Test Results for Upgrade/Migration of Engineering Special and Service Update to Cisco Unified Communications System Release 8.6(1a) for Japanese

Add-on testing

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C O N T E N T S

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C H A P T E R 1

Cisco Unified Communication Upgrade-ES/SU Test for Japanese

This chapter contains the following sections:

Overview

Cisco Unified Communication System Upgrade/Migration Test is an integral part of the Cisco Unified Communication Solution. It is a program that validates and tests upgrade/migration of Unified Communications Manager of the Cisco Unified Communications System. This is achieved by testing the upgrade and migration of different versions of Unified Communications Manager to the latest version 8.6(1a).

This document contains the test results of Cisco Unified Communications Upgrade-ES/SU Testing with Japanese localized environment. The testing involves upgrade and migration of different ES/SU Release of Unified Communications Manager to Virtualized Servers on VMware on UCS C-series servers with Japanese environment such as Japanese OS and Localized application.

The test execution is carried out on selected UC products, which affects the Japanese segment and that are prioritized based on inputs from various teams of Cisco Japan. Japanese specific equivalents such as, Japanese locale, Japanese Operating System, and JPNP for Numbering Plan are implemented.

Cisco Unified Communications System Test for Japanese is a testing at the solution level, where the requirements gathered are specific to Japanese usage and market. The requirements are derived based on the following:

- Customer demands for upgrading/migrating from the existing ES/SU releases
- Inputs from various teams of Cisco Japan.

The objective of Cisco Unified Communications System Test for Japanese is to run a sub-set of system testing that is not covered by Cisco Unified Communications System Test and implement equivalents with Japanese environment such as Japanese OS and localized application.

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Engineering Special Release

An "ES" or Engineering Special is a temporary continuation of the most recent releases of Unified Communications Manager to provide resolution to customer found issues. ES contains only bug fixes (no enhancements or features) that is only available internally and can be obtained based on request. Any fix added to an ES release will be included in all subsequent ES's of the same release and in all higher releases.

Service Update Release

SU stands for Service Update, but originally it stood for Security Update, and as a mechanism that would be used with the Linux versions of Unified Communications Manager to quickly release critical security fixes to existing branches.Service Update Releases are available in Cisco.com for download.

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Upgrading to Unified CM 8.6(1a)

Prerequisites

The following are the prerequisites to upgrade to Unified CM 8.6(1a):

- To upgrade from an 8.5(x) or earlier release to an 8.6(x) release, refresh upgrade cop file named "ciscocm.refresh_upgrade_v1.0.cop.sgn" should be installed.

- Installation of a refresh upgrade cop file is same procedure as upgrading.

For more information refer the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_1/cucm-rel_notes-861.html#wp1971086

Supported Hardware

For information on supported hardware refer the following URL:

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html

Upgrading to Unified CM 8.6(1a) on a Virtual Server

If you run Cisco Unified Communications Manager on a virtual server, and are upgrading to the 8.6(1a) release, you must make sure that the virtual server's Guest Operating System and RAM meet the requirements for the latest release.

To upgrade Cisco Unified Communications Manager on a virtual server, do the following:

Step 1 Upgrade the virtual machine to the latest release. For information on installing or upgrading Cisco Unified Communications Manager on virtual servers, refer to the document Cisco Unified Communications Manager on Virtualized Servers.

Step 2 After you finish the upgrade, shut down the virtual machine.

Step 3 Change the Guest Operating System to Red-Hat Enterprise Linux 5 (32-bit).

Step 4 Check the RAM on the virtual machine and make sure that it meets the minimum RAM requirements for this release. Refer to the readme file that accompanied this release's OVA file for minimum RAM requirements at: Products\Voice and Unified Communications\IP Telephony\Call Control\Cisco Unified Communications Manager (CallManager)\Cisco Unified Communications Manager Version 8.6\Unified Communications Manager Virtual Machine Templates.

Step 5 Save changes.

Step 6 Restart the virtual machine.

For more information:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_1/cucm-rel_notes-861.html#wp1968761

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Migrations Steps from MCS to UCS

For more guidance and information on migration to Virtual servers visit the following URLs:

- http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/virtual/servers.html#wp42985
- http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/virtual/servers.html#wp54100

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Upgrade Topology and Matrices

This chapter contains the following sections:

- Upgrade Topology
- Component Matrix Common for All Releases
- Upgrade Path
- ES/SU Matrix

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Upgrade Topology

Figure 2-1   Upgrade Topology

3945 ISR
WAN Router

Nexus 7010

Nexus 7010

CIPC

79XX

3750-X

3750-X

9951

Publisher   Subscriber

3750-X   3750-X

79XX

Kobe (Unified CM Cluster)
MCS Servers

UCS C-Series C210 M2 Servers

——— 10Gbps Links
——— Ethernet or PoE Connection

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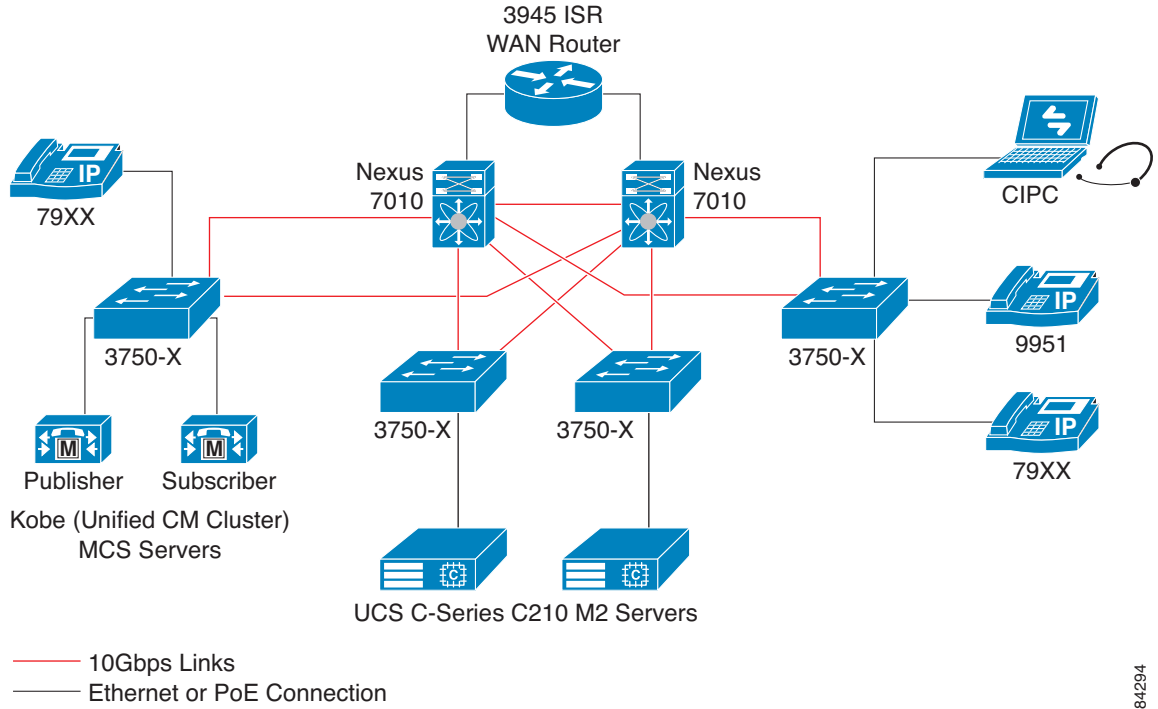
Component Matrix Common for All Releases

Table 2-1   Component Matrix Common for All Releases

Category	Component	Hardware	Version
UCS Servers	Cisco C-series	C210 M2	1.4(1m)
Hypervisor	ESXi	N/A	ESXi 4.1
MCS	Unified Communications Manager	MCS 7845 H2/MCS 7835 I2 MCS 7845 I2	
Voice Gateway	IOS	Voice gateways 3945 Voice Gateway 2851	15.1(4)M1
Switch	Access Switch	Cisco 3750	c3750e-universalk9-mz.122-58.SE.bin

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Upgrade Path

The following tables provide the upgrade path for all Unified Communications Manager release to latest release 8.6(1a).

