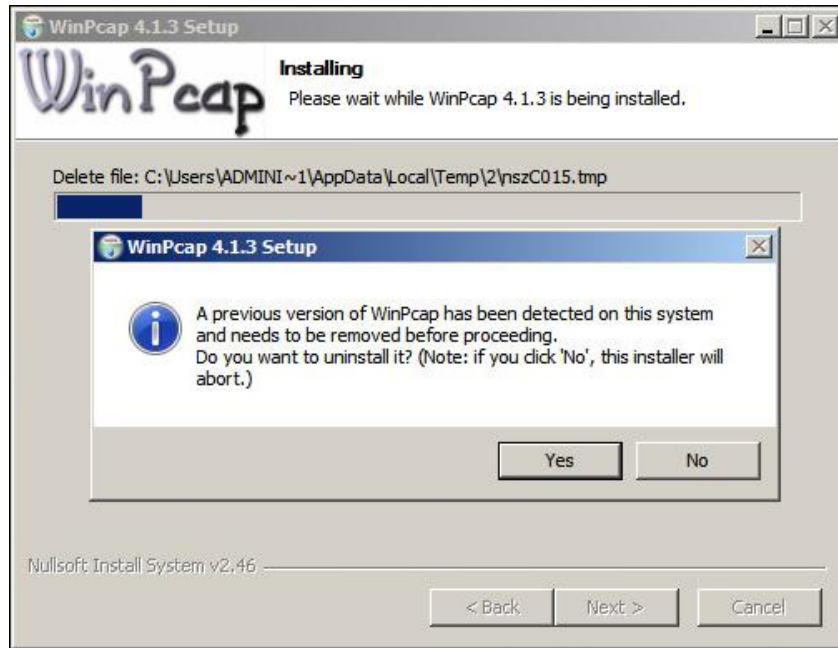
1. Stop all OAISYS Services and the SmartWorks Service in Server Manager



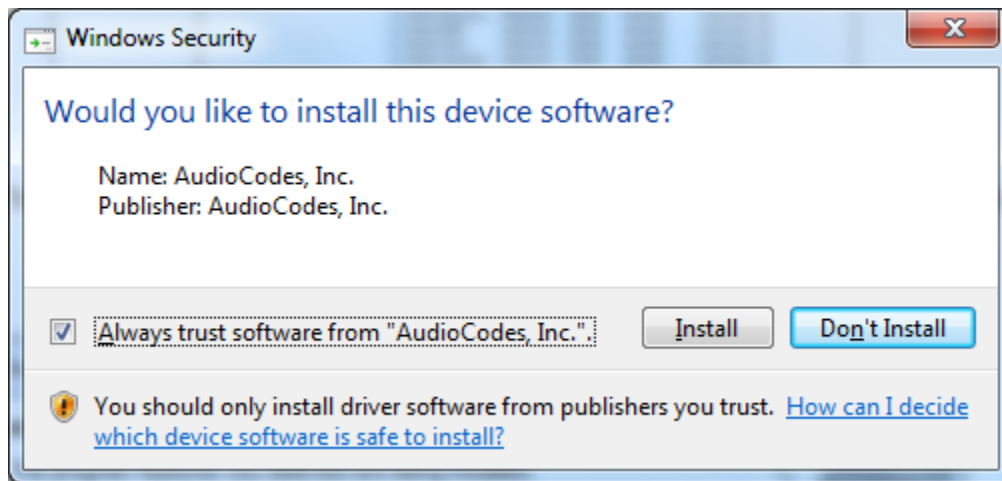
2. Run the Audiocodes setup - answer all questions yes or affirmative.



