



Upgrading to Cisco Unified Contact Center Express, Release 8.0(2)

For Cisco Unified Contact Center Express and Cisco Unified IP IVR Releases 8.0(2)

This document describes how to upgrade to Cisco Unified Contact Center Express (Unified CCX), Release 8.0(2) from the 5.0(2) and 7.0(1) releases. For more information on tested upgrade paths, refer to the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

For information about performing a fresh installation of Unified CCX (rather than upgrading from an earlier release) or configuring Unified CCX when it is pre-installed on your server, see the *Installation Guide for Cisco Unified CCX and*



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Cisco Unified IP IVR available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Before upgrading to Unified CCX 8.0(2), review all component upgrade instructions carefully.

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Overview

Unified CCX 8.0(2) offers a direct solution for Cisco Customer Response Solutions (CRS) 5.0(2) and Unified CCX 7.0(1) to upgrade to Unified CCX 8.0(2).

The upgrade process from CRS 5.0(2) or Unified CCX 7.0(1) to Unified CCX 8.0(2) is carried out in the following three phases:

- Backup phase
- Installation phase
- Restore phase

This document provides the necessary instructions and related information for upgrading all compatible releases (including SR and ES releases) of CRS 5.0(2) and Unified CCX 7.0(1) to Unified CCX, Release 8.0(2).

To view or verify the compatibility information for your server, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

**Note**

If you are running other releases of CRS, such as 4.0(5) or 4.5, you should upgrade your system to CRS 5.0(2) or Unified CCX 7.0(1), and then use this document to directly upgrade to Unified CCX, Release 8.0(2).

For more information on how to upgrade to Unified CCX 7.0(1), see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 7.0(1)* and *Cisco Unified CCX Data Migration Tool User Guide, Release 1.0*.

For other releases, refer to the white paper available here:

http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/white_paper_c11-452619-00.pdf

**Note**

If you are already running Unified CCX 8.0(1), you can upgrade to Unified CCX 8.0(2). For more information on how to upgrade from Unified CCX 8.0(1) to 8.0(2), see the Release Notes for Cisco Unified CCX and Cisco Unified IP IVR, Release 8.0(2) available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

Intended Audience

This guide is intended for Cisco Unified Communications system administrators. You must have the network and telephony knowledge that is required to install, upgrade, and set up the Unified CCX software. You must also be familiar with the Cisco Unified Communications Manager (Unified CM) or Cisco Unified Communications Manager Express (Unified CME) configurations at your site.

Related Documentation

For additional installation-related information, see the following documents:

- *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR*
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html
- *Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html
- *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html
- For a list of troubleshooting tips related to Windows to Linux upgrade, see the following URL:
http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express
- For a complete list of terms used in Cisco Unified CCX and Cisco Unified IP IVR, see the following URL:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html

For further information about Unified CCX documentation, see the following URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Important Considerations

Before you start upgrading your CRS or Unified CCX system, make sure you have met the following requirements:

- Ensure that you connect each Unified CCX node to an uninterruptible power supply (UPS) to provide backup power and protect your system.



Caution

Failure to connect the Unified CCX nodes to a UPS may result in damage to physical media and require a new installation of Unified CCX.

- Use Backup and Restore system to take the regular backup of the CRS 5.0(2) or Unified CCX 7.0(1) server before you start the backup process using the Cisco Unified CCX Pre-Upgrade Tool (PUT).
- Make sure that all the nodes in the CRS 5.0(2) or Unified CCX 7.0(1) cluster are up and running before you start the backup process using the PUT.
- Stop and disable Cisco Security Agent (CSA) and other antivirus software applications, if any, running on the CRS 5.0(2) or Unified CCX 7.0(1) nodes in the cluster before starting the Windows to Linux Upgrade.
- You can continue to have your Call center operational while PUT is being installed. However, if the call center is operational during the backup operation, you might lose newly-generated call record data.
- Make sure that Unified CCX and Unified CM data are in sync before proceeding with the backup. If not please perform the data resync operation.

**Note**

Configuration changes done through Cisco Unified CCX Administration after Unified CM “Linux to Linux Upgrade” installation and before “Linux to Linux Switch version” may not be migrated as part of the upgrade operation.