Table 2-2   ES -Upgrade Path to Unified CM 8.6(1a)

Engineering Special	Intermediate Release Set	MCS to UCS Release Set	Upgrade Type
5.1.(3)	7.1(5)	8.5(1)	Multi-Stage
6.1(3)	7.1(5)	8.5(1)	Multi-Stage
6.1(5)	Nil	8.5(1)	Multi-Stage
7.1(3)	Nil	8.5(1)	Multi-Stage
7.1(5)	Nil	Nil	Single-Stage

Table 2-3   SU -Upgrade Path to Unified CM 8.6(1a)

Service Update	Intermediate Release Set	MCS to UCS Release Set	Upgrade Type
4.1(3)	7.1(3)	8.5(1)	Multi-Stage
5.1.(3)	7.1(5)	8.5(1)	Multi-Stage
6.1(3)	Nil	7.1(5)	Multi-Stage
6.1(5)	Nil	Nil	Single-Stage
7.1(3)	Nil	Nil	Single-Stage
7.1(5)	Nil	Nil	Single-Stage

Note   For some release sets direct upgrade path to 8.6(1a) is available however, due to hardware dependency we have upgraded through 8.5(1) to 8.6(1a).

For more information refer the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp43011

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ES/SU Matrix

The following table includes the engineering special and service update used as base release set for the upgrade and migration of 8.6(1a)

Table 2-4   ES-Matrix

Base Release Set	Engineering Special	Upgrade Type
5.1(3)	5.1(3.7109.1)	Multi-Stage
6.1(3)	6.1.3.3219-1	Multi-Stage
6.1(5)	6.1.5.14042-2	Multi-Stage
7.1(3)	7.1.3.33042-1	Multi-Stage
7.1(5)	7.1.5.34054-1	Single-Stage

Table 2-5   SU-Matrix

Base Release Set	Service Update	Upgrade Type
4.1(3)	4.1(3)SR8a	Multi-Stage
5.1(3)	5.1(3g)	Multi-Stage
6.1(3)	6.1(3b)SU1	Multi-Stage
6.1(5)	6.1(5)SU3	Single-Stage
7.1(3)	7.1(3b)SU2	Single-Stage
7.1(5)	7.1(5b)SU4	Single-Stage

For more information refer the following URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp43011

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ES/SU Matrix

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Test Results Summary

This chapter contains the following sections:

- Engineering Special - Release Sets
- Service Update - Release Sets

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Engineering Special - Release Sets

This section contains the following:

- Upgrade 5.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)
- Upgrade 6.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)
- Upgrade 6.1(5) through 8.5(1) to 8.6(1a)
- Upgrade 7.1(3) through 8.5(1) to 8.6(1a)
- Upgrade 7.1(5) to 8.6(1a)

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Upgrade 5.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)

Environment matrix of Upgrade 5.1(3)

Product/Component	ES - Base Release Set	Intermediate Release set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	5.1(3.7109.1)	7.1.5-10000-12	8.5.1-10000-26	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-5.1.1.2000-1.cop.sgn	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1 000-1.cop.sgn
IP Communicator	2.1.4	7.0(3)	7.0(3)	8.6(1)
Dial Plan	dp-ffr.1-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1171	Upgrade	Upgrade Cisco Unified Communications Manager Publisher 5.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 5.1(3) (Engineering Special) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1172	Upgrade	Upgrade Cisco Unified Communications Manager Subscriber 5.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 5.1(3) (Engineering Special) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1173	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1174	Upgrade	Upgrade of Release set 5.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 7.1(5) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1175	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1176	Upgrade	Upgrade Cisco Unified Communications Manager Subscriber 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1177	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1178	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1179	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1180	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	
UC861S.UPGRADE.U.1181	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1182	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1183	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1184	Upgrade	Upgrade Cisco Unified Communications Manager Subscriber 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1185	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1186	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from ES 5.1(3) to 7.1(5)
- Upgrading the Unified Communications Manager Subscriber from ES-5.1(3) to 7.1(5)
- Upgrade of Cisco Unified IP Phones from ES-5.1(3) to 7.1(5)
- Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(3)
- Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)
- Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server
- Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Upgrading the Unified Communications Manager Publisher from ES 5.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

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Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscriber.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on the server in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-1   *Upgrading the Unified Communications Manager Publisher from ES 5.1(3) to 7.1(5)*

Results

This test Upgrade Cisco Unified Communication Manager Publisher from ES-5.1(3) to 7.1(5) is passed

Upgrading the Unified Communications Manager Subscriber from ES-5.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

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Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-2   Upgrading the Unified Communications Manager Subscriber from ES 5.1(3) to 7.1(5)

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from ES-5.1(3) to 7.1(5) is passed.

Upgrade of Cisco Unified IP Phones from ES-5.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

No error message is seen.

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All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from ES-5.1(3) to 7.1(5) is passed

Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(3)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

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Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-3   ***Upgrading the Cisco Unified Communications Manager Publisher from 7.1(5) to 8.5(1)***

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 7.1(5) to 8.5(1) is passed.

Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communications OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

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Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

- After upgrading Unified Communications Manager,
- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-4   *Upgrading the Cisco Unified Communications Manager Subscriber from 7.1(5) to 8.5(1)*

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 7.1(5) to 8.5(1) is passed

Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

*Figure 3-5   **Back Up the Unified Communications Manager Configurations from the MCS***

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher on the UCS Server.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-6   ***Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server***

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-7   Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-8   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-9   *Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server*

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-10   **Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)**

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.

- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 6.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)

Environment matrix of Upgrade 6.1(3)

Product/Component	ES - Base Release Set	Intermediate Release set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	6.1.3.3219-1	7.1.5-32900-2	8.5.1-10000-26	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	2.0(1)	7.0(3)	7.0(3)	8-6-1
Dial Plan	dp-ffr.2-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1187	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(3) (Engineering Special) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1188	Upgrade	Upgrade Cisco Unified Communications Manager Subscriber 6.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(3) (Engineering Special) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1189	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1190	Upgrade	Upgrade of Release set 6.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 7.1(5) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1191	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1192	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1193	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1194	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1195	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1196	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	
UC861S.UPGRADE.U.1197	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1198	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1199	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1200	Upgrade	Upgrade Cisco Unified Communications Manager Subscriber 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1201	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1202	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from ES 6.1(3) to 7.1(5)
- Upgrading the Unified Communications Manager Subscriber from ES-6.1(3) to 7.1(5)
- Upgrade of Cisco Unified IP Phones from ES-6.1(3) to 7.1(5)
- Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)
- Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)
- Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server
- Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Upgrading the Unified Communications Manager Publisher from ES 6.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on the server in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing ▌▌

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Outputs/Observed Results

Figure 3-11   *Upgrading the Unified Communications Manager Publisher from ES 6.1(3) to 7.1(5)*

Results

This test Upgrade Cisco Unified Communication Manager Publisher from ES-6.1(3) to 7.1(5) is passed.

