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Enterprise Chat and Email Upgrade Guide, Release 11.6(1)

For Unified Contact Center Enterprise

August 2017

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Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email ResourcesEnterprise Chat and Email Upgrade Guide: For Unified Contact Center Enterprise. August 22, 2017

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Preface

Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified Contact Center Enterprise product line. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

Enterprise Chat and Email Upgrade Guide describes the process of upgrading your ECE 11.5 system to ECE 11.6. This guide is intended for installation engineers, system administrators, database administrators, and others who are responsible for installing and maintaining Enterprise Chat and Email (ECE) installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

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Log into www.cisco.com and then access the tool at http://www.cisco.com/cisco/support/notifications.html

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
Italic	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
`Monospace`	The name of a file or folder, a database table column or value, or a command.
Variable	User-specific text; varies from one user or installation to another.

Document conventions

Acronyms and Initialisms

The following acronyms and initialisms are used in this document.

‣ ARM: Agent Reporting and Management

‣ CSA: Cisco Security Agent

‣ CTI: Computer Telephony Integration

‣ EAAS: External Agent Assignment Service

‣ ICM: Intelligent Contact Management

‣ IPCC: Internet Protocol Contact Center

‣ IPTA: ICM-picks-the-agent

‣ JDBC: Java Database Connectivity

‣ MR: Media Routing

‣ MRD: Media Routing Domain

‣ ODBC: Open Database Connectivity

‣ PG: Peripheral Gateway

‣ PIM: Peripheral Interface Manager

‣ SNMP: Simple Network Management Protocol

‣ UI: User Interface

Other Learning Resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online Help

The product includes topic-based as well as context-sensitive help.

Use	To view
⊘ **Help** button	Topics in *Enterprise Chat and Email Help*; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document Set

The Enterprise Chat and Email documentation is available in the `Documents` folder on the product CD. The latest versions of all Cisco documentation can be found online at http://www.cisco.com

The document set contains the following guides:

‣ *System Requirements for Enterprise Chat and Email*

‣ *Enterprise Chat and Email Installation Guide*

‣ *Enterprise Chat and Email Browser Settings Guide*

User guides for agents and supervisors

‣ *Enterprise Chat and Email Agent's Guide*

‣ *Enterprise Chat and Email Supervisor's Guide*

User guides for administrators

‣ *Enterprise Chat and Email Administrator's Guide to Administration Console*

‣ *Enterprise Chat and Email Administrator's Guide to Routing and Workflows*

‣ *Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources*

‣ *Enterprise Chat and Email Administrator's Guide to Email Resources*

‣ *Enterprise Chat and Email Administrator's Guide to Data Adapters*

‣ *Enterprise Chat and Email Administrator's Guide to Reports Console*

‣ *Enterprise Chat and Email Administrator's Guide to System Console*

‣ *Enterprise Chat and Email Administrator's Guide to Tools Console*

Upgrade Process

This chapter describes the process of upgrading to ECE 11.6.

Preparing to Upgrade

Verifying Version Number

To verify the version numbers:

1. Go to the ECE 11.5 Login window and click the **About** button.

2. Click the History tab. Verify that version 11.5.1 or 11.5.1.1 is installed.

Planning the Upgrade

▸ In collocated installations, the upgrader needs to be run on the web server and on the server where all other components (application, web, messaging, services, file, and database) are installed. In distributed-server installations, the Upgrader has to be run on the file server, services server, messaging server, all web servers, and all application servers.

Preparing the Database Server

To prepare the database server:

1. Install Cumulative Update 5 or higher for SQL Server 2014 Service Pack 1.

2. Make sure that the SQL Server Native Client is up-to-date.

Verifying Available Disk Space

▸ On all servers, ensure that there is ample disk space available so that the Upgrader can create a back-up of the installation folder. The available space should be at least 10 GB more than the size of the *ECE_Home*\eService folder.

Stopping the Application

To stop ECE:

▸ In collocated installation:

  ○ On the server where application, web, messaging, services, file, and database components are installed, stop the Cisco Service from the Windows Services panel.