- You should always run PUT on the engine master node of the CRS/Unified CCX server.
- Be aware that your call center remains down during the upgrade process.
- PUT backs up only 1.5 GB of latest recording data per node.
- PUT does not back up any user level files (prompts /grammar/documents) that are stored outside of Unified CCX repository. You have to manually back up these files and keep it in a safe network location.
- You must disable the Proxy setting on the server on which you intend to run the backup activity. Otherwise, you might get the following error message:


```
Proxy settings are enabled on this server. Turn off all the proxy settings prior to starting the backup operation.
```
- Perform the upgrade activity during off-peak hours or a maintenance window to avoid impact from call-processing interruptions.
- You must have access to a secure FTP (SFTP) server to back up the data over a network.

- Preferably use a SFTP server product that is certified with Cisco through the Cisco Technology Developer Partner program (CTDP), such as [GlobalScape](#). However, Cisco allows you to use any SFTP server product.
- If you make any configuration changes during or after running PUT, the system does not retain these changes when you upgrade.
- Be aware that when you install Unified CCX 8.0(2) on an existing server, the hard drive gets formatted, and all existing data on the drive gets overwritten.
- Procure the necessary Unified CM license(s) and keep them handy.
- After running the PUT and before installing Unified CCX 8.0(2), you must upgrade the system running Unified CM to the latest compatible version using “Linux to Linux Upgrade” process and reboot the system to switch to and activate the upgraded partition.
- Make sure to complete the installation of Cisco Unified CCX 8.0(2) software on the first node before installing the second node.
- Use the same security password on both the servers in the cluster if you plan for an HA setup after the upgrade.
- Be aware that all user credentials that you enter while running the installation wizard are case-sensitive.
- Carefully read the instructions that follow before you proceed with installing Unified CCX 8.0(2).
- Procure all the necessary Unified CCX 8.0(2) licenses and keep them handy after installing Unified CCX 8.0(2) server and before restoring the backed up data on the Unified CCX 8.0(2) system. For more information on how to procure the licenses, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html
- Before you install the second (subscriber) node, you must first add and configure it on the first (publisher) node using the first node’s Web Administration.
- Be aware that the demo license feature is not available when you upgrade from a previous product version.

- After you successfully restore the backed up data on the first node, you must perform the JTAPI and Data Resync activity using the web interface of the Unified CCX Administration. This activity should be performed before you proceed with the Add to cluster operation.
- For a two-node setup, both the nodes in the cluster must be running the same release / version of Unified CCX to perform the upgrade successfully.
- Installing the second node and then adding it to the cluster must be done during off peak hours to avoid possible call drops during the formation of a cluster.
- Perform the Add to Cluster operation only after you have completely restored and upgraded the first node in a two-node setup.
- Delete the migrated Cisco Tool for Auto-Registered Phone Support (TAPS) component from the recently upgraded Unified CCX 8.0(2) server to avoid data conflicts. After a successful upgrade, you must download the TAPS from the upgraded Unified CM server again and re-upload this component to the Unified CCX 8.0(2) server.
- For Unified CCX 8.0(x), prompt file names are case-sensitive. Ensure that the prompt file names in the system exactly match the prompt file names used in scripts. You can complete this task before or after the upgrade. You can update the names in the scripts or in the system.

Upgrading to Unified CCX 8.0(2)

This section describes how to prepare for upgrade and perform the entire upgrade process on CRS 5.0(2) or Unified CCX 7.0(1) servers in order to move to Unified CCX, Release 8.0(2). As stated earlier, the entire upgrade process is carried out in following four phases:

- [Backup Phase, page 8](#)
- [Installation Phase, page 19](#)
- [Restore Phase, page 20](#)

Backup Phase

In the backup phase, you back up your CRS or Unified CCX cluster with a tool offered by Cisco, called the Pre-Upgrade Tool (PUT). This tool facilitates the process of backing up data from your CRS or Unified CCX cluster.

Since CRS 5.0(2) and Unified CCX 7.0(1) only support multi-node clusters with high availability (HA), you should run PUT on the engine master node. However, before you run PUT to complete the backup operation in an HA setup, make sure that both the nodes in the cluster are up and accessible. PUT retrieves the backed up data from the standby servers programmatically and move the complete backup TAR file to the SFTP location provided by you.

**Note**

It is important that you back up the Unified CM data before you run the PUT as this may help you retrieve the Unified CM data in case you want to roll back to your existing setup of CRS 5.0(2) or Unified CCX 7.0(1).

The following sub-sections explain more about the PUT and its functionality.

