

Cisco ICM 4.6.2 Planning Guide

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Introduction

This document describes the proper planning information needed in order to upgrade various components of the Cisco Intelligent Contact Management (ICM) from version 4.0.x to 4.1.x or 4.5.x to 4.6.2. If you plan to upgrade to 4.6.2 from an earlier release (2.x, 3.x), you must first upgrade to 4.1.x or 4.5.x. If you plan to upgrade from ICM release 4.0.x or later, you can directly upgrade to ICM 4.6.2. Refer to the Cisco ICM 4.6.x Release Notes.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- First level Cisco ICM support and troubleshooting

- How to plan upgrades
- Cisco ICM system administration and troubleshooting

Components Used

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

- Minimum hardware requirements for Cisco ICM version 4.6.2
- Microsoft SQL Server version 6.5
- Microsoft SQL Server version 7.0
- Microsoft Windows 2000 upgrade

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

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Cisco ICM Planning Guide Does Not Cover

This document does not cover:

1. How to upgrade Microsoft SQL Server from version 6.5 to 7.0 (compatible with Cisco ICM 4.5.0 and later), or Microsoft Windows NT to Windows 2000 (compatible with ICM 4.6.2 and later).
2. How to upgrade ICM. The documentation is meant only as a planning guide for an ICM software upgrade project manager to be used in conjunction with the ICM upgrade process document for 4.6.x.
3. Other components that interface with ICM such as Internet Protocol Contact Center (IPCC) including CallManager, IP Interactive Voice Response (IVR), Computer–Telephony Integration (CTI) desktop/client, Unity, Personal Assistant, Auto Attendant, or any recording solutions are not covered in this document. Most likely it is necessary to include or consider those other components in the overall planning of your ICM upgrade because certain versions of ICM are compatible with certain versions of the other components. Included in this document is a roadmap/mapping section to help you plan multiple upgrades in conjunction with ICM.

Most components in the ICM product suite provide for redundancy. There are two redundancy models in the ICM suite:

- Hot Standby
- Synchronized Execution

It is important to understand the differences between the two models and which ICM components use each type. This affects the way your system operates during the upgrade.

For ICM CallRouters, Loggers, NICs, Peripheral Gateways (PG), CTI Gateways (CGs), and CTI Operating System (OS) Servers, the two redundant sides are commonly referred to as "Side A" and "Side B". For Distributor Administration Workstation (AW), the sides are referred to as primary and secondary distributor.

WebView and Historical Data Server (HDS) are hybrid models. A "duplexed" WebView or HDS implementation consists of the WebView or HDS option co–existing with a primary or secondary distributor AW pair. Although subject to the underlying distributor AW's operation, the replication process of the HDS runs and WebView accepts client connections on both sides simultaneously. However, during failure

WebView clients are not dynamically redirected to the other side, nor are any historical queries (which likely come from WebView or Monitor ICM) redirected to the other HDS side, if one exists.

Prepare for Your Cisco ICM Upgrade

Multiple Upgrade Path Mapping

As your first step towards a Cisco ICM software upgrade, create an upgrade path. This path must be mapped out in order to ensure consistency, compatibility, correct processes are in place, and updated documentation is referenced. This section outlines the recommended steps to success. If your system currently meets hardware and software specifications for ICM 4.6.2 and ICM is the only component you plan to upgrade, then planning can be easier and less time-consuming. Most customers do not fall into this category. Hardware is normally the first consideration followed by third-party software. Though often left out, it is imperative that you scope your entire system and ensure that other components, if any, are required to be upgraded based on the ICM release upgrade. Software compatibility must also be confirmed first between versions.