3. You may be prompted to upgrade WinPcap. Proceed with upgrade.



4. You can choose to Always trust software from Audiocodes

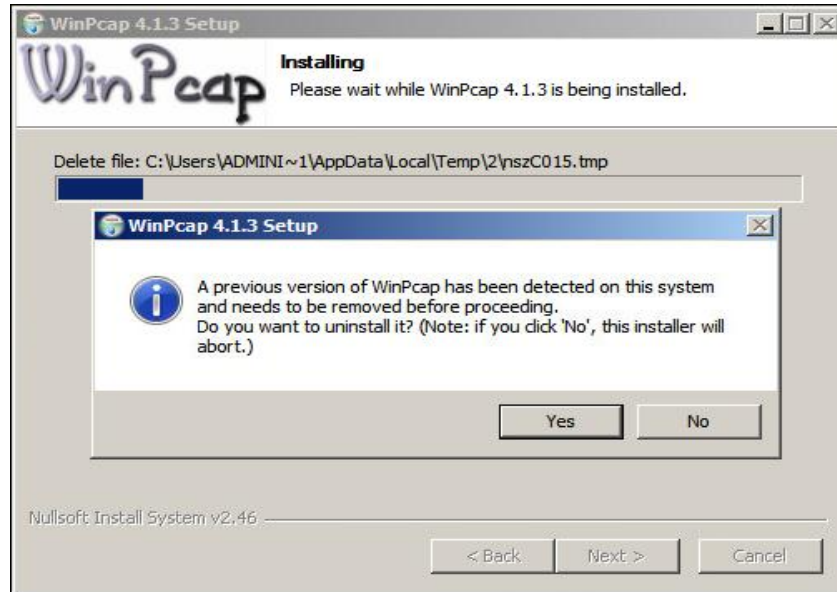


## STEP 2 – OAISYS SETUP

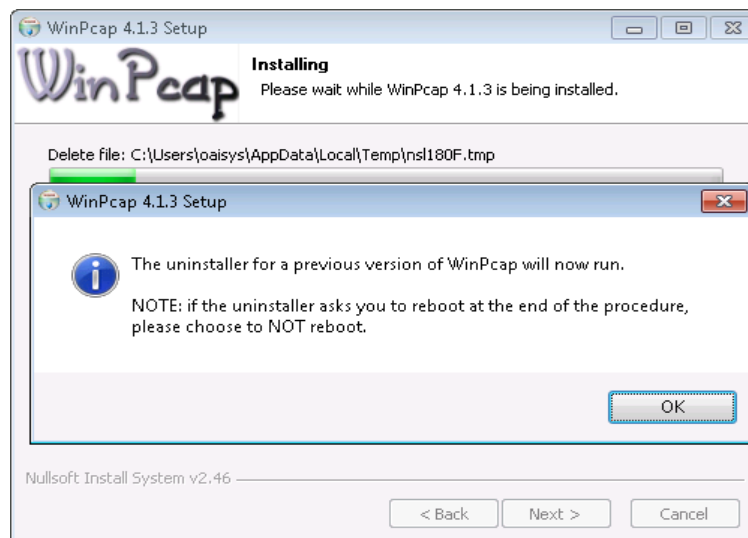
1. Run the setup and answer all questions yes or affirmative.
2. Install WinPcap

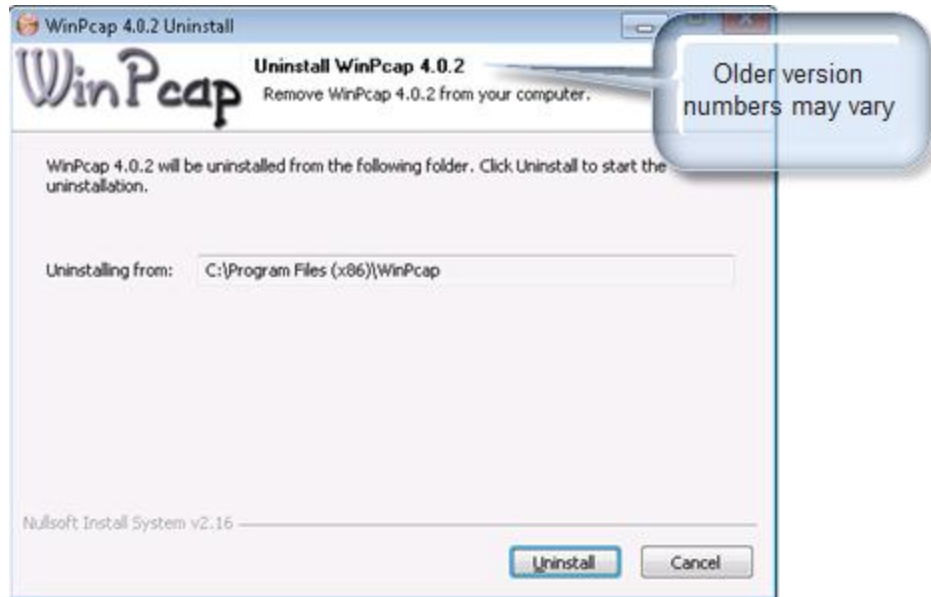
An upgrade to WinPcap is required to support Windows 2012 and Windows 2008. You may see a reference to older versions of WinPcap 4.0.1, 4.0.2 or 4.1.2. WinPcap 4.1.3 appears to maintain compatibility with Wireshark, so it is not required to upgrade Wireshark.