Overview of PUT

You can use PUT (**CiscoUnifiedCCXPreUpgradeToolInstaller.exe**) to back up data for Unified CCX, as specified in the following sections. PUT assists you with the first step in migrating CRS or Unified CCX data from the supported versions of 5.0(2) and 7.0(1) to Unified CCX 8.0(2) by exporting this data and saving it in a tape archive (TAR) file in a location that you specify. PUT also generates a log file, which you can view for detailed information on data backup.

You must install and run PUT on the CRS 5.0(2) or Unified CCX 7.0(1) engine master node (in cases of multi-node cluster or high availability) before you upgrade to Unified CCX 8.0(2).

**Note**

If you make any configuration changes during or after running PUT, the system does not retain any of these changes after the upgrade.

Obtaining and Installing PUT

PUT software is available for download from the following link:
<http://www.cisco.com/cisco/software/release.html?mdfid=270569179&softwareid=282988762>. To install the PUT software on your CRS or Unified CCX system, complete the following steps:

-
- Step 1** Download and Copy the PUT installer (**CiscoUnifiedCCXPreUpgradeToolInstaller.exe**) to the CRS 5.0(2) or Unified CCX 7.0(1) engine master node.
- Step 2** Double-click **CiscoUnifiedCCXPreUpgradeToolInstaller.exe** on the CRS 5.0(2) or Unified CCX 7.0(1) engine master node. The Introduction screen appears (see [Figure 1](#)).

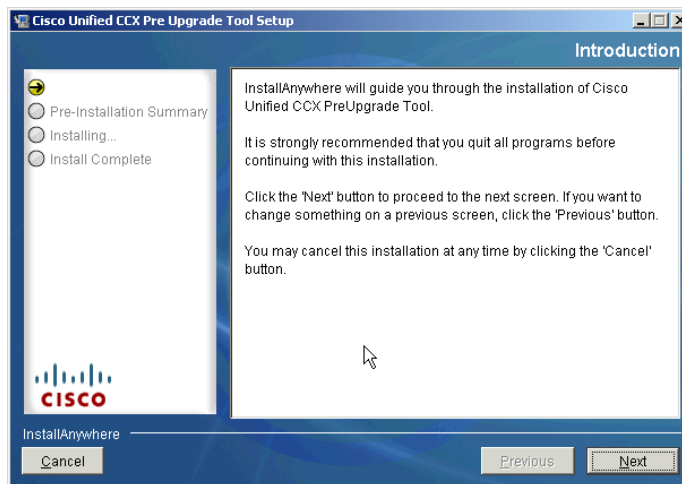


Note

Download the PUT installer that corresponds to the version to which you are upgrading unified CCX. If you are upgrading to Unified CCX 8.0(2), Cisco recommends that you upgrade directly to Version 8.0(2) SU2 or later, using the corresponding PUT installer.

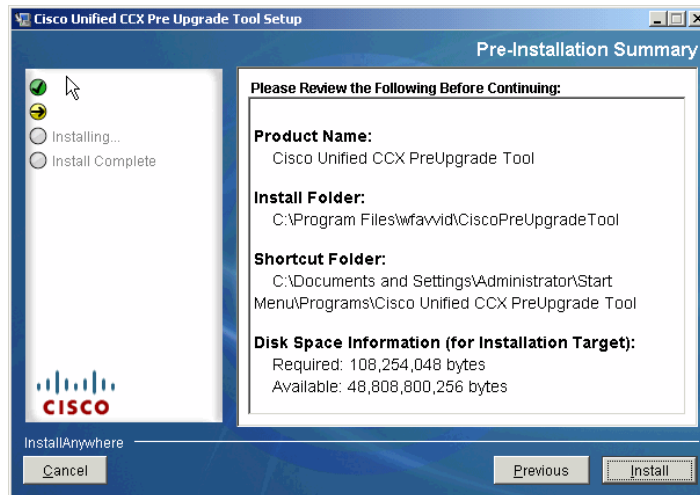
To quit the setup at any point of time during the installation, click **Cancel**.

Figure 1 Introduction Screen



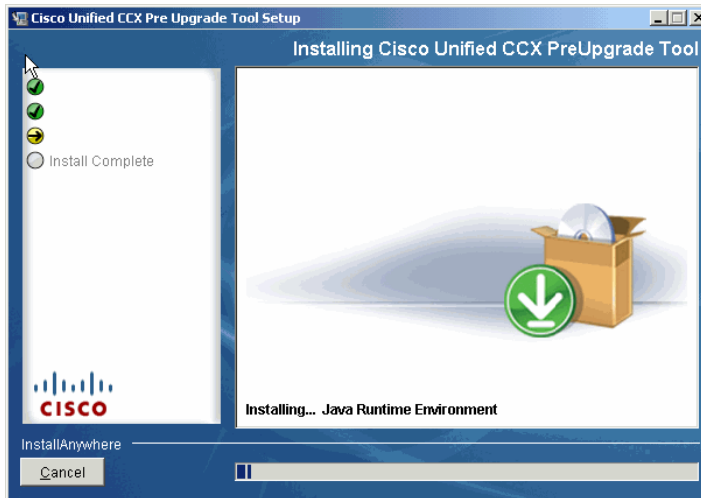
Step 3 Click **Next**. The Pre-Installation Summary screen appears (see [Figure 2](#)).