Upgrading the Unified Communications Manager Subscriber from ES-6.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

■ Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-12   *Upgrading the Unified Communications Manager Subscriber from ES-6.1(3) to 7.1(5)*

ソフトウェアパッケージ(Software Packages) - Windows Internet Explorer

https://10.78.239.209:8443/cmplatform/softwareEdit.do   証明書のエラー   Live Search

ファイル(F) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H)   Snagit

お気に入り

ソフトウェアパッケージ(Software Packages)

ページ(P) セーフティ(S) ツール(O)

Cisco Unifiedオペレーティングシステムの管理
Cisco Unified Communicationsソリューション

ナビゲーション Cisco Unified OSの管理 移動

ccmadmin | バージョン情報 | ログアウト

表示 ▾ 設定 ▾ セキュリティ ▾ ソフトウェアアップグレード ▾ サービス ▾ ヘルプ ▾

ソフトウェアパッケージ(Software Packages)

─ パーティションのバージョン(Partition Versions) ─
アクティブなバージョン(Active Version)   7.1.5.32900-2
アクティブでないバージョン(Inactive Version) 6.1.3.3219-1

インストールされているソフトウェアオプション(Installed Software Options)

オプション名(Option Name)	ステータス(Status)
cm-locale-ja_JP-7.1.5.1200-1.cop	Active
dp-ffr.2-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-6.1.3.3000-1.cop	Inactive
dp-ffr.2-1-8.JP.cop	Inactive
localeinstaller	Inactive

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Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from ES-6.1(3) to 7.1(5) is passed.

Upgrade of Cisco Unified IP Phones from ES-6.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.
- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Results

This test Upgrade of Cisco Unified IP Phones from ES-6.1(3) to 7.1(5) is passed

Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3) is passed.

Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

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- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-13   Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 7.1(5) to 8.5(1) is passed.

Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communications OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

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Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-14   Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 7.1(5) to 8.5(1) is passed

Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones from 7.1(5) to 8.5(1) is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results:

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Outputs/Observed Results

Figure 3-15   *Back Up the Unified Communications Manager Configurations from the MCS*

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Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher on the UCS Server.

Test Procedure

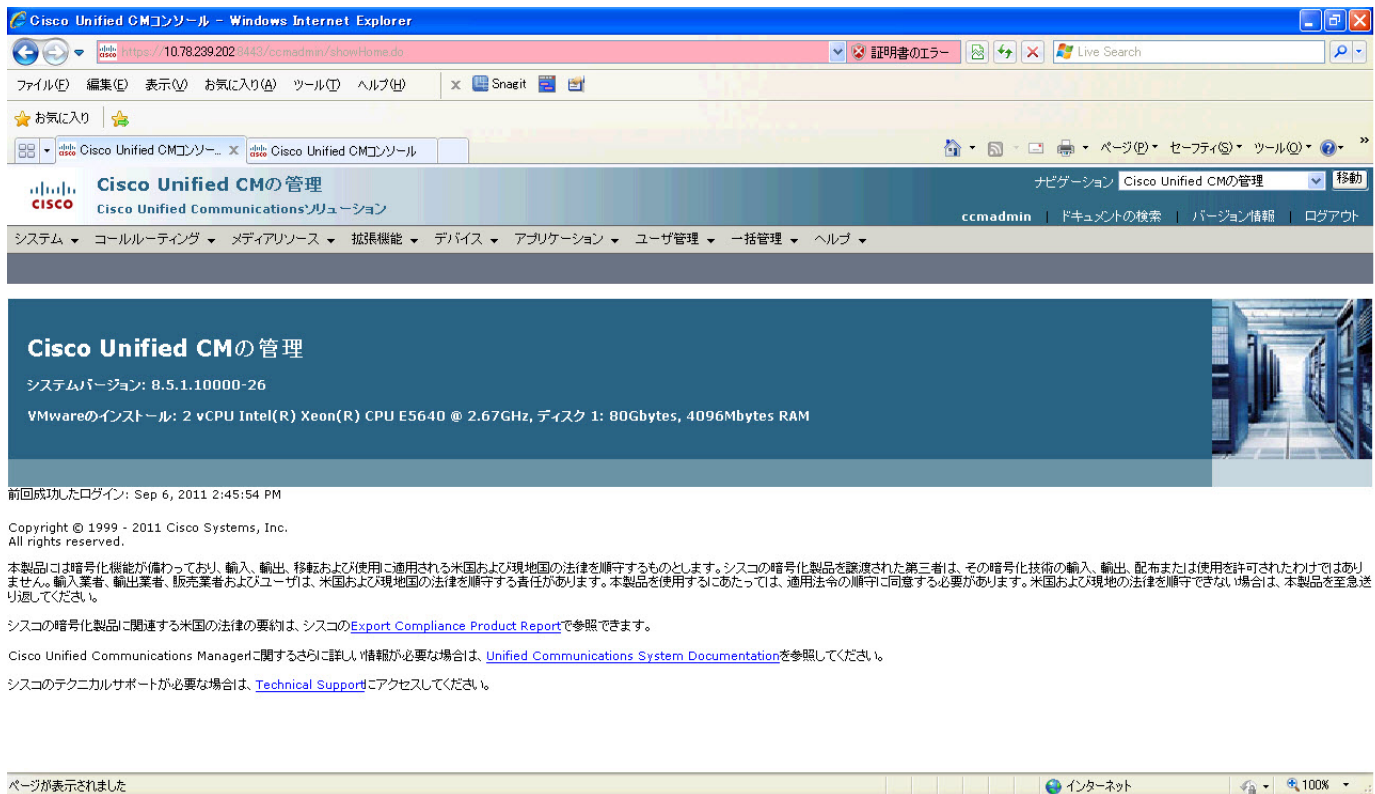Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-16   *Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server*

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Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