Scenario 1:

```
Hardware upgrade > ICM version 4.6.2 upgrade > SQL version 7.0 upgrade >
Microsoft Windows 2000 upgrade
```

Scenario 2:

```
Hardware upgrade > NAM version 4.6.2 upgrade > SQL version 7.0 upgrade >
Windows 2000 upgrade
```

Scenario 3:

```
Hardware upgrade > ICM version 4.6.2 upgrade > CallManager version x.x >
IPIVR version x.x > SQL version 7.0 upgrade > Windows 2000 upgrade
```

Scenario 4:

```
Hardware upgrade > NAM version 4.6.2 upgrade > CallManager version x.x >
IPIVR version x.x > > SQL 7.0 version upgrade > Windows 2000 upgrade
```

Cisco ICM/NAM

In a two-tier service bureau architecture, Cisco ICM software that receives route requests from the carrier network and forwards them to a customer ICM. A NAM usually contains only a small configuration that allows it to directly route a subset of calls and dispatch the other requests to the appropriate customer ICM. The NAM receives route responses from the customer ICMs and forwards them to the carrier network.

A 4.6.x Upgrade Planning Guide is available specifically for NAM systems.

Cisco CallManager and IPIVR (IPCC)

Three major components form the IPCC system: Cisco ICM, Cisco CallManager, and Cisco Customer Response Solutions (CRS/CRA), specifically the IP-IVR/QueueManager components.

These combined components provide Automatic Call Distributor (ACD) functionality, including monitoring and control of agent state, routing, and queuing of contacts, CTI capabilities, real-time data for agents and supervisors, and historical reporting for management.

Microsoft SQL Server 6.5 to SQL 7.0 Upgrade

Cisco requires that any ICM customer first upgrade to ICM version 4.6.2 and then to SQL version 7.0. Testing time between upgrades must be at least seven days.

Note: SQL 2000 is currently not supported with ICM 4.6.2.

Microsoft Windows 2000 Upgrade

Cisco requires that ICM customers first upgrade to ICM 4.6.2 and then to Windows 2000. Testing time between upgrades must be at least seven days. The approved documentation for a Windows 2000 upgrade (including critical Domain Structure information) is available from the Microsoft Support Information page on the Cisco web site.

Plan Your Cisco ICM Upgrade

There are several areas of concern to consider when you plan an upgrade to ICM 4.6.2. This document provides detailed information and references in order help you plan properly for a successful upgrade.

ICM Pre-Planning Tasks

- Identify and map out all systems and components your site plans to upgrade along with the ICM software (for example, hardware, third-party software, IPCC, Microsoft Windows 2000, SQL 7.0, and more).
- Verify with your internal ICM support team that no problems currently exist with the ICM system. A ICM system that functions properly prior to the upgrade helps with problem-solving later.
- Identify and understand any fixes and or new features that result from the new version of ICM. Review all new ICM documentation.
- Understand and plan for the related third-party, hardware, and other non-ICM components that possibly need to be upgraded before or after the ICM upgrade.
- Read the ICM Release Notes for ICM version 4.6.2. These documents include critical information on prerequisites, functionality changes, and new features.
- Read all Field Notices for ICM version 4.6.2.
- Verify that all peripherals associated with the various PGs in the ICM system are at the minimum supported release for ICM version 4.6.2. Refer to the ACD Compatibility Matrix and the System Manager Guide Supplements for ACDs.
- Update all hardware (CPU(s), hard drive(s), memory), third-party software (Windows NT service pack, SQL service pack) and switches (PBX, VRU) to meet the new ICM requirements.
- Identify the ICM hotfixes that are appropriate for each component in the ICM environment for ICM version 4.6.2.

Note: You must log in and be a registered user to access this link. It is recommended that you download the applicable hotfixes directly from the hotfix CD during the upgrade procedure.

- Back-up the Loggers and HDS database. See Perform an ICM Database Backup.
- If (for ICM version 4.5 or later) you plan to upgrade from SQL Server version 6.5 to 7.0, do this separately.
- If you plan to upgrade from Microsoft Windows NT to Windows 2000, do this separately.
- Verify that all WebView II (for ICM version 4.5 or later) third-party software requirements have been met on the appropriate AWs. If uncertain, check the Cisco ICM software WebView Administrator Guide for ICM version 4.6.2.
- Schedule the proper resources in order to back-up any custom reports before the upgrade.
- Schedule the proper resources in order to rebuild any custom reports after the upgrade.