Figure 2 *Pre-Installation Summary Screen*



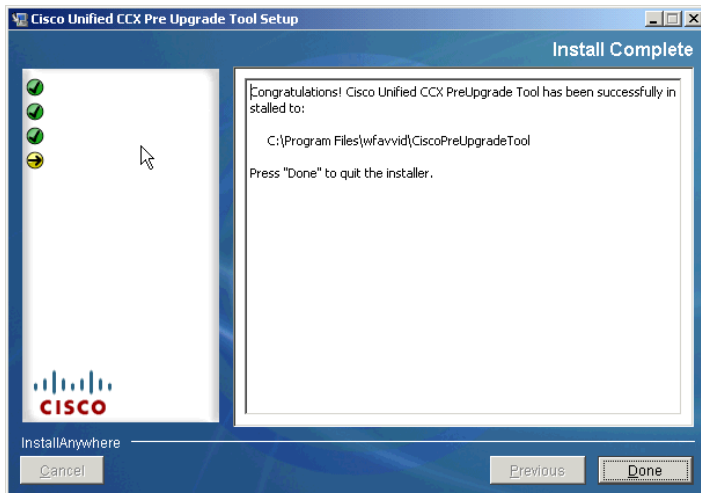
Step 4 Click **Install**. The Installing Cisco Unified CCX Pre-Upgrade Tool screen appears (see [Figure 3](#)).

Figure 3 *Installing Cisco Unified CCX Pre-Upgrade Tool Screen*



Step 5 Once the installation is complete, the Install Complete screen appears (see [Figure 4](#)).

Figure 4 *Install Complete Screen*



Step 6 Click **Done** to quit the installer.

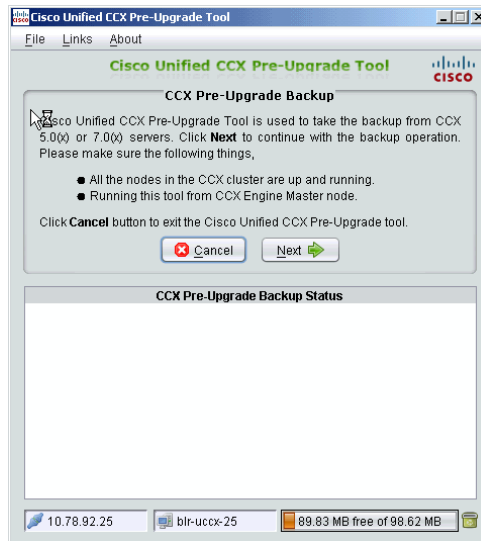
A shortcut for PUT is automatically created on the desktop.

Running PUT

Once you are done installing the PUT software, you are ready to start the backup process.

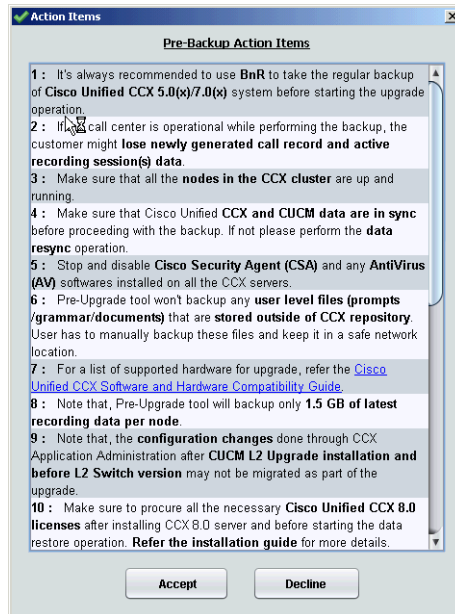
- Step 1** Stop and disable Cisco Security Agent (CSA) and other antivirus software applications, if any, running on the CRS 5.x or Unified CCX 7.x nodes in the cluster.
- Step 2** Make sure that all the nodes in the CRS or Unified CCX cluster are up and running.
- Step 3** Double-click the PUT shortcut from the desktop to start the PUT. The CCX Pre-Upgrade Backup screen appears (see [Figure 5](#)).