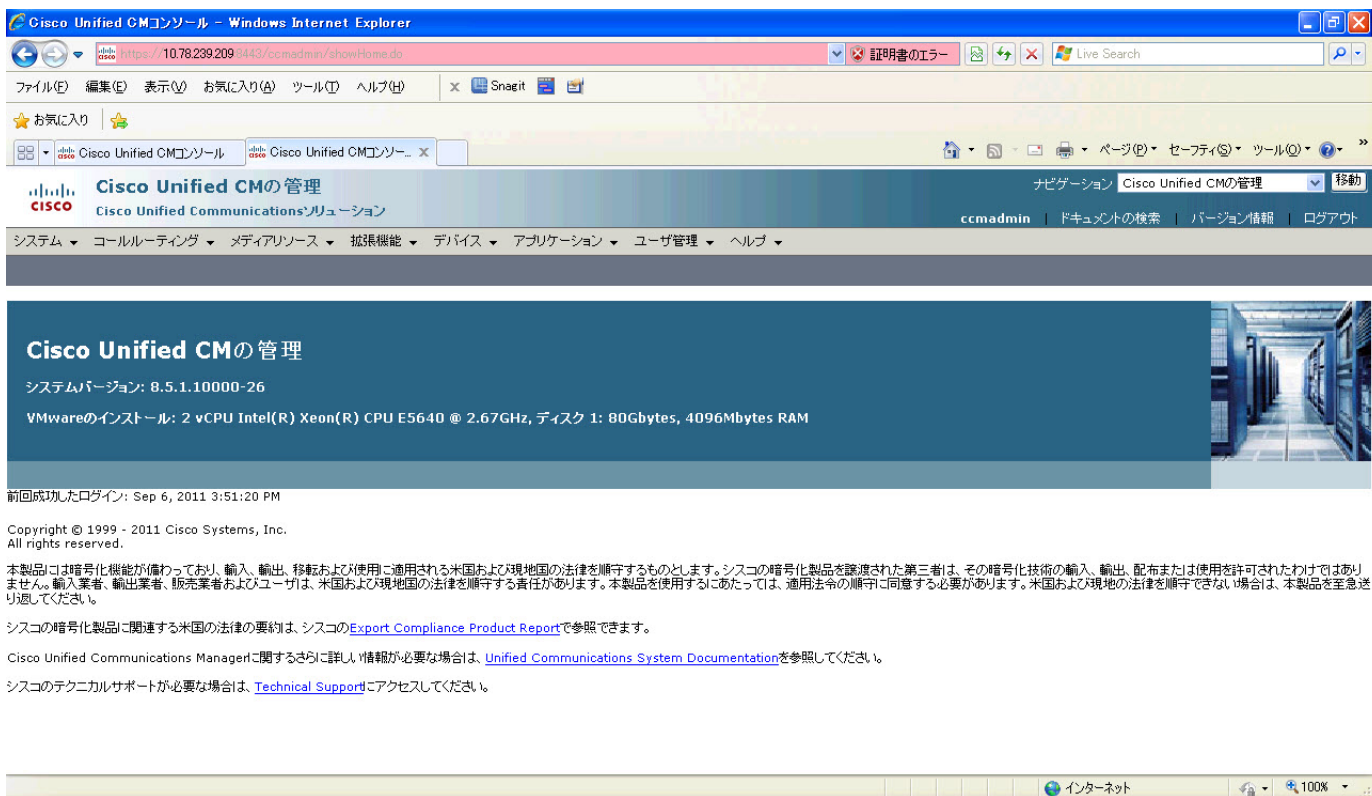Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-17   *Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.
- No error messages should be occurred during the restore process.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

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• Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-18   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

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Step 8   Select the upgrade file from dropdown list and click Next.
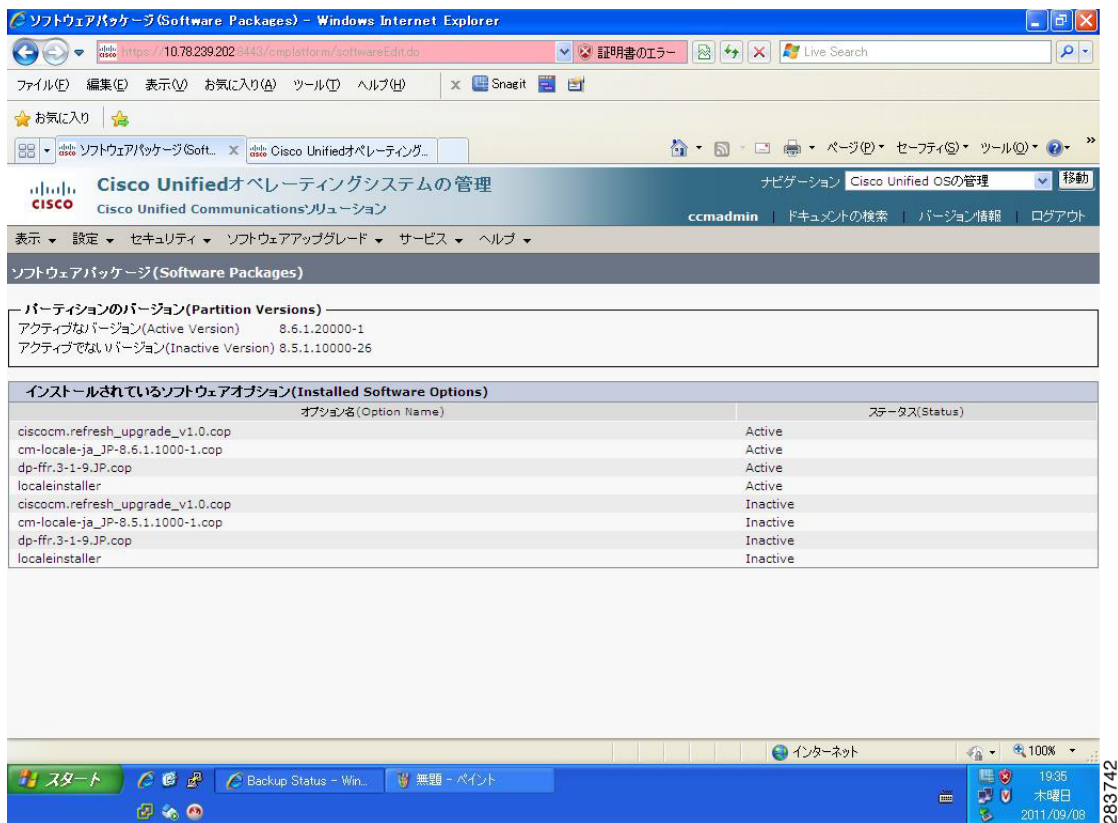
Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-19   ***Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server***

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.
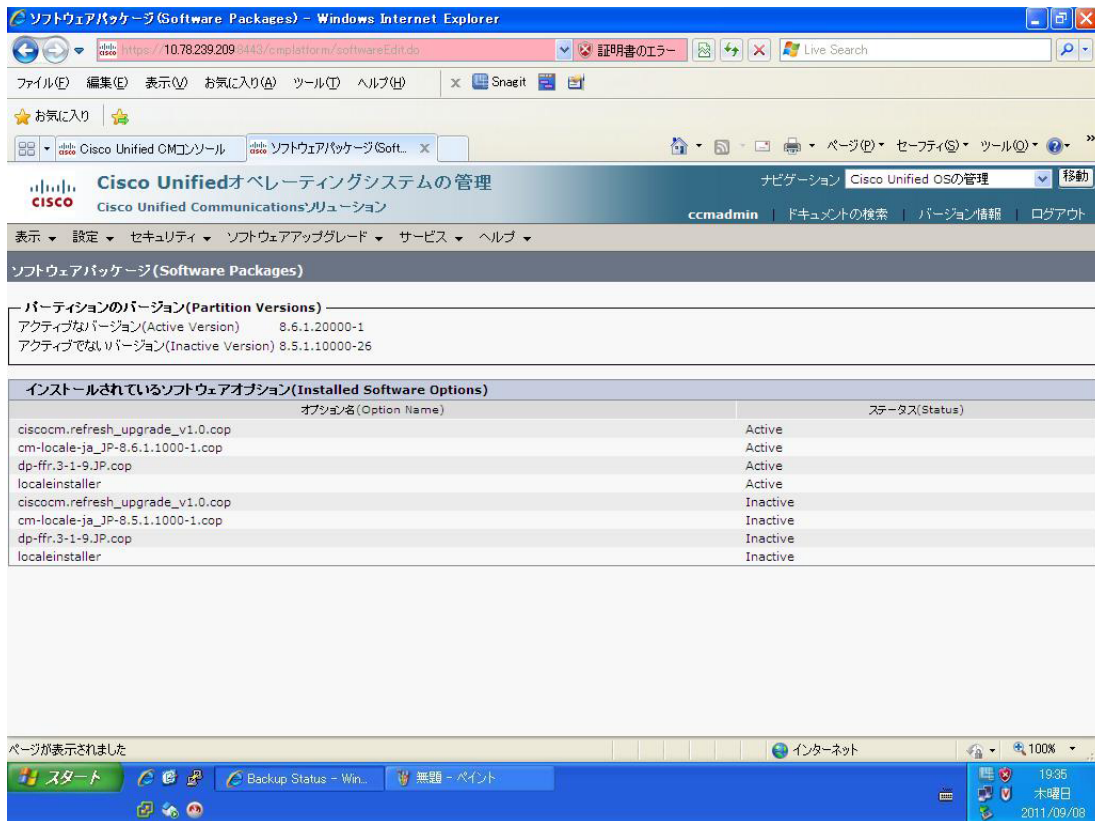
Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

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Outputs/Observed Results

Figure 3-20   *Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)*

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.

- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

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Upgrade 6.1(5) through 8.5(1) to 8.6(1a)

Environment matrix of Upgrade 6.1(5)

Product/Component	ES - Base Release Set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	6.1.5.14042-2	8.5.1-10000-26	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	2.0(1)	7.0(3)	8.6(1)
Dial Plan	dp-ffr.2-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1203	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1(5) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(5) (Engineering Special) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1204	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 6.1(5) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(5) (Engineering Special) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1205	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1206	Upgrade	Upgrade of Release set 6.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1207	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1208	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	
UC861S.UPGRADE.U.1209	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1210	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1211	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1212	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 8.5(1)	To verifysuccessful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1213	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1214	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

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Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from ES 6.1(5) to 8.5(1)
- Upgrading the Unified Communications Manager Subscriber from ES-6.1(5) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from ES-6.1(5) to 8.5(1)
- Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server
- Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Upgrading the Unified Communications Manager Publisher from ES 6.1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

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- The license usage should be correct as reported in the License Unit Report.

- The Services on the server in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-21   **Upgrading the Unified Communications Manager Publisher from ES 6.1(5) to 8.5(1)**

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Results

This test Upgrade Cisco Unified Communication Manager Publisher from ES-6.1(5) to 8.5(1) is passed.

Upgrading the Unified Communications Manager Subscriber from ES-6.1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1 Log on to Cisco Unified communications Manager OS Admin Page.

Step 2 Software -> Install/Upgrade

Step 3 Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4 Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5 Click Next.

Step 6 Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

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- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-22   Upgrading the Unified Communications Manager Subscriber from ES-6.1(5) to 8.5(1)

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from ES-6.1(5) to 8.5(1) is passed.

Upgrade of Cisco Unified IP Phones from ES-6.1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from ES-6.1(5) to 8.5(1) is passed

Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3) is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1 Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2 Go to Back up -> Backup device and Add sftp backup device.

Step 3 Go to Backup -> Manual Back up.

Step 4 Click the Start Backup button in order to start the backup process.

Step 5 Verify the Backup status.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Expected Results:

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Outputs/Observed Results

Figure 3-23   Back Up the Unified Communications Manager Configurations from the MCS

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher on the UCS Server.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server
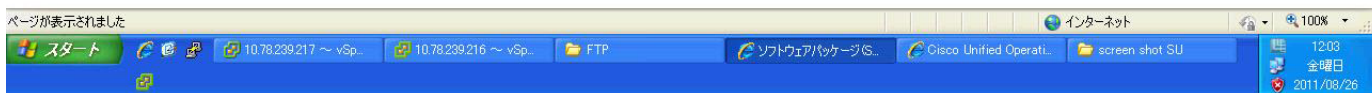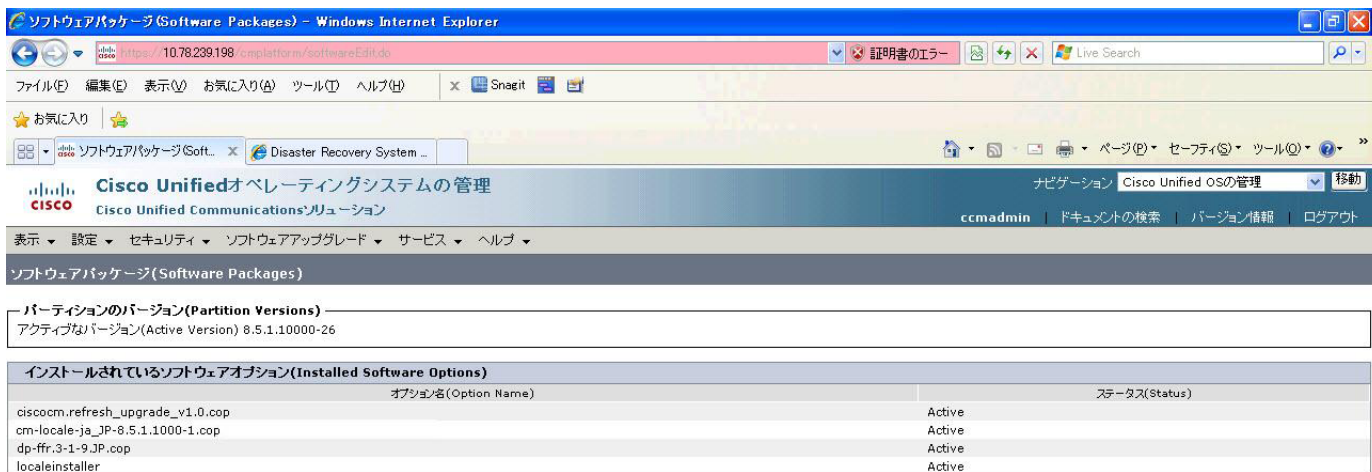
Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-24   *Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.
- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-25   *Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-26   ***Migrating the Unified Communications Manager from MCS to UCS***

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-27   Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-28   ***Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)***

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.
- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 7.1(3) through 8.5(1) to 8.6(1a)

Environment matrix of Upgrade 7.1(3)

Product/Component	ES - Base Release Set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	7.1.3.33042-1	8.5.1-10000-26	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.3.2000-1.cop.sgn	cm-locale-ja_JP-8.5.1.1000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	7.0(3)	7.0(3)	8.6(1)
Dial Plan	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1215	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) (Engineering Special) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1216	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(3) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) (Engineering Special) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1217	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1218	Upgrade	Upgrade of Release set 7.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1219	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1220	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	
UC861S.UPGRADE.U.1221	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1222	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1223	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1224	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1225	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1226	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Test Cases

This section contains the following test cases:

Upgrading the Unified Communications Manager Publisher from ES 7.1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1 Log on to Cisco Unified communications Manager OS Admin Page.

Step 2 Software -> Install/Upgrade

Step 3 Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4 Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5 Click Next.

Step 6 Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

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- The license usage should be correct as reported in the License Unit Report.

- The Services on the server in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs\Observed Results

Figure 3-29   Upgrading the Unified Communications Manager Publisher from ES 7.1(3) to 8.5(1)

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Results

This test Upgrade Cisco Unified Communication Manager Publisher from ES-7.1(3) to 8.5(1) is passed.

Upgrading the Unified Communications Manager Subscriber from ES-7.1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

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- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs\Observed Results

Figure 3-30   Upgrading the Unified Communications Manager Subscriber from ES-7.1(3) to 8.5(1)

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from ES-7.1(3) to 8.5(1) is passed.

Upgrade of Cisco Unified IP Phones from ES-7.1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.

- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from ES-7.1(3) to 8.5(1) is passed

Installation of Cisco IP Communicator 7.0(3)

Test Description

This test verifies the successful installation of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Installation of Cisco IP Communicator 7.0(3) is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 5   Verify the Backup status.

Expected Results:

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Outputs/Observed Results

Figure 3-31   Back Up the Unified Communications Manager Configurations from the MCS

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher on the UCS Server.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-32   Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-33   Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.
- No error messages should be occurred during the restore process.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-34   ***Migrating the Unified Communications Manager from MCS to UCS***

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6 Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7 Click Next.

