Troubleshoot ECE Upgrade Failure from 11.5 to 11.6

Contents

Introduction

This document describes the process to troubleshoot ECE upgrade failure with the error "Can't set the patch independent variables"

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Enterprise Email and Chat (ECE)
- Cisco Unified Contact Center Enterprise (UCCE)

Components Used

The information in this document is based on these software and hardware versions:

- ECE 11.5 and 11.6
- UCCE 11.5 and 11.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

While an ECE upgrade, if you face an issue with Application Server and you get this error, this document helps you fix the problem.

"Can't set the patch independent variables

For more information refer to the following log file:
\\xyz.domain.com\cisco\eService\logs\eg_log_cisco01vw_upgrade-installer.log"

Other servers in the deployment had no issues in the upgrade process.

Solution

You can find the the logs on the file server under the same location in the error.

Check the log file, "**eg_log_cisco01vw_upgrade-installe**r" and it shows the errors:

```
2019-10-09 20:10:10.802 GMT+0000 <@> INFO <@> [45:Thread-15] <@> ProcessId:2444 <@> PID:0 <@>
UID:12 <@> HttpSessionId: <@> com.egain.platform.module.patchinstaller.PatchInstallerXMLUtil <@>
PatchInstallerXMLUtil() <@> 2019-10-09 20:10:10.802 GMT+0000 || XML document
C:\ECE\InstallerTemp\release_checksums.xml
loaded into parser
<@>
2019-10-09 20:10:10.802 GMT+0000 <@> DEBUG <@> [45:Thread-15] <@> ProcessId:2444 <@> PID:0 <@>
UID:12 <@> HttpSessionId: <@> com.egain.platform.module.patchinstaller.PatchInstallerXMLUtil <@>
PatchInstallerXMLUtil() <@> Executing method public String getChecksumFilePath(String) <@>
2019-10-09 20:10:10.802 GMT+0000 <@> FATAL <@> [45:Thread-15] <@> ProcessId:2444 <@> PID:0 <@>
UID:12 <@> HttpSessionId: <@> com.egain.platform.module.patchinstaller.UpdatesToInstall <@>
setupUI() <@> Can't set the patch independent variables
<@>
java.lang.NullPointerException
at
com.egain.platform.module.patchinstaller.PatchInstallerXMLUtil.getChecksumFilePath(PatchInstalle
rXMLUtil.java:499)
at
com.egain.platform.module.patchinstaller.PIUtilities.getChecksumZipEntryName(PIUtilities.java:10
99)
at
com.egain.platform.module.patchinstaller.SetPatchIndependentVariables.setVariables(SetPatchIndep
endentVariables.java:49)
at com.egain.platform.module.patchinstaller.UpdatesToInstall.install(UpdatesToInstall.java:371)
at com.zerog.ia.installer.actions.CustomAction.installSelf(DashoA10*..)
at ZeroGabm.run(DashoA10*..)
2019-10-09 20:10:10.818 GMT+0000 <@> INFO <@> [45:Thread-15] <@> ProcessId:2444 <@> PID:0 <@>
UID:12 <@> HttpSessionId: <@> com.egain.platform.module.patchinstaller.UpdatesToInstall <@>
setupUI() <@> 2019-10-09 20:10:10.818 GMT+0000 ||
com.egain.platform.module.installer.util.InstallerUtilities :: copyFile:: sOldPath ->
\\xyz.cisco.com\cisco\eService\logs\eg_log_cisco01vw_upgrade-installer.log; sNewPath ->
\\xyz.cisco.com\cisco\eService\installation\logs\eg_log_xyz_upgrade-installer.log <@>
```

There are two related defect:

Error occurred while upgrading to 9.02 in distributed deployment setup.
CSCui11406

Additional application server cannot be added to existing ECE 11.6 ES1 setup
CSCvj67161

You can follow this procedure in order to resolve the issue

Step 1. Update the version in egpl_dsm_host from 11.6.1.1.xxxxx to 11.6.1.xxxxx (where xxxxx is build revision for ECE ES1 and 11.6 respectively) for database server

Step 2. On your Database server, run the Structured Query Language (SQL) command in order to check the RELEASE_VERSION for the database component, against the masterdb

```
select * from egpl_dsm_host
```

Step 3. Run the command in order to update the RELEASE_VERSION of the Database component to the RELEASE VERSION of the 11.6.1 base version of ECE release, which is, "**11.6.1.87731**", where 1004 was the host ID for database server

```
update egpl_dsm_host set release_version = '11.6.1.87731' where HOST_ID = '1004'
```

Every time you try to upgrade, a backup folder is created in the eservice folder. Inside the log files, you can find the version there as well. After you follow the steps, the RELEASE_VERSION of the DB component, is set to 11.6.1.87731 and upgrade on the Application server is successful.