



# **VCLogWebSDK**

**6.03.002**

## **Upgrade Guide**

Version        002  
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VoiceCyber Technologies Ltd



# Preface

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

## Audience

This document describes VLogWebSDK update method and precautions from v 1.0.0.0 to v6.03.002 B640, and from v6.03.001 to v6.03.002 B640 without making changes on CRM system

- This document is intended for engineer;
- Field Engineer
- Maintenance Engineer

## Symbols

Following symbols are defined as follows.

Symbol	Description
 <b>DANGER</b>	Indicates a potentially highly dangerous, if not avoided, will result in death or serious injury.
 <b>WARNING</b>	A medium or low risk hazard which, if not avoided, could result in minor or moderate injury.
 <b>CAUTION</b>	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 <b>TIP</b>	Tips and tricks to help to solve your problem or save time
 <b>NOTE</b>	Indicates additional information to the main subject.

## Change Log

Change Log accumulates update notes every time the document is amended. The latest version of the document will contain all previous updates.

Version 02 (2014-09-23)

Issued by QA bureau.

# 1 Before Version Upgrade

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**Please refer to recommendations below before upgrade.**

1. If upgrade from v1.0.0.0 to 6.03.002 B640, require changing dongle. Proceed upgrade if already have dongle for version v6.03.002
2. Upgrade from v6.03.001 to v6.03.002 B640 not require changing dongle.
3. Dongle for v1.0.0.0 is plug on WebSDK server, dongle for v6.03.002 is plug on VLogLicense server. Please make sure VLogLicense server has sufficient USB port.
4. Vlogsdk database and record\_cf table need to re-create during upgrade process.

# 2 Upgrade Guide

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## 2.1 WebSDK Upgrade v1.0.0.0 to 6.03.002 B640

- Step 1** Backup SDK installation folder, SDK database and record\_cf table in CPCe database.
- Step 2** Copy SDK service IP address from the SDK configuration windows, as shown in Figure 2-1.

**Figure 2-1** SDK Service IP

The screenshot shows the 'SDK Service Configuration' window. The 'Service Configuration' section at the top has a red box around the 'SDK Service Address' field, which contains 'http://192.168.5.52/VLogSDKService/VLogService'. A red arrow points to this field. Below this is the 'Database Configuration' section, which is divided into four columns: SDK Database, VMC Database, Recording Database, and CPCe Database. Each column has fields for Database Type, Server, Port, Database Name, User, and Password, along with 'Test Connection' and 'Create' buttons. The 'Other Configuration' section at the bottom includes fields for Media IP, License Service Address, CTI Port, CF Table Name, Media Port, License Service Port, Update Original Data (checked), CF Reference Name, and Monitoring Recording Server (checked).

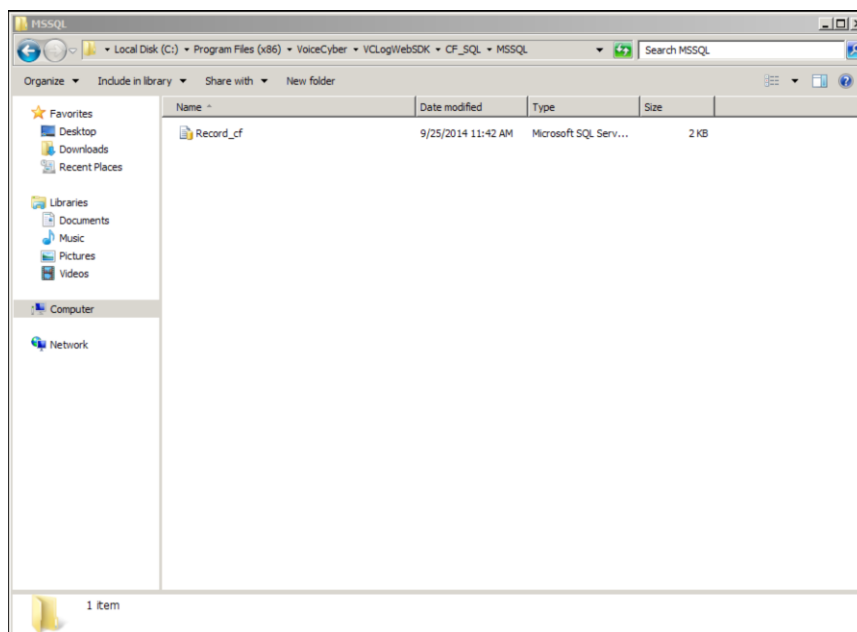
- Step 3** Unable to export configuration in v1.0.0.0, including field-mapping configuration, need to note down manually. Uninstall VLogWeSDK v1.0.0.0, and install VLogWebSDK 6.03.002 B640.
- Step 4** Open SDK service configuration windows, paste the previous SDK IP address into IP address text field, and reconfigure WebSDK parameters.
- Step 5** Remove current vlogsdk database, then click "Create" to re-create database, as shown in Figure 2-2