Step 8 Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs\Observed Results

Figure 3-35   Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing ▌▐

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Outputs\Observed Results

Figure 3-36   ***Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)***

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

* The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
* Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

* No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Upgrade 7.1(5) to 8.6(1a)

Environment matrix of Upgrade 7.1(5)

Product/Component	ES - Base Release Set	Target Release set
Cisco Unified Communications Manager	7.1.5.34054-1	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	7.0(3)	8.6(1)
Dial Plan	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1227	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) (Engineering Special) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1228	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(5) (Engineering Special)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) (Engineering Special) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1229	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1230	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1231	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1232	Upgrade	Installation of Cisco Unified Communications Manager 8.6(1a)on C-Series	To verify that Cisco Unified Communications Manager 8.6(1a) installation is successful.		Passed	

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1234	Upgrade	Applying License for Cisco Unified Communications Manager 8.6(1a) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1235	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from ES 7.1(5) to 8.6(1a)
- Upgrading the Unified Communications Manager Subscriber from ES-7.1(5) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from ES-7.1(5) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Adding of Cisco IP Communicator 8.6(1a)

Upgrading the Unified Communications Manager Publisher from ES 7.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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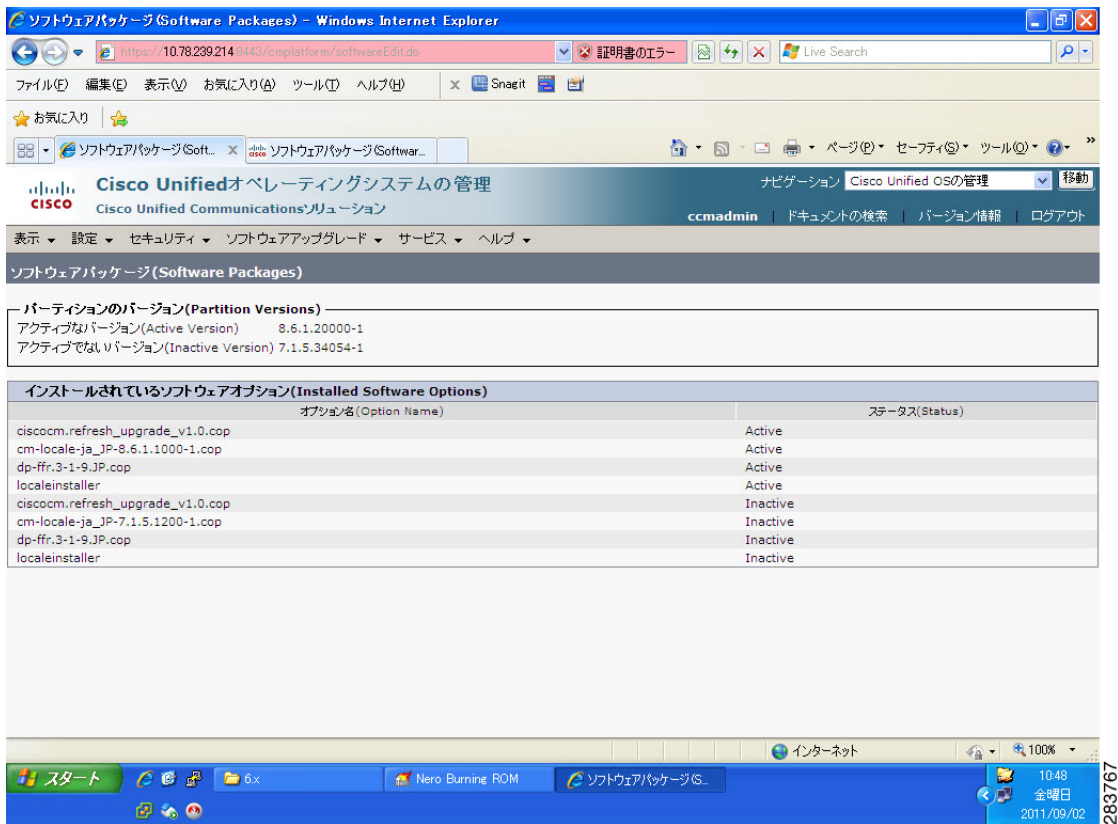**Step 6**   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on the server in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-37   Upgrading the Unified Communications Manager Publisher from ES 7.1(5) to 8.6(1a)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from ES-7.1(5) to 8.6(1a) is passed.

Upgrading the Unified Communications Manager Subscriber from ES-7.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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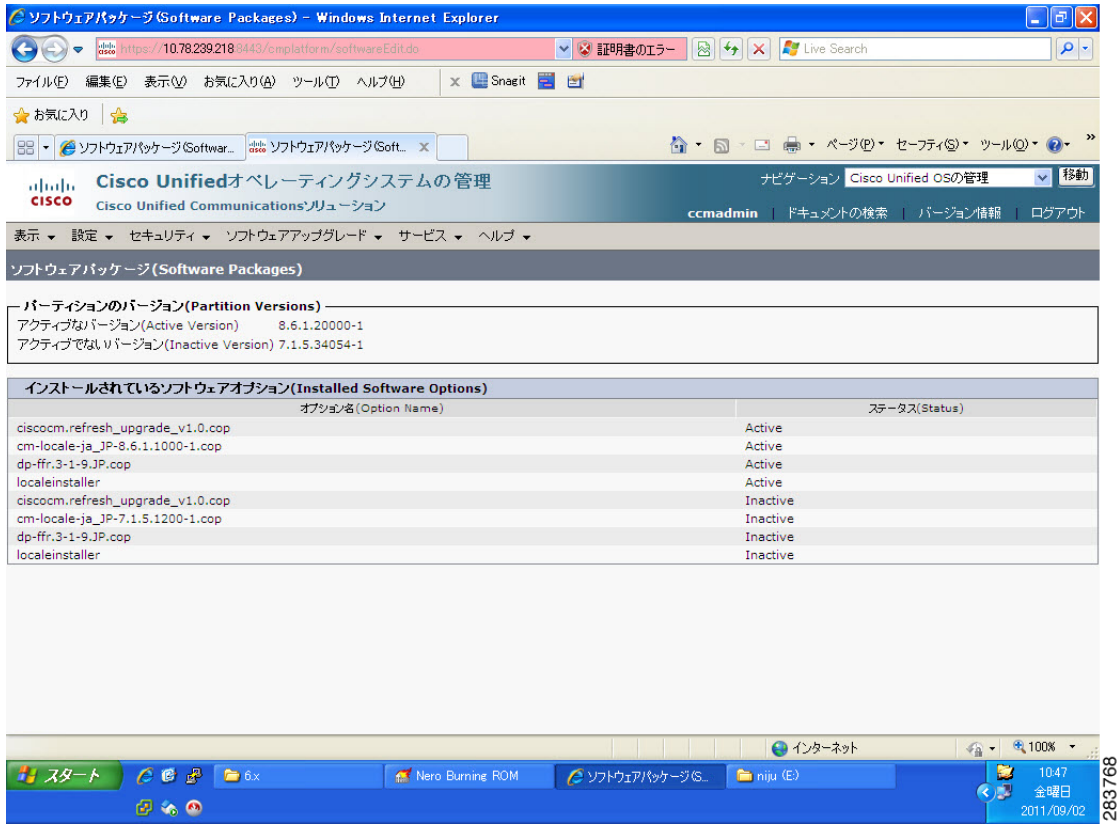**Step 6**   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-38   Upgrading the Unified Communications Manager Subscriber from ES 7.1(5) to 8.6(1a)

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from ES-7.1(5) to 8.6(1a) is passed.