Figure 5 *CCX Pre-Upgrade Backup Screen*



- Step 4** Click **Next**. The Pre-Backup Action Items screen appears listing the activities that you must accomplish prior to taking the backup (see [Figure 6](#)).

Figure 6 *Pre-Backup Action Items Screen*



- Step 5** Click **Accept** if you agree to the listed terms have performed all the listed pre-backup activities. The Backup Location Details screen appears (see [Figure 7](#)).



Warning

You must perform all the pre-backup activities listed on the Pre-Backup Action Items screen to proceed with the backup activity. If you have not performed any of the listed activities, quit the PUT immediately, perform the activity and then re-run the tool from the beginning.

Figure 7 *Backup Location Details Screen*

- Step 6** Enter the backup storage location details as follows:
- SFTP Server:** IP address or hostname of the SFTP server
 - SFTP Path:** Path to the backup folder on the SFTP server
 - SFTP User Name:** User name to access the SFTP server
 - SFTP Password:** Password to access the SFTP server

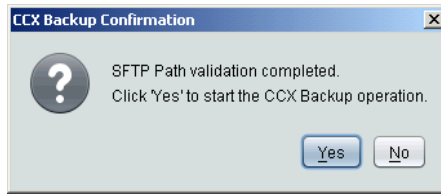


Note

Make sure that you have full read and write access to the SFTP server location where you intend to store the backup TAR file.

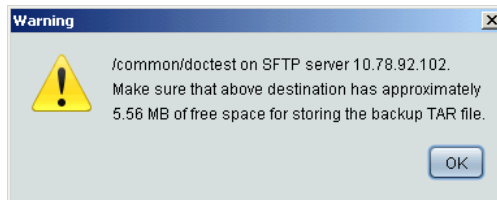
- Step 7** Click **Next**. The CCX Backup Confirmation message appears prompting you that the tool has validated the SFTP location (see [Figure 8](#)).

Figure 8 *CCX Backup Confirmation Message*



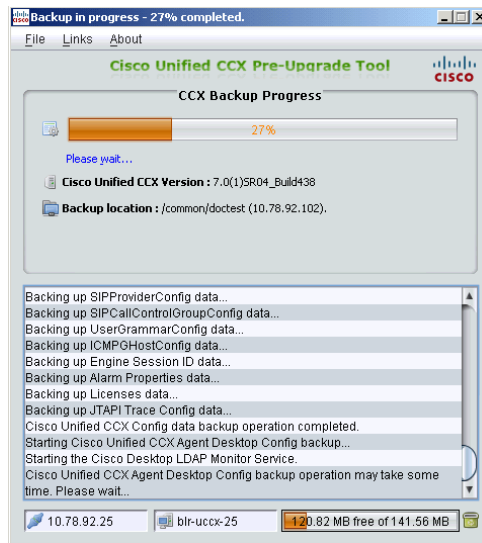
- Step 8** Click **Yes** to proceed. A warning message appears to ensure that sufficient space is available on the destination backup directory to store the backup TAR file (see [Figure 9](#)). Make sure you have enough space on the destination backup directory.

Figure 9 *Warning Message for Free Space on Destination Directory*



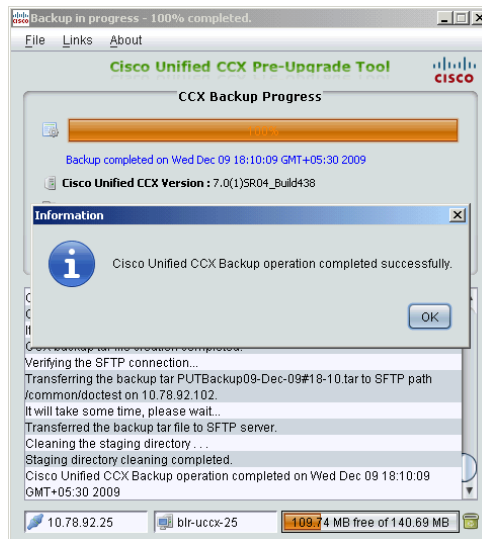
- Step 9** Click **OK** to proceed with the backup process. The CCX Backup Progress screen appears (see [Figure 10](#)).