- Schedule the proper resources in order to rebuild any custom CTI functionality after the upgrade, if needed.
- Notify your internal organization, customer base, and all related vendors (for example, Cisco, AT&T, MCI) of the upgrade event, changes, and outages that could occur during and after the upgrade.
- Schedule the proper internal resources to be available if a hardware, software, or network communication problem arises. This can mean you have to require Automatic Call Distributor (ACD) vendors, network administrators, and others to be on-site or on-call during the upgrade event.
- Ensure that no changes to ICM scripts or configuration are made during the upgrade. Changing specific registry key(s) with **Regedt32** can do this. Refer to the ICM Upgrade Process Document for 4.6.x for details.
- Make sure you have a good network diagram with accurate IP addresses of all interfaces on all systems.
- Plan a test procedure for call routing, CTI functionality, configuration tools, and reporting functionality, once the ICM system is upgraded.
- Be sure to order your ICM software at least three to four days before the scheduled event. Plan to order two copies of each CD in order to ensure media is not damaged or defective.
- Planning support is available through the Cisco Professional Services Group. Contact the appropriate Engagement Managers at icmupgrades@cisco.com for details and pricing.
- In a multiple node CallManager cluster, it is recommended to have the ICM PGs connected to the subscribers. The only time the PG can be connected to a CallManager Publisher is in the scenario of a two-node CallManager cluster.

Cisco ICM Pre-Planning For Hardware

All hardware used in the ICM platform needs to meet at least the minimum requirements for ICM version 4.6.2. The table shown here provides the minimum requirements for an ICM 4.6.2 software upgrade only. Cisco advises you to meet the "recommended specifications" where outlined. These minimum requirements do not take into account additional site plans, which could exist to install new Cisco ICM software products, new ICM sites, and new functionality (for example, CTI and MIS) with this upgrade. Consult your Cisco System Engineer (SE) or the Cisco Technical Assistance Center (TAC) for additional information regarding new installations such as those specified.

Hardware that does not meet these minimum requirements must either be upgraded or replaced in order to comply. In order to understand and verify whether a server is capable of being upgraded (for example, adding RAM), you must consult with your hardware vendor.

If you replace hardware, refer to the Bill of Materials for Cisco Enterprise Contact Routing.

Note: The Bill of Materials (BOM) includes ICM as well as additional components (ISN and E-Mail Manager) which do not apply to your current system. The BOM is meant for general guideline purposes and reflects current market availability of hardware. Therefore, the recommendations listed can greatly differ from those reflected within this table.

Minimum Requirements and Recommendations

NAM System Node	Physical RAM	CPU	CPU Utilization*	Available/Free Disk Space:Minimum/Recommended
Call Router	1.5GB	500MHz or greater	< 50%	500MB / 1GB
Logger	1.5GB	500MHz or	< 50%	500MB / 1GB

		greater		
PG	768MB	500MHz or greater	< 50%	500MB / 1GB
AW –Distributor	512MB	500MHz or greater	< 50%	500MB / 1GB
AW–HDS	1.5GB	500MHz or greater	< 50%	500MB / 1GB
AW–HDS–WebView	1.5GB –2GB	500MHz or greater	< 50%	1.5GB / 2 GB
AW – Client	256MB	500MHz or greater	< 50%	250 MB/ 500MB

*Minimum RAM requirements shown. If pre–upgrade assessment shows that RAM utilization is near or above the physical RAM installed, regardless of this minimum, additional RAM must be added.

Pre–Planning For Third–Party Software

All third–party software must be in compliance with this third–party table. It is the customer's responsibility to maintain compliance with the third–party software requirements. Cisco does not upgrade third–party software. This information is detailed within the Bill of Materials for Cisco Enterprise Contact Routing.