Upgrade of Cisco Unified IP Phones from ES-7.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from ES-7.1(5) to 8.6(1a) is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful installation of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Installation of Cisco IP Communicator from 7.0(3) to 8.6(1a) is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.
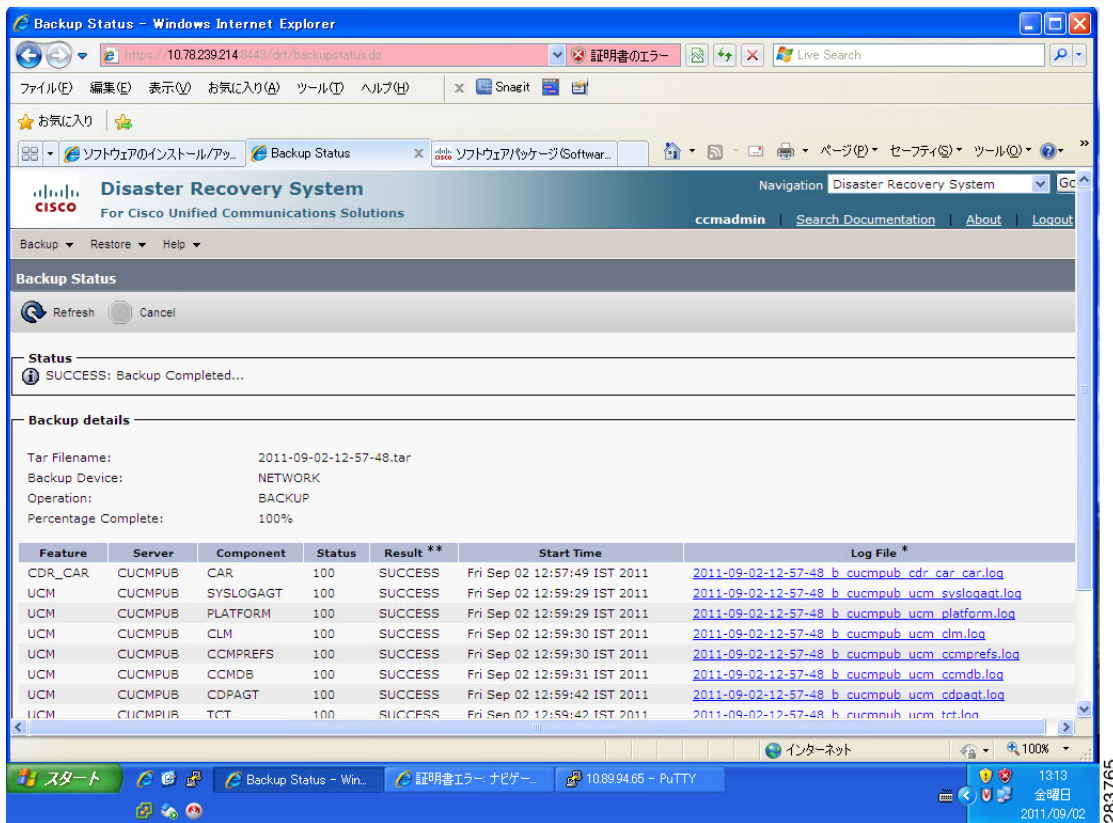
Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Expected Results:

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Outputs/Observed Results

Figure 3-39   Back Up the Unified Communications Manager Configurations from the MCS

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher on the UCS Server.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server
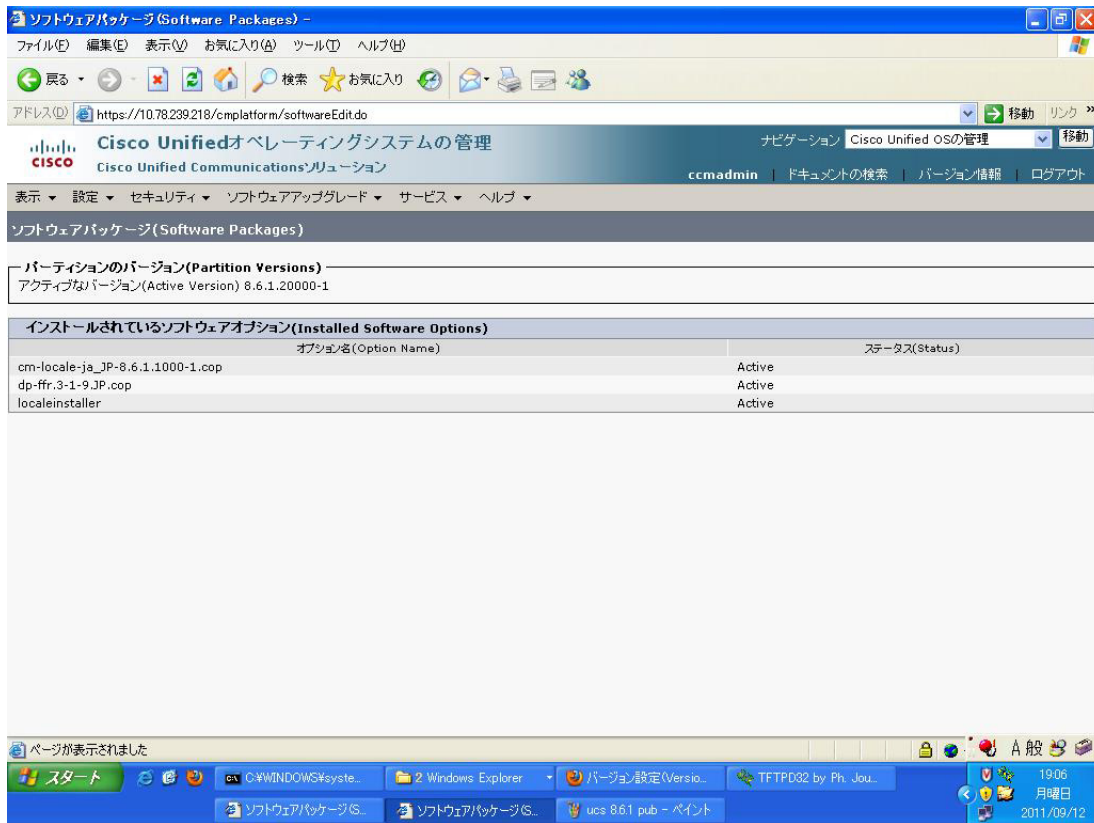
Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-40   *Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.6(1a) on the UCS Server is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