▸ In a distributed-server installation:

  a. On each application server machine, stop the Cisco Service from the Windows Services panel.

b. On the messaging server machine, stop the Cisco Service from the Windows Services panel.

c. On the services server machine, stop the Cisco Service from the Windows Services panel.

d. On the services server machine, open the Windows Task Manager and verify that none of the javaw and java processes (the services) are running.
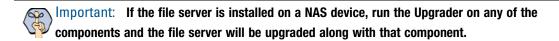
Creating Backup Copies of Databases

You should back up the master, active, archive (SQL Standard Edition installations), and reports (SQL Enterprise Edition installations) databases. These backup copies will enable you to restore the system if you encounter any problems while upgrading.

1. Back up the master database.

2. Back up the active database.

3. Back up the archive database. (SQL Standard Edition installations)

4. Back up the reports database. (SQL Enterprise Edition installations)

Running the Upgrader

This section describes the process of upgrading to ECE 11.6.

> Important: **If the file server is installed on a NAS device, run the Upgrader on any of the components and the file server will be upgraded along with that component.**

Upgrading the File Server

The Upgrader should be run on the file server first. All the other servers can be upgraded in any order. The database is upgraded along with the file server.

> Important: **Run the Upgrader using the same domain account that was used for installing the application.**

To upgrade the installation:

1. Create a temporary folder, *Temporary_Folder* and copy the upgrade files into *Temporary_Folder*.

2. Double-click `setup_windows.exe` to launch the ECE 11.6 Upgrader.

3. When the Introduction window appears, read the installation instructions. Click **Next**.

4. In the License Agreement window, review the licensing terms and select the I accept the terms of the License Agreement option. Click **Next**.

5. In the ECE Home Directory window, type the path or browse to the folder where ECE is installed. Click **Next**.

6. In the Database Parameters window, provide the login name and password of the active and master database administrator, the archive database administrator or the reports database administrator. The reports database parameters are displayed only if the databases are installed on the Enterprise Edition of MS SQL. The archive database parameters are displayed only if the databases are installed on the Standard Edition of MS SQL. This screen appears only if you are using the MSSQL Authentication mode to connect to the MSSQL Server. Click **Next**.

7. In the Product Information window, check the current version of ECE. Click **Next**.

8. In the Upgrade Summary window, verify the upgrade information. Click **Next**.

   This screen also includes a list of all the other servers on which you must run the Upgrader. Make a note of this information. This information only appears while running the Upgrader on the file server. If using NAS, this information is displayed on the first component under upgrade.

9. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

   The upgrader creates a backup of the file system at *ECE_Home*`\Patches\Backup\`*CurrentVersion*`\FileServer` and starts upgrading. For example, for ECE 11.6, the back up is created in *ECE_Home*`\Patches\Backup\11.5.1\File Server`.

10. In the Upgrade Status window, click the **Close** button.

Repeat this process on all the servers where the Upgrader needs to be run. If any errors occur while upgrading, see "Troubleshooting Procedures" on page 21.

Upgrading the Services Server

To upgrade the installation:

1. Create a temporary folder, *Temporary_Folder* and copy the upgrade files into *Temporary_Folder*.

2. Double-click `setup_windows.exe` to launch the ECE 11.6 Upgrader.

3. When the Introduction window appears, read the installation instructions. Click **Next**.

4. In the License Agreement window, review the licensing terms and select the I accept the terms of the License Agreement option. Click **Next**.

5. In the ECE Home Directory window, type the path or browse to the folder where ECE is installed. Click **Next**.

6. In the File Server Parameters window, type the name of the file server or the UNC path to NAS. Click **Next**.

7. In the Product Information window, check the current version of ECE. Click **Next**.

8. In the Upgrade Summary window, verify the upgrade information. Click **Next**.

9. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

   The upgrader creates a backup of the file system at *ECE_Home*`\Patches\Backup\`*CurrentVersion*`\FileServer` and starts upgrading. For example, for ECE 11.6, the back up is created in *ECE_Home*`\Patches\Backup\11.5.1\File Server`.