Third–Party Software Requirements

CallRouter	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
PCAnywhere	10.5
Microsoft Internet Explorer and Service Pack	5.5 SP2 or later
Logger	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
Microsoft SQL and Service Pack	6.5 SP5A
Microsoft SQL and Service Pack	7.0 SP3
PCAnywhere	10.5
Microsoft Internet Explorer	5.5 SP2 or later

AW (Real-Time Client Only)	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
Microsoft SQL and Service Pack	6.5 SP5A
Microsoft SQL and Service Pack	7.0 SP3
PCAnywhere	10.5
Microsoft Internet Explorer	5.5 SP2 or later
InfoMaker	7.0.3
AW (Real-Time Distributor Only)	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
Microsoft SQL and Service Pack	6.5 SP5A
Microsoft SQL and Service Pack	7.0 SP3
PCAnywhere	10.5
Microsoft Internet Explorer	5.5 SP2 or later
InfoMaker	7.0.3
AW with HDS Option (Real-Time Distributor Only)	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
Microsoft SQL and Service Pack	6.5 SP5A
Microsoft SQL and Service Pack	7.0 SP3
PCAnywhere	10.5
Microsoft Internet Explorer	5.5 SP2 or later
InfoMaker	7.0.3
WebView Server	
Microsoft Windows NT and Service Pack	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
Microsoft SQL and Service Pack	6.5 SP5A
Microsoft SQL and Service Pack	7.0 SP3
PCAnywhere	10.5
InfoMaker	7.0.3

Microsoft Internet Explorer (or Netscape Navigator)	5.5 SP2 or later
Netscape Navigator (or Microsoft Internet Explorer)	4.7
Microsoft Internet Information Service (IIS) (Microsoft NT)	4.0
Microsoft IIS (Microsoft 2000)	5.0
Sun JDK	Release 1.3.1
New Atlanta Servlet	Release 3.1
Jaguar CTS	Release 3.5 and 3.6.1 Upgrade
PG	
Microsoft Windows NT	4.0 SP6A
Microsoft Windows 2000 and Service Pack 2	
PCAnywhere	10.5
Microsoft Internet Explorer	5.5 SP2 or later

Pre-Planning the Cisco ICM Switch Compatibility

All Peripherals (ACD and VRU/IVR) must also meet requirements for the current Cisco ICM revision. These ACD Supplement Guides are currently available:

- Cisco ICM Software ACD Supplement for Aspect Call Center
- Cisco ICM Software ACD Supplement for Definity ECS
- Cisco ICM Software ACD Supplement for Nortel Meridian
- Cisco ICM Software ACD Supplement for Nortel Symposium

If your switch type is not currently listed, contact your maintenance agreement holder for further support.

Special Considerations for Cisco ICM

These considerations and requirements must be reviewed for a successful software upgrade:

Lab Upgrade

Cisco recommends that the ICM software upgrade be tested within an ICM lab environment first, if available. When you plan an ICM lab upgrade, the system must meet ICM 4.6.2 requirements in regards to hardware, software, and ACD compatibility. This ensures a more accurate reflection of the timeframe it takes in order to upgrade your ICM system including preparation time.

Contingency and Recovery Plan

As a precaution, it is always recommended that a recovery plan be mapped out prior to the start of the Cisco ICM upgrade. If a failure occurs (for example, software, hardware), back out and recovery time must be considered. If a failure does occur, this most likely happens during the first set of central controllers, HDS, or AW. These are steps one through seven within the Chronology of Events. Due to the possibility of any failure, it is recommended that an upgrade be planned with adequate time, especially if a dependency is required. For

instance, a customer upgrades to ICM 4.6.2 in order to meet a requirement for a Windows 2000 upgrade. It is best not to schedule both events back-to-back in the event of a failure. In the planning process, allow for enough time to upgrade, back out, and test the ICM system before you move to another project of similar size or criticality. An ICM software upgrade back out process is included within the ICM Upgrade Process document for 4.6.x. In order to successfully back out and restore an ICM system to its current release before the upgrade, proper backups in these four areas allow for a successful restore:

- Backup of SQL databases on Loggers and HDS
- Save the Geotel Registry key on all nodes
- Save the ICR\BIN folder on all nodes
- Save custom work folders on all nodes (for example, reports)

CTI

If you have had any custom software work completed by Cisco Professional Services, third-party vendors, or internal personnel, it is recommended that you have the work reviewed by the appropriate Custom Engineering Services Group in order to ensure compatibility with ICM 4.6.2.