**Figure 2-2** Re-Create Database

The screenshot shows the 'SDK Service Configuration' window. The 'Service Configuration' section at the top has 'SDK Service Address' set to 'http://192.168.5.52:9000/VLogWebSDK/WebSDK' and 'Language' set to 'U.S. English'. The 'Database Configuration' section is divided into four columns: SDK Database, VMC Database, Recording Database, and CPCE Database. Each column has fields for Database Type, Server, Port, Database Name, User, and Password. The 'Create' button under the SDK Database section is highlighted with a red box. The 'Other Configuration' section at the bottom includes fields for Media IP, License Service Address, CTI Port, CF Table Name, and Monitoring Recording Server. The 'Service State' at the bottom left shows a green dot, indicating the service is running.

**Step 6** Delete current record\_cf table from CPCE database. Navigate to CF\_SQL folder in WebSDK installation folder. Run the script “Record\_cf.sql” based on database, as shown in Figure 2-3.

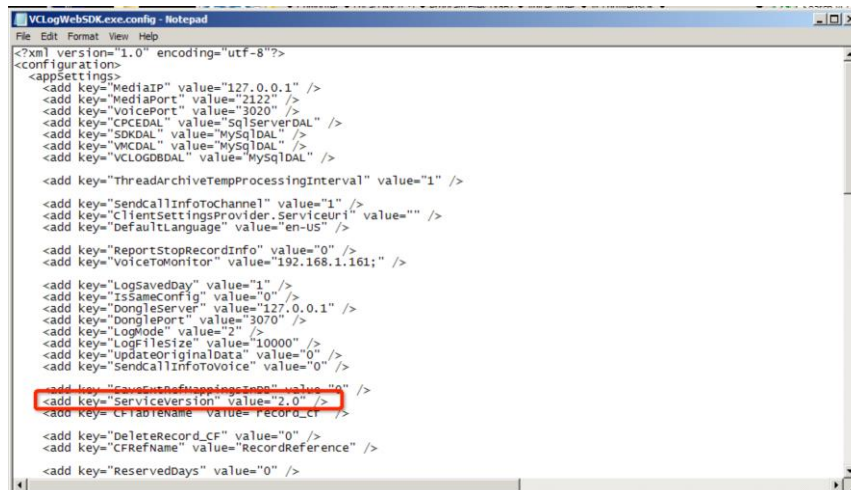
**Figure 2-3** Create record\_cf table



**Step 7** Click “Apply” in SDK Configuration windows, it will prompt “Service Restarted Successfully”.

- Step 8** Access VLogWebSDK.exe.config file in VLogWebSDK installation folder. Locate ServiceVersion parameter under “AppSettings” section, modify the value to 1.0 and save the file, as shown in Figure 2-4.