10. In the Upgrade Status window, click the **Close** button.

Repeat this process on all the servers where the Upgrader needs to be run. If any errors occur while upgrading, see

Upgrading the Messaging Server

To upgrade the installation:

1. Create a temporary folder, *Temporary_Folder* and copy the upgrade files into *Temporary_Folder*.

2. Double-click `setup_windows.exe` to launch the ECE 11.6 Upgrader.

3. When the Introduction window appears, read the installation instructions. Click **Next**.

4. In the License Agreement window, review the licensing terms and select the I accept the terms of the License Agreement option. Click **Next**.

5. In the ECE Home Directory window, type the path or browse to the folder where ECE is installed. Click **Next**.

6. In the File Server Parameters window, type the name of the file server or the UNC path to NAS. Click **Next**.

7. In the Product Information window, check the current version of ECE. Click **Next**.

8. In the Upgrade Summary window, verify the upgrade information. Click **Next**.

9. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

   The upgrader creates a backup of the file system at *ECE_Home*`\Patches\Backup\`*CurrentVersion*`\FileServer` and starts upgrading. For example, for ECE 11.6, the back up is created in *ECE_Home*`\Patches\Backup\11.5.1\File Server`.

10. In the Upgrade Status window, click the **Close** button.

Repeat this process on all the servers where the Upgrader needs to be run. If any errors occur while upgrading, see

Upgrading the Application Server

To upgrade the installation:

1. Create a temporary folder, *Temporary_Folder* and copy the upgrade files into *Temporary_Folder*.

2. Double-click `setup_windows.exe` to launch the ECE 11.6 Upgrader.

3. When the Introduction window appears, read the installation instructions. Click **Next**.

4. In the License Agreement window, review the licensing terms and select the I accept the terms of the License Agreement option. Click **Next**.

5. In the ECE Home Directory window, type the path or browse to the folder where ECE is installed. Click **Next**.

6. In the File Server Parameters window, type the name of the file server or the UNC path to NAS. Click **Next**.

7. In the Product Information window, check the current version of ECE. Click **Next**.

8. In the Upgrade Summary window, verify the upgrade information. Click **Next**.

9. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

    The upgrader creates a backup of the file system at
    ECE_Home\`Patches\Backup\`*CurrentVersion*\`FileServer` and starts upgrading. For example, for ECE 11.6, the back up is created in *ECE_Home*\`Patches\Backup\11.5.1\File Server`.

10. In the Upgrade Status window, click the **Close** button.

Repeat this process on all the servers where the Upgrader needs to be run. If any errors occur while upgrading, see

Upgrading the Web Server

To upgrade the installation:

1. Create a temporary folder, *Temporary_Folder* and copy the upgrade files into *Temporary_Folder*.

2. Double-click `setup_windows.exe` to launch the ECE 11.6 Upgrader.

3. When the Introduction window appears, read the installation instructions. Click **Next**.

4. In the License Agreement window, review the licensing terms and select the I accept the terms of the License Agreement option. Click **Next**.

5. In the ECE Home Directory window, type the path or browse to the folder where ECE is installed. Click **Next**.

6. In the Product Information window, check the current version of ECE. Click **Next**.

7. In the Upgrade Summary window, verify the upgrade information. Click **Next**.

8. In the IIS Web site parameters window, select the IIS web site name on which ECE is configured. Click **Next**.

9. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.

    The upgrader creates a backup of the file system at
    ECE_Home\`Patches\Backup\`*CurrentVersion*\`FileServer` and starts upgrading. For example, for ECE 11.6, the back up is created in *ECE_Home*\`Patches\Backup\11.5.1\File Server`.