Custom Reports

If you have had any custom report work (Monitor ICM, WebView I, or WebView II) completed by Cisco Professional Services, third-party vendors, or internal personnel, be aware that these custom reports are overwritten with the ICM 4.6.2, WebView II upgrade. You must back-up your reports prior to the ICM upgrade. If you need support regarding repopulating or writing these reports, it is recommended that you contact the appropriate Custom Engineering Services Group before you begin the upgrade. Planning time could be necessary, on their part, dependent on those reports.

Non-ICM Database Objects

All non-ICM database objects are overwritten during the ICM 4.6.2 upgrade. It is your responsibility to repopulate this data after the upgrade and all testing is complete.

Application Gateway

Communication version must be at least 2.0 for ICM 4.6.2. This is a part of the pre-planning requirements for the customer.

Data Backup

Make sure you have a back-up for all of the necessary applications prior to beginning the Cisco ICM upgrade. As part of the pre-planning stage, Project Managers must require the customer to backup their SQL databases on Logger A, Logger B, and the HDS. As part of the Upgrade Engineers responsibilities, the engineer performs additional data backups prior to the upgrade of each individual node. These data backups include specific directories, configurations and each node's registry. For detailed steps, provided by node, the upgrade engineer must refer to the ICM upgrade process document for 4.6.x.

A database backup is defined as a precautionary process in the event that a catastrophic failure occurs in the ICM Loggers, HDS, AW, or SQL Server. Catastrophic implies the potential rebuilding of a device or the restoration of data.

The ICM product is designed to be fault-tolerant to support mission-critical applications. Specifically, the recommended ICM architecture has a goal of eliminating all single points of failure for the ICM system as a whole. Implicit in this architecture are redundant Loggers that maintain the same databases.

Back-up includes four components:

- Entire database
- Cisco ICM configuration and script data
- Microsoft Windows NT Registry
- Custom folders (if applicable)

Refer to the ICM Database Backup Strategy document for help with backing up ICM databases.

For more information on backing up SQL databases, refer to the Microsoft web site.

Default Route Plan

The customer must have a default routing plan in place prior to the upgrade date and start time. Notification to the appropriate internal parties, vendors (for example, Switch), the TAC reduces potential concerns regarding alarms.

Once the first side of the ICM Central Controller (CallRouter/Logger) has been shutdown and upgraded, the second side of the ICM Central Controller (CallRouter/Logger) with the current ICM software version is brought off-line and the upgraded side is brought on-line. This switchover is the only point in the upgrade process where the ICM system does not route calls. It does not take more than a few minutes to do the switchover. The default network routing plan is most likely the method of routing calls during this period. Improper planning for this has definite negative consequences. Both sides of a duplexed pair cannot run at the same time with different versions of ICM software, so be sure that the first side is completely stopped before you start the upgraded side. Any upgraded AWs must be brought online at this time as well, and all other AWs should be brought down.

Post-Upgrade Test Plans

Before you upgrade, be sure to create a test plan in order to fully test the functionality of the upgrade. Call routing functionality, real time and historical reports, configuration and monitoring tools, and other components must be tested both at the midpoint and immediately after an upgrade. Though the systems usually do not experience any detrimental effects from an upgrade, testing is always a fundamental and preventative task. In order to keep the testing phase simple, it is recommended that test plans be developed for the most-commonly used reporting and configuration tools.

A test plan must be created for CTI screen pops or other CTI functionality as well. If any sites use an in-house (non-Cisco) CTI client application, coding changes can affect how the software sees and reacts to certain events. If the standard CTI toolkit for the desktop is being used, it is recommended that the systems be upgraded to the latest version that is compatible with Cisco ICM 4.6.2. Contact your Cisco Account representative or send an e-mail to the Cisco ICM Engagement Managers at icmupgrades@cisco.com.