Figure 10 *CCX Backup Progress Screen*



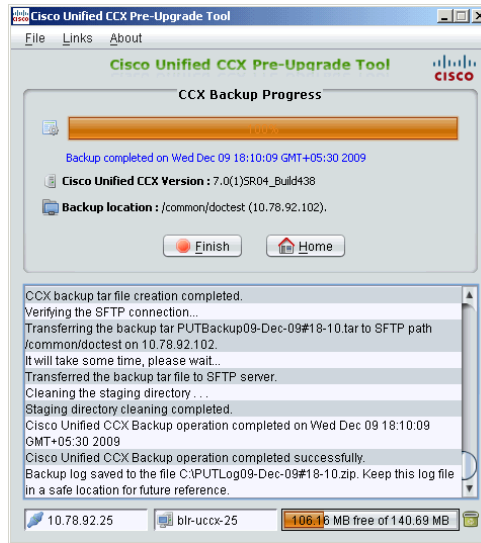
Once the backup process is complete, an information screen appears with the message that the backup operation completed successfully (see [Figure 11](#)).

Figure 11 *CCX Backup Operation Completed Information Screen*



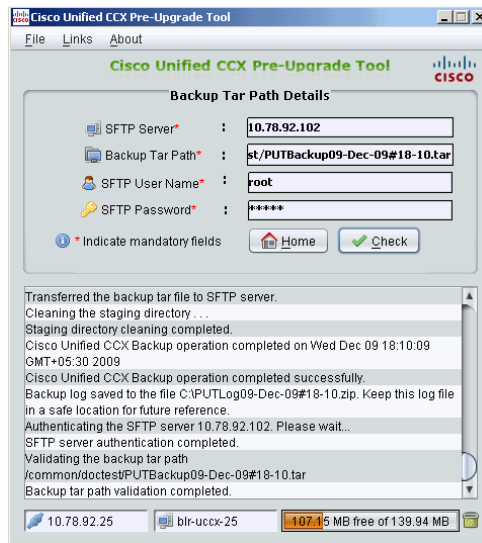
- Step 10** Click **OK** and check the status on the CCX Backup Progress screen (see [Figure 12](#)).

Figure 12 *CCX Backup Progress Screen*



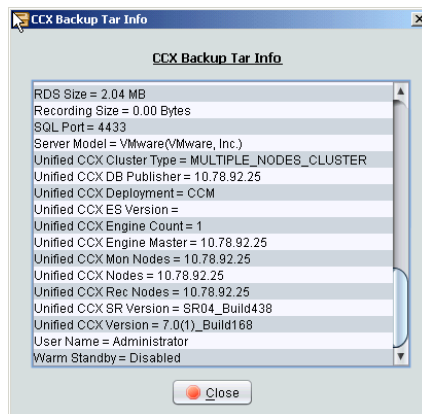
- Step 11** Choose **File > Verify Backup TAR** on the Unified CCX Backup Progress screen to verify the TAR file details and the backup location. The Backup TAR Path Details screen appears (see [Figure 13](#)). Click **Home** if you want to verify the TAR file details and the backup location later. The Unified CCX Pre-Upgrade Backup screen appears (see [Figure 5](#)).

Figure 13 Backup TAR Path Details Screen



- Step 12** Enter the details, such as IP address of the SFTP server, path to the backup TAR file, SFTP user name, and password in the respective fields.
- Step 13** Click **Check**. The Unified CCX Backup TAR Info screen appears with the information about the backup that you have taken (see [Figure 14](#)).

Figure 14 Unified CCX Backup TAR Info Screen



Step 14 View the backup TAR file information and click **Close**.

Step 15 Choose **File > Exit** and then click **Yes** to quit the PUT.

Installation Phase

In the installation phase, you upgrade your existing CallManager or Unified CM and then install Unified CCX 8.0(2).

Step 1 After running the backup process using PUT and before installing Unified CCX 8.0(2), you must upgrade the system running Unified CM to the latest compatible version using the software upgrade process and reboot the system to switch and activate the upgraded partition. For more information on the software upgrade process, see the *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Unified CCX 8.0(2) works with the latest Unified CM versions for the Windows to Linux Upgrade to be successful. For information on supported upgrades, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

Step 2 Procure all the necessary Unified CCX 8.0(2) licenses and keep them handy before you start the restore process.