10. In the Upgrade Status window, click the **Close** button.

Repeat this process on all the servers where the Upgrader needs to be run. If any errors occur while upgrading, see

Performing Post-Upgrade Tasks

Updating Finesses Layout

Perform these tasks from any local machine. You will need access to the following `xml` files on the ECE web server:

▸ `ECE_Home\eService\templates\finesse\gadget\layout:`

  ❍ `agent.xml`

  ❍ `solve.xml`

  ❍ `cobrowse.xml`

To configure the Finesse settings and layout:

1. Launch the URL: `http://`*`Finesse_Server_Name`*`/cfadmin`. Login as a finesse administrator.

2. From Desktops Layout section, configure the layout for ECE, Solve, and Cobrowse gadgets. XML contents for the ECE, Solve, and Cobrowse gadget tabs are available in the following files on the ECE web server:

  ❍ `ECE_Home\eService\templates\finesse\gadget\layout\agent.xml`: After copying the content of the `agent.xml` file, in the `gadget` tag, replace the web server name with the host name of the load balancer used for ECE web servers. This task needs to be performed only if you are using a load balancer for ECE web servers.

  ❍ `ECE_Home\eService\templates\finesse\gadget\layout\solve.xml:` After copying the content of the `solve.xml` file, make the following changes in the `gadget` tag:

    i. Replace `EGAIN_WEBSERVER_OR_LOADBALANCER` with the eGain Solve for Cisco web server. If the installation has more than one web servers, provide the name of the load balancer.

    ii. Replace `CONTEXT_ROOT` with the context root of eGain Solve for Cisco.

  ❍ `ECE_Home\eService\templates\finesse\gadget\layout\cobrowse.xml`: You need to configure this only if you are using the Cobrowse gadget in Finesse. After copying the content of the `cobrowse.xml` file, make the following changes in the in the `gadget` tag:

    i. Replace the `EGAIN_WEBSERVER_OR_LOADBALANCER` with the eGain Solve for Cisco web server. If the installation has more than one web servers, provide the name of the load balancer.

    ii. Replace the `CONTEXT_ROOT` with the context root of eGain Solve for Cisco.

Refer the Finesse documentation to see how gadgets are added in Finesse.

Updating Custom Chat Templates

Perform these tasks on all web servers in your deployment. Steps for updating the template files vary based on the starting point of your custom templates:

To update the custom chat template files:

1. Merge the updates in the following files from the Kiwi template folder with the files in the custom template folder. If a file doesn't exist in the customer template folder, copy it and paste it in:

  ❍ `ECE_Home\eService\templates\chat\kiwi:`

- chat.html
- eGainLiveConfig.js
- eGainLiveHooks.js
  - *ECE_Home*\eService\templates\chat\kiwi\chat\js:
    - altEngmt.js
    - attachment.js
    - chat.js
    - connection.js
    - core.js
    - deflection.js
    - editor.js
    - form-email_friend.js
    - header.js
    - login.js
    - messenger.js
    - multiselect.js
    - OneTagEvents.js
    - survey.js
    - utils.js
    - video.js
    - session.js
  - *ECE_Home*\eService\templates\chat\kiwi\transcript:
    - transcript.properties
  - *ECE_Home*\eService\templates\chat\kiwi\cobrowse\js:
    - cobrowse.js
  - *ECE_Home*\eService\templates\chat\kiwi\chat\less:
    - chat-main.less
  - *ECE_Home*\eService\templates\chat\kiwi\properties:
    - chat_da_DA.properties
    - chat_de_DE.properties
    - chat_en_US.properties
    - chat_es_ES.properties
    - chat_fr_CA.properties
    - chat_fr_FR.properties
    - chat_it_IT.properties
    - chat_ja_JP.properties
    - chat_ko_KR.properties
    - chat_nl_NL.properties
    - chat_pt_BR.properties
    - chat_pt_PT.properties
    - chat_ru_RU.properties
    - chat_sv_SV.properties
    - chat_zh_CN.properties
    - messaging_da_DA.properties
    - messaging_de_DE.properties

- `messaging_en_US.properties`
- `messaging_es_ES.properties`
- `messaging_fr_CA.properties`
- `messaging_fr_FR.properties`
- `messaging_it_IT.properties`
- `messaging_ja_JP.properties`
- `messaging_ko_KR.properties`
- `messaging_nl_NL.properties`
- `messaging_pt_BR.properties`
- `messaging_pt_PT.properties`
- `messaging_ru_RU.properties`
- `messaging_sv_SV.properties`
- `messaging_zh_CN.properties`