Upgrades are usually performed during off-peak hours. Upgrades most often occur between midnight and seven in the morning and can typically happen on weekends. Keep in mind that more than one night or upgrade window is most likely necessary. An initial maintenance window is established to get the ICM Central Controllers and critical AWs upgraded first. Remaining, non-critical AWs and PGs are then scheduled on an as-needed basis. A window of time needs to be identified with the lowest amount of impact during the failover between upgraded and non-upgraded machines as described in this document.

Timeframe and Chronology Planning

Timeframe Considerations

These are some areas you must consider when you plan your upgrade:

- Duplexed Central Controllers two full versions (Routers and Loggers) must be the same software release. At no time do you want both sides (A and B) of the Central Controller to be started while at different versions. Refer to the ICM Upgrade Timeframes and third-party software table for the recommended sequence of events, which allow for minimal interruption during your upgrade.
- Duplexed PGs must be the same release. At no time do you want both sides (A and B) of a PG to be started while at different versions. Please refer to the ICM Upgrade Timeframes table for the recommended sequence of events, which allow for minimal interruption during your upgrade.
- AW and HDS must be upgraded to the same revision as the Central Controllers in order to operate. For planning purposes, these servers must be upgraded during the same maintenance window as the Central Controllers. They are not functional if they are a version behind the Router and Logger.
- PGs are backwards compatible. A PG continues to operate when it is one version behind the Central Controller. This is designed to allow you reasonable time to finish upgrading the PGs without disruption of service. It is strongly recommended that all ICM nodes be at the same ICM release, and this must be as short term as possible.
- Plan your AW and PG chronology of events based on priority and testing of these machines. Specifically, if these nodes are spaced out across multiple maintenance windows.
- Typical customer maintenance windows are eight to ten hours. This means for the average size installation and above, the upgrade work needs to be performed over several maintenance windows. Keep in mind the timeframes, which are outlined in this table, when you schedule the upgrade maintenance windows.

Cisco ICM Upgrade Timeframes (Estimates Per Node)

ICM Node	Approximate Duration
ICM Call Router	45 minutes
ICM Database Server (Logger)	45 minutes – 1 hour**
ICM PG	30 minutes
ICM AW Real –Time Client Only	30 minutes
ICM AW Real –Time Distributor Only	30 minutes
ICM AW HDS	45 minutes – 2 hours**
ICM HDS with WebView	45 minutes – 2 hours**

** Largely dependent on database size and ICM release. The time period does not include the data migration time.

The above times **do not** include time required to perform pre-upgrade tasks such as database backup, third-party software or hardware upgrades. These tasks should be performed well in advance of the ICM upgrade event.

See also "Steps for Determining the Progress of ICM Data Migration" under Cisco ICM Enterprise Edition – Field Notice–ICM 4.6.2 Upgrade Considerations.

Cisco ICM Schedule and Chronology of Events

This table is a typical chronology for the first maintenance window:

Step	Upgrade Step	Routing	Duration (Average)
1	Upgrade side A of the Central Controller	Side B	1.5 hours
2*	Upgrade in order of priority – 1 AW or 1 HDS or 1 HDS with WebView	Side B	30 minutes
3	Bring down side B Central Controller and non-upgraded AWs, including the HDS machines and WebView servers	Network	5 minutes
4	Bring up side A Central Controller first. Then other upgraded machines	Side A	5 minutes
5	Test the upgraded systems	Side A	Varies based on customer test plan(s)
6	Upgrade side B Central Controller	Side A	1.5 hours
7	Bring up side B Central Controller and test	Side A	10 minutes
8	Do failover test between Central Controller side A and B	Side A or B	5 minutes
9*	Depending on time and the number of upgrade engineers, upgrade remaining AWs, HDS machines and WebView servers, in order of priority	Side A	30 minutes (AW) 1.5 hours each (HDS or
10**	Upgrade remaining PGs	ICM Active Side	WebView server) 30 minutes each
Total Time:		11+ hours	

Note: These times do not include time required to perform pre-upgrade tasks such as database backup, third-party software, or hardware upgrades. These tasks must be performed in advance of the ICM upgrade.