Step 3 Install Unified CCX 8.0(2) on a new system or reimage your existing system running CRS 5.0(2) or Unified CCX 7.0(1). For information on how to install Unified CCX 8.0(2) and the FAQs, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_install_and_upgrade.html



Note

It is important that you keep all the configuration parameters (provided during Unified CCX 8.0(2) installation) handy so that in case you need to re-install, the same Unified CCX 8.0(2) license can be re-used. For more details, see the

Installing Cisco Unified CCX and Cisco Unified IP IVR available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Restore Phase

In the restore phase, you retrieve the backed up data on the system installed with Unified CCX 8.0(2) (performed in the installation phase) and configure the initial setup.

After you complete the installation of Unified CCX 8.0(2), you must access the Cisco Unified CCX Administration Web interface through its Authentication page to restore the backed up data.

Start the Initial Setup Configuration on the Unified CCX 8.0(2) Server

Follow these steps to start restoring the backed up data and performing the initial setup procedure on the first node of the Unified CCX 8.0(2) cluster in a single-node setup or two-node setup:

-
- Step 1** From any computer in the network that meets the client system requirements, enter the following URL in a Web browser, where *servername* is the host name or the IP address of the server on which you installed Unified CCX.

`http://servername/`

The product information page displays.

- Step 2** Click **Cisco Unified Contact Center Express**. The Cisco Unified CCX Administration Authentication window appears.

- Step 3** In the Cisco Unified CCX Administration Authentication window, enter the Administrator username and password that you created during installation. For details about the Administrator credentials you used during installation, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Since the Administrator credentials are case-sensitive, make sure that you enter them exactly as created.

- Step 4** Click **Login**. The Cisco Unified CCX Administrator Setup window appears.
- Step 5** Choose **Upgrade from a previous UCCX release** and then click **Next**. The Cisco Unified CCX Upgrade Setup window appears.
- Step 6** Enter the Backup TAR location details as follows:
- SFTP server IP Address/Hostname:** IP address or hostname of the SFTP server on which backup is stored
 - Backup File Path:** Path to the backup file on the SFTP server
 - User Name:** User name to access the SFTP server
 - Password:** Password to access the SFTP server

**Note**

Make sure that you have at least read access to the SFTP server location from where you intend to restore the backup TAR file.

- Step 7** Click **Next**. The License Information window appears.
- Step 8** In the License Information window, click **Browse** to select the Unified CCX 8.0(2) license file that you have procured, and then click **Next** to continue. The License Information window with validation information appears.
- For more details on licensing for an HA setup, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html
- Step 9** Verify the validation information that appears in the License Information window and then click **Next** to continue. The Windows to Linux Upgrade Status window appears.
- Read the instructions on the Windows to Linux Upgrade Status window and make sure that you have completed all the activities prior to starting the restore process.
- Step 10** Click **Next** to start the restore process. The Windows to Linux Upgrade in progress appears showing the status for components activation and the phases of the upgrade.
- Step 11** After all the backed up configuration data and DB data are restored, the upgrade status displays the following message:
- Phase 1 completed successfully. Phase 2 started automatically in the background. Click Next to continue.

Phase 2 of the Windows to Linux Upgrade includes restoring the historical reporting (HR) data and recordings (audio files). Click **Next**.

- Step 12** Click **Next**. A message window appears prompting you with the following message:

You are about to be redirected to the Cisco Unified CCX Administration Authentication page. Do not reboot the server until all the phases of Upgrade are over.

- Step 13** Click **OK**. The Cisco Unified CCX Administration window appears.

- Step 14** Log in to the Cisco Unified CCX Administration using the same application user credentials of your CRS 5.0(2) or Unified CCX 7.0(1) server from where you have taken the backup.

- Step 15** Before performing JTAPI Resync, check the status of upgrade by choosing **Tools > Windows Upgrade**.

- Step 16** Choose **Subsystems > Cisco Unified CM Telephony > Cisco JTAPI Resync**. The Cisco JTAPI Resync window appears showing the progress.

- Step 17** After successful resync of Cisco JTAPI, a message prompts you to restart the Unified CCX Engine.



Warning

JTAPI resync can be performed at the same time when Phase 2 of upgrade is in progress, but Unified CCX Engine should NOT be restarted until the upgrade completes.

- Step 18** If the call center needs to be operational after you finish installing the first node, then run the Unified CCX Desktop Client Configuration Tool on this node. You can do so by logging in to the web interface of the Cisco Unified CCX Administration and then choosing **Tools > Plugin > Desktop Suite > Client Configuration Tool**. Let the Unified CCX Desktop Client Configuration Tool run until it finishes.
You have successfully upgraded to Unified CCX 8.0(2).