2. Copy and paste the following image files from the Kiwi template folder to your custom template folder:

- ❍ `ECE_Home\eService\templates\chat\kiwi\chat\img:`
  - `chat_cust_attachment_icon.png`
  - `icon_attachment.png`
  - `icon_attachment_32.gif`
  - `icon_attachment_64.gif`
  - `icon_attachment_button.gif`
  - `icon_close.gif`
  - `icon_info.gif`
  - `icon_reject.gif`
  - `icon_reject_16.gif`
  - `icon_reject_24.gif`
  - `icon_reject_32.gif`
  - `icon_upload_32.gif`
  - `icon_upload_64.gif`

Configuring ECE for TLS 1.2

You need to perform these tasks to enable TLS 1.2 to secure connections between ECE servers. When the application is upgraded to ECE 11.6, TLS 1.2 is automatically enabled on the ECE web server. You need to restart the web server machines (page 18) for the changes to take effect. Additional tasks need to be performed on the database server to complete the configuration.

In case you do not want to use TLS 1.2, skip the database changes and disable TLS 1.2 on the web server. For details, see "Disabling TLS 1.2 Support on Web Servers" on page 20.

Configuring Database Servers for TLS 1.2 Support

Perform these tasks on all ECE database server machine.

To enable the database servers for TLS 1.2:

1. From the Services Server, copy the `ECE_Home\Utiltiies\tls` folder and its contents to the database server machine.

2. On the database server machines, open the `powershell` as an administrator and run the command: `RestrictToTLS_1_2.ps1`. A backup copy of the original registry settings is created at the same location from where you run the `RestrictToTLS_1_2.ps1`. The name of the backup file is `protocolRegBkp.hiv`.

3. Restart all database server machines.

Starting ECE

To start ECE:

▸ In collocated installation:
  ○ Restart the web server machine. Skip this task if you did not enable TLS 1.2 support (page 17).
  ○ On the server where application, messaging, services, file, and database components are installed, start the Cisco Service from the Windows Services panel.

▸ In a distributed-server installation:
  a. Restart the servers where web servers are installed. Skip this task if you did not enable TLS 1.2 support (page 17).
  b. Ensure that all the machines in the configuration are available and connected to the network.
  c. Start Cisco Service on the messaging server by starting the Cisco Windows service from the Windows Services panel.
  d. On the services server, start the application by starting the Cisco Windows service from the Windows Services panel.
  e. On each application server, start the application by starting the Cisco Windows service from the Windows Services panel.

Clearing Web Browser Cache on User Desktops

1. Clear the web browser cache on all user desktop.

2. If you have enabled TLS 1.2, on all user desktops you need to enable TLS 1.2 on the browsers that are used to access the ECE application (page 17).

Uninstalling Release 11.6 From ECE Servers

The uninstallation program guides you through the process of uninstalling release 11.6. The uninstallation should be done on all the servers where the Upgrader was run. For details see "Planning the Upgrade" on page 10.

The uninstallation program should be used only if release 11.6 was installed successfully. If there were any issues while upgrading, and you want to restore the ECE 11.5 installation, follow the steps in the section –

> **Important:** **All data created since the time when the Upgrader was run, will be lost.**

This section describes:

Preparing to Uninstall

This section describes:

Stopping ECE

▸ For instructions, see .

Stopping IIS

▸ Stop IIS (World Wide Web Publishing Service) on all web servers in the installation.

Verifying Availability of Backed-up Databases

▸ Before uninstalling, ensure that you have a backup of the database on which the upgrade was run ().

Uninstalling ECE 11.6

This section describes the process of uninstalling Release 11.6. The uninstallation should be done on all the servers where the upgrader was run. For details see . The uninstallation program can be run in any order on these servers.

> **Important:** **If the file server is installed on a NAS device, then the uninstallation of the file server will happen when the uninstallation program is run on the server from where the upgrader was run on the file server.**

Uninstalling Release 11.6 from ECE Servers

> **Important:** **Use the same domain account that was used for upgrading.**

To uninstall:

1. Browse to *ECE_Home*\Uninstaller\Patches.

2. Double-click `update_uninstaller.exe` to start the uninstallation process.

3. In the Introduction window, read the information carefully and select the **I have reviewed the information provided on this screen and would like to proceed with the uninstallation** option. Click **Next**.