An upgrade is typically planned with steps 1 through 9 attempted in the first upgrade window. This first window is normally the most critical for the project. In step 10, remaining AWs and PGs can be upgraded, as needed. Keep in mind that AWs do not work until they are at the same version as the Central Controllers. Priority AWs must be identified and upgraded first if they need to be staggered across multiple maintenance windows. PGs (Side A and B) can run up to two full revisions behind the Central Controllers so the majority

of PGs can also be completed within a second maintenance window, if needed.

See also "Steps for Determining the Progress of ICM Data Migration" under Cisco ICM Enterprise Edition Field Notice– ICM 4.6.2 Upgrade Considerations.

Place Your Order for Cisco ICM Software

When you order Cisco ICM Software, you must have a valid CCO login as well as a valid and active maintenance contract number. Software CDs can be ordered from these links:

Base ICM Software & Hotfixes

ICM HotFixes ONLY through CD

Cisco recommends that you request two sets of each ICM release you order. In the event of a media failure, you have a second set to access. Allow a minimum of four full business days for delivery. It is recommended that software be ordered no more than two full weeks ahead of the scheduled upgrade date and time to ensure availability of all the latest hot fixes. Once the software arrives, open the packages and verify that all CDs have been shipped. WebView third-party software is included on a separate CD than the ICM software.

Cisco ICM Software Upgrade: Preparations Per Node

Although this document has outlined several steps to help you prepare for the upgrade (for example, software, hardware, SQL backups), the person responsible for performing the ICM upgrade is required to also take pre-cautionary steps on each node in case of an upgrade failure. These steps have been documented in detail within the ICM Upgrade Process Documentation for 4.6.x. This document is available to every registered CCO login account.

It is imperative that the engineer completes these additional pre-cautionary steps. In the event of an upgrade failure, you could need to back out of the upgrade at any point. For a successful backup to take place, required preparation steps need to be completed. For example, the document outlines how to save these items on each node before the node's upgrade begins:

- Save the Geotel registry key on all nodes
- Save the icr\bin folder on all nodes
- Create and save a copy of the "route print"
- Create and save a copy of the "ipconfig /all"
- Create and save a copy of "netstat -a -n"

Cisco ICM Upgrade Success Program

As an alternative to planning and executing the Cisco ICM upgrade yourself, a team of Cisco Project Managers and Engineers are available for assistance. The Cisco ICM Upgrade Success Program offers customer's several packages to choose from in order to fit your needs.

In order to learn more about the Cisco ICM Upgrade Success Program, contact your Cisco Account Team directly or send an email to our Engagement Managers at icmupgrades@cisco.com. The team can review the program's offerings with your site.

This is a Professional Services offering and is done through a billable Statement of Work. Pricing is based on several factors including, but not solely encompassing, system size and project scope. Several benefits are offered, including:

- Multiple program offerings to fit your site's specific need
- Personalized support
- Upgrade experience
- Dedicated resources
- Site assessment for hardware and third-party software
- Detailed upgrade plan
- Controlled scheduling

If you have purchased your ICM System/Maintenance from a Cisco Certified Partner, contact them directly for upgrade planning support.

Related Information

- **Bill of Materials for Cisco Enterprise Contact Routing**
 - **Cisco ICM Software Version 4.6.2 Release Notes**
 - **Cisco ICM Software Version 4.5 Release Notes**
 - **Cisco ICM Software Release 4.6.1 WebView Administrator Guide**
 - **Database Administration**
 - **Performing an ICM Database or Microsoft SQL 6.5 Backup**
 - **Microsoft Support Information**
 - **Product Documentation**
 - **Cisco ICM Software 4.6**
 - **Field Notices**
 - **Technical Support – Cisco Systems**
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