**Note**

If calls are to be taken only after both nodes (in an HA setup) are up, then the Unified CCX Desktop Client Configuration Tool has to run only once, otherwise run it twice; once after the first node is up and one more time after the second node is up.

Post-Restore Phase

Here are the activities that you may need to perform on your system and the information you should be aware of after you successfully upgrade to Unified CCX 8.0(2):

- To build the second node in an HA setup after the upgrade is complete on the first node, do the following:
 - a. Add the second node information to the first node using the Web interface of the Cisco Unified CCX 8.0(2) Administration before you install the second node.

For more information on how to configure the second node on the first node for HA, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

**Caution**

In case of HA setup, you should start installing the second node only after the upgrade on first node is completed successfully to avoid data conflicts.

- b. Install the second node and log in to the Cisco Unified CCX 8.0(2) Administration Web interface to perform the Add to Cluster operation (through LAN or WAN) so you can add the second node to the cluster.

For more information on how to install the second node for HA and how to perform the Add to Cluster operation, see the *Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

- After successful upgrade, the Preview Outbound seat count will not be carried forward in case of an upgrade from CRS 5.0(2) or Unified CCX 7.0(1) to Unified CCX 8.0(2). By default, the Preview Outbound seat count will be initialized with the maximum supported value for the given hardware type. You need to manually modify the seat count in the System Parameters Configuration page of the Unified CCX Administration according to the usage. See [Table 1](#) for the maximum Preview Outbound seat count.

Table 1 Preview Outbound Seat Count Hardware Limit

Hardware Type	Maximum Preview Outbound Seat Count
Cisco MCS-7845	300
Cisco MCS-7835	75
Cisco MCS-7825	75
Cisco MCS-7816	50
Others	300

- After successful upgrade, HTTP trigger will work on port 9080 in Unified CCX 8.0(1). Also applications using the HTTP port 8080 should be changed to 9080.
- If IP Address of the existing server is changed during upgrade, change all parameters in the applications referring to the IP Address to match the new IP Address. For more details, refer to the Cisco Desktop Administrator User Guide for CAD available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_user_guide_list.html
- To start using the Wallboard application on Unified CCX 8.0(1), see the *Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html
- Manually upgrade all third party sub-systems like ASR/TTS to versions compatible with Unified CCX 8.0(2) since these are not automatically upgraded.

- Some ports, such as RMI, RmCm, and TCP are upgraded to default Unified CCX 8.0(2) ports. For more details about these ports in Unified CCX 8.0(2), refer to the *Port Utilization Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html
- Manually add the e-mail templates (configured on Cisco Desktop Administrator) on the Unified CCX 8.0(2) after the upgrade since these are not automatically upgraded.
- If you have set the default password in Cisco Desktop administrator to blank in Unified CCX 7.0(1), the default password changes to “crsadmin” after your system is upgraded to Unified CCX 8.0(2).
- If reason code '0' has been defined in Unified CCX 7.0 (1), it automatically changes to 1001 when upgraded to Unified CCX 8.0(2).
- After you complete upgrading the second node, you must run the Unified CCX Desktop Client Configuration Tool (by logging in to the web interface of the Cisco Unified CCX Administration and then choosing **Tools > Plugin > Desktop Suite > Client Configuration Tool**) to create correctly-configured MSI files for the client applications. The Automated Update feature uses these MSI files to update the client desktops the next time users launch a CAD application.
- To support installation of Express Gateway on your upgraded Unified CCX 8.0(2) system, modify the existing RmCm port 42027 to the new RmCm port 12028.

Examining Log Files

If you encounter problems with the upgrade, you may be able to examine the following log files:

- Backup operation log files at **C:\W1Log<time stamp>.zip** on the CRS 5.0(2) or Unified CCX 7.0(1) server.
- Restore operation log files after downloading from the RTMT and unzipping them. To download the log files from RTMT, do the following:
 - a. Log in to RTMT and then choose **Trace and log central > Collect files**.
 - b. Choose the **Cisco Unified Cluster View daemon** component.

- c. On the next page choose **Install and Upgrade logs**.
- d. Select the time range when upgrade was performed by choosing **CVD > Install/Upgrade Logs**.

For more details, refer to the *Cisco Unified Real Time Monitoring Tool Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR* available here:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Obtain Additional Support and Documentation

For information on obtaining support, obtaining additional documentation, providing documentation feedback, security guidelines, and also suggested aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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Upgrading to Cisco Unified Contact Center Express, Release 8.0(2)

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