4. In the Database Parameters window, provide Database Administrator Username and Password. Database Parameter screen appears only when the installation is done using SQL Authentication.

5. Click the **Uninstall** button.

6. In the Uninstall Complete window, click the **Close** button to close the uninstallation program.

The uninstallation program creates a log file at the following location:
ECE_Home`\eService\logs\eg_log_`*Server_Name*`_upgrade-uninstaller.log`

Uninstalling Release 11.6 From the Database Server

To uninstall from the database server:

▸ Restore the active, master, archive, and reports databases from the backup location (page 11). Make sure that you restore the backup of the database for the last version of the product on which 11.6 was installed.

Disabling TLS 1.2 Support on Web Servers

Perform this task on all web server machines.

To disable TLS 1.2 support on web servers:

1. Check the following location to confirm that the backup of original registry settings is available at:
   ECE_Home`\Utilities\tls\protocolRegBkp.hiv`

2. On the web server machines, open the `powershell` as an administrator and run the command:

   ```
   REG RESTORE
   "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL
   \Protocols" Folder Path of Backup file\protocolRegBkp.hiv
   ```

   For example the command will look like

   ```
   REG RESTORE
   "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL
   \Protocols" c:\ECE\Utilities\tls\protocolRegBkp.hiv
   ```

3. Restart all web server machines.

Disabling TLS 1.2 Support on Database Servers

Perform this task on all database server machines.

To disable TLS 1.2 support on database servers:

1. Check the following location to confirm that the backup of original registry settings is available at: *Folder Path of Backup file*\protocolRegBkp.hiv (page 17).

2. On the database server machines, open the powershell as an administrator and run the command:

   REG RESTORE
   "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL
   \Protocols" *Folder Path of Backup file*\protocolRegBkp.hiv

   For example the command will look like

   REG RESTORE
   "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL
   \Protocols" c:\temp\protocolRegBkp.hiv

3. Restart all database server machines.

Performing Post Uninstallation Tasks

Starting IIS

‣ Start IIS (World Wide Web Publishing Service) on all web servers in the installation.

Starting ECE

‣ For instructions, see "Starting ECE" on page 18.

Troubleshooting Procedures

This section describes the troubleshooting tasks that can be performed if the upgrade process fails.

Viewing Log Files

If any error occurs while upgrading, error messages are logged in the following files.

‣ *ECE_Home*\eService\installation\logs\eg_log_*File_Server*_upgrade-installer.log

‣ *ECE_Home*\eService\installation\logs\eg_log_*Web_Server*_upgrade-installer.log

‣ *ECE_Home*\eService\installation\logs\eg_log_*Services_Server*_upgrade-installer.log

‣ *ECE_Home*\eService\installation\logs\eg_log_*Application_Server*_upgrade-installer.log

‣ *ECE_Home*\eService\installation\logs\eg_log_*Messaging_Server*_upgrade-installer.log

Restoring ECE 11.5 Installation

If you encounter any problems while upgrading, you can restore the ECE 11.5 installation. The installation can be restored back to the release for which you have backed up the databases and the file system.

To restore the ECE 11.5 installation:

1. Restore the active, master, archive (SQL Standard Edition installations), and reports databases (SQL Enterprise Edition installations) from the backup copies you created in "Creating Backup Copies of Databases" on page 11.

2. Restore the file system on all the servers where the upgrader was run (page 10). The backup copies are available at *ECE_Home*\Patches\Backup\11.5.1\File Server.

3. From the location of the back up folder, extract the following file eService.ear\lib\int\dlls.zip\sqljdbc_auth.dll and copy the sqljdbc_auth.dll to %SYSTEMROOT%\system32. You don't need to perform this task on the web servers. You can now start the application.

4. Disable TLS 1.2 on web servers (page 20) and database servers (page 21).