**Figure 2-4** Edit ServiceVersion



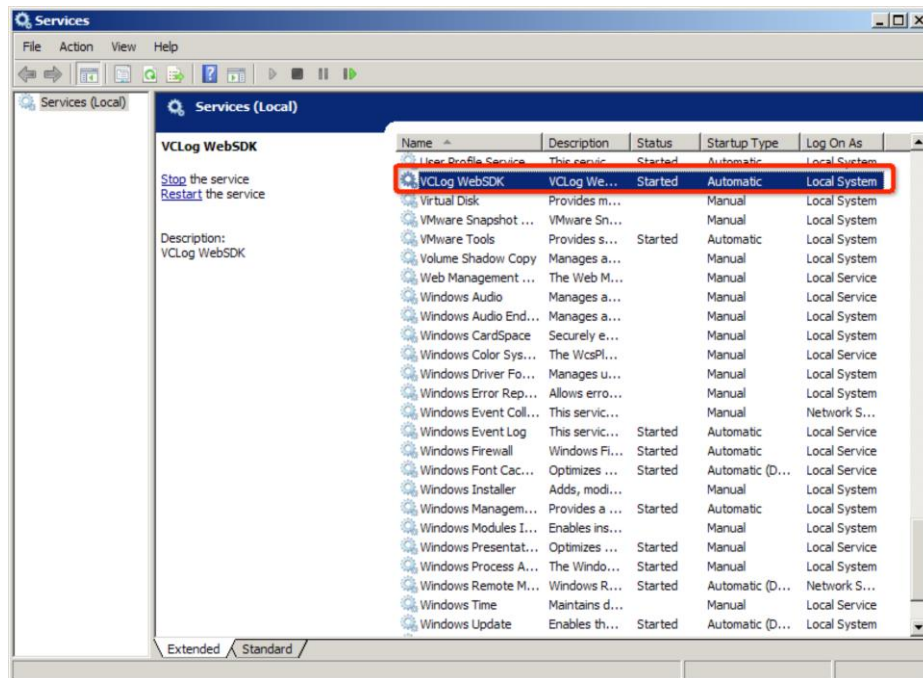
## CAUTION

ServiceVersion will change back to 2.0 if configuration is apply in WebSDK Service Configuration windows. Please change the ServiceVersion after WebSDK configuration, and manually restart WebSDK service in Windows Management.

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- Step 9** Restart VLogWebSDK service in Windows Service to complete upgrade, as shown in Figure 2-5.

**Figure 2-5** Restart VCLogWebSDK service



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## 2.2 WebSDK Upgrade v6.03.001 to v6.03.002

- Step 1** Backup SDK installation folder, SDK database and record\_cf table in CPCe database.
- Step 2** Copy SDK service IP address from the SDK configuration windows, as shown in Figure 2-1 and manually note down the SDK & xml configuration.
- Step 3** Uninstall older version of WebSDK, and then install WebSDK 6.03.002. Then, manually reconfigure the SDK paramters and xml.
- Step 4** Remove current vclogsdk database, then click "Create" to re-create database, as shown in Figure 2-2.
- Step 5** Delete current record\_cf table from CPCe database. Navigate to CF\_SQL folder in WebSDK installation folder. Run the script "Record\_cf.sql" based on database, as shown in Figure 2-3
- Step 6** Click "Apply" to apply the configuration, upgrade completed

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# 3

## Version Rollback Guide

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### Problem during upgrade process, refer to Version Rollback Guide

**Step 1** Uninstall current version of WebSDK and install older version of WebSDK.

**Step 2** Manually stop VLogWebSDK service from Windows service, and manually paste the backup VLogWebSDK installation folder to the current directory.

**Step 3** Delete current vlogsdk database and record\_cf table in CPCe database, restore backup vlogsdk and record\_cf table.

**Step 4** Click “Apply” to save configuration, rollback completed.

----End



### CAUTION

Rollback from v1.0.0.0 to WebSDK v6.03.002 requires changing dongle.

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