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

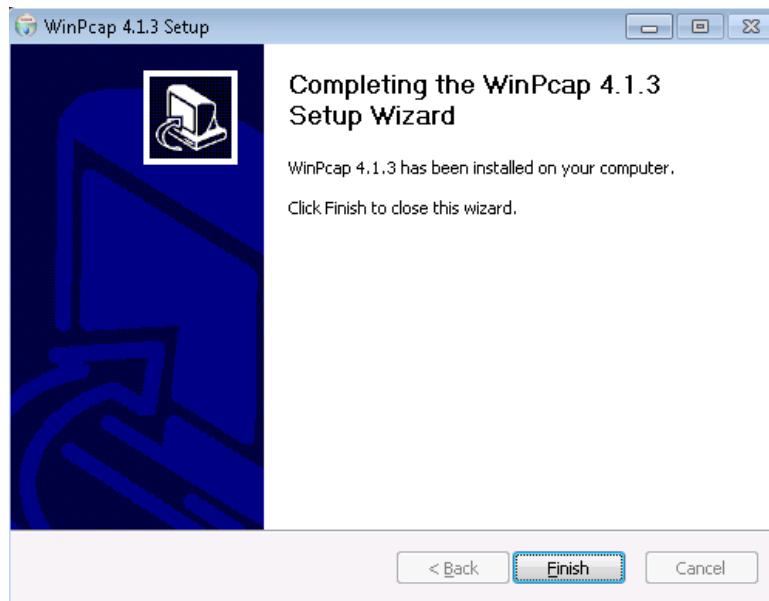


- b. You will be advised the uninstaller will run, and reminded to choose to NOT reboot if the uninstaller asks you to reboot at the end of the process



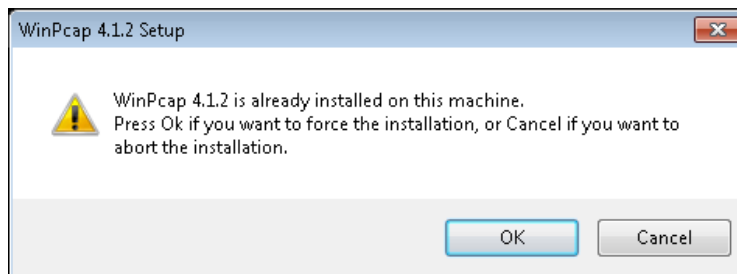


c. You can now install the current version of WinPcap





If you see the dialog stating it is already installed:



You can skip this step by pressing cancel; the Oaisys wizard will continue.

3. Approve all Windows drivers as needed.

### STEP 3 – REBOOT

At the end of the wizard it will prompt for a reboot; Reboot.

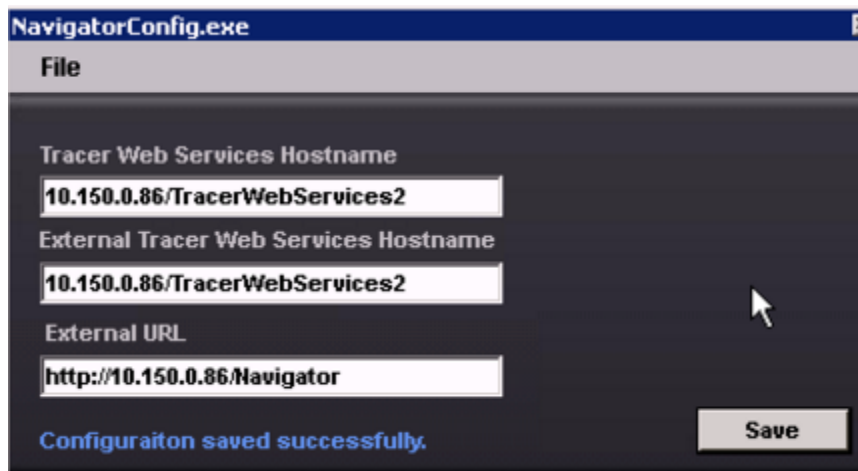
### STEP 4 – OAISYS SETUP

After upgrading to the server, the click-once client software will need to reconnect and it will auto-update. When using the MSI setup file for client installs or SRS client, you will need to rerun the setup to upgrade the client software.

### STEP 5 – POST UPGRADE REVIEW

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

**NOTE:** If using Navigator you will need to validate and save the Navigator settings for the Web Service. From the server go to Start/Programs/Oaisys/NavigatorConfig.exe. Save the settings or adjust if needed.





## Requirements for upgrade

Port Count	CPU	Memory	Operating System	SQL Server	Other
<b>1-100</b>	Dual Core	4 GB	Windows 7	SQL 2008 Express	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
			Windows 8.1	SQL 2012 Express	
			Windows 2008 R2		
			Windows Server 2012		
<b>101-200</b>	Dual Core	8 GB	Windows 7	SQL 2008 Express	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
			Windows 8.1	SQL 2008 Workgroup	
			Windows 2008 R2	SQL 2012	
			Windows Server 2012		
<b>200-350</b>	Quad Core	8 GB	Windows 2008 R2	SQL 2008 Workgroup	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
			Windows Server 2012	SQL 2012	

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

OAISYS version 8.0 will be the last supported version for the 32 bit OS

64 bit OS is required for Navigator (webpage interface)