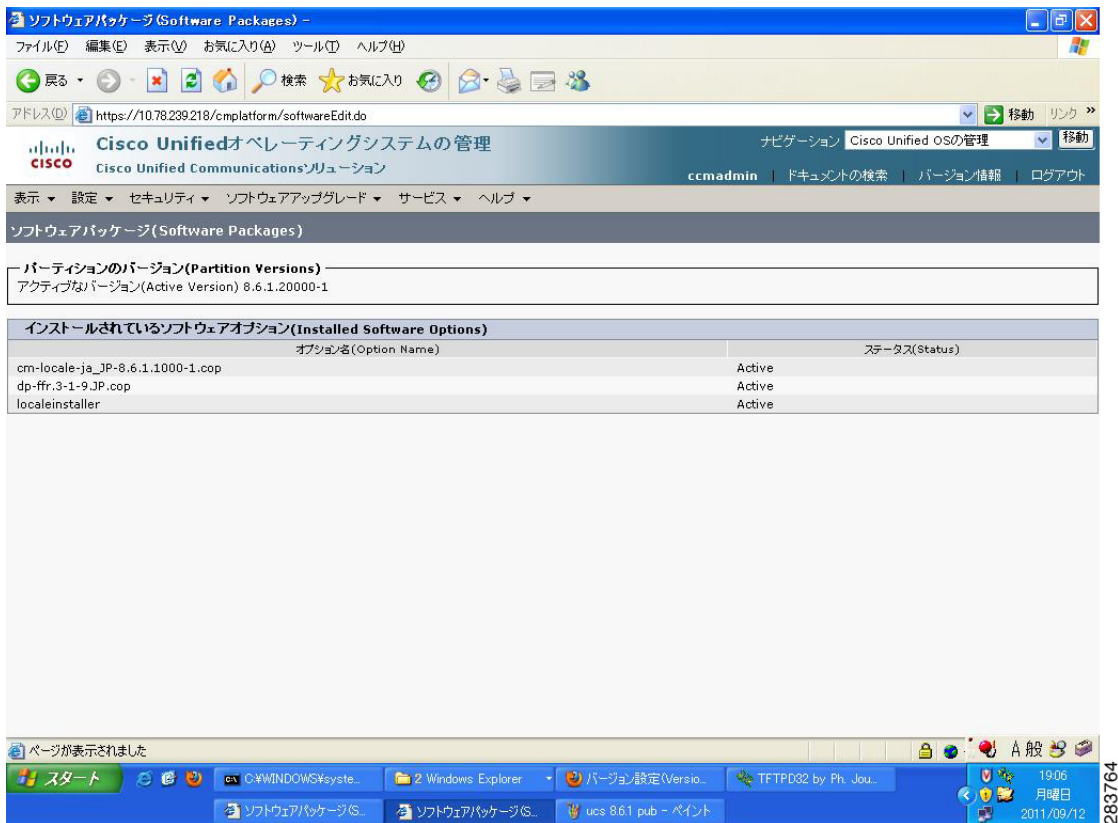Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-41   *Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.6(1a) on the UCS Server is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.
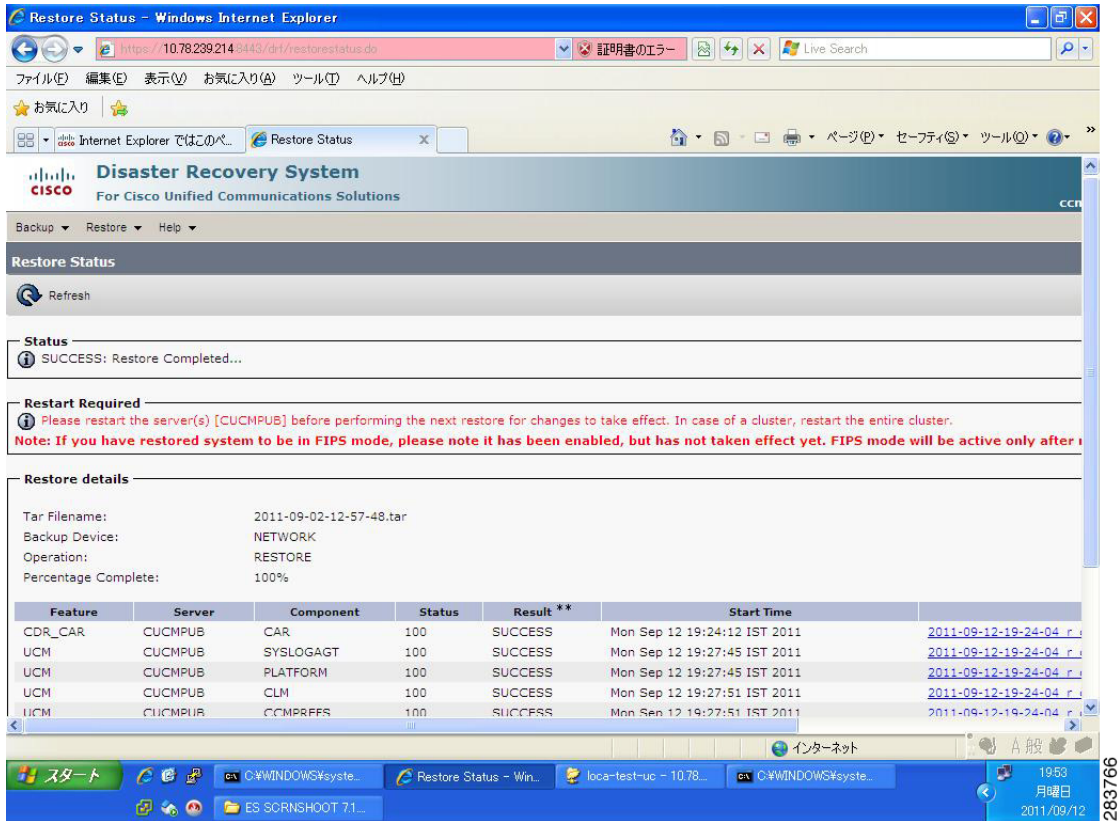
Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Step 6   Restart the Server for the changes to take effect.

Expected Results

- After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-42   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Adding of Cisco IP Communicator 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager version 8.6(1a)

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Adding of Cisco IP Communicator is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Service Update - Release Sets

This section contains the following:

- Upgrade 4.1(3) through 7.1(3) and 8.5(1) to 8.6(1a)
- Upgrade 5.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)
- Upgrade 6.1(3) through 7.1(5) to 8.6(1a)
- Upgrade 6.1(5) to 8.6(1a)
- Upgrade 7.1(3) to 8.6(1a)
- Upgrade 7.1(5) to 8.6(1a)

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 4.1(3) through 7.1(3) and 8.5(1) to 8.6(1a)

License Requirements for Upgrading Unified CM from 4.1(3)

To upgrade Unified CM 4.1(3), follow the steps as given below.

Step 1 Complete the Cisco Unified Communications Manager upgrade process and navigate to Cisco Unified Communications Manager Administration and select **System > Licensing > License File Upload**. The License File Upload window appears.

Step 2 Select the license file licupgrade_7.1.lic from the Existing Files drop-down list and click View File. The window refreshes and displays the information for the selected license

Step 3 Copy all the information from the License file.

Step 4 Go to the License Registration web tool at

https://tools.cisco.com/SWIFT/Licensing/PrivateRegistrationServlet?FormId=806

Step 5 Enter your login credentials.

Step 6 Enter the MAC address of the Ethernet 0 NIC of the first node of the Cisco Unified Communications Manager cluster.

Step 7 In the text box that is provided, paste the license file contents that you copied in Step 3 by using the appropriate keyboard shortcuts, such as Ctrl-V.

Step 8 Enter a valid e-mail address and click Continue.
A license file generates.

The system sends the license file to you through e-mail using the e-mail address that you provided.

Note If the web tool mentioned in Step 4 is not working, use the below procedure to obtain the same license.
1. Send MAC and contents of the file licupgrade_7.1.lic to licensing@cisco.com and request for device upgrade license with subject as DMA failed upgrade to ver 7.
2. You will be receiving a mail with a license attached. Upload the same to the server. Once you uploaded the license you can view the DLU of 4.x upgraded to 7.x

Step 9 You must upload the license file to the server with the matching MAC address.

Step 10 You can obtain licenses for new devices that you are adding to the upgraded system, if your system requires additional device license units. For more information, refer to Cisco Unified Communications Manager Administration Guide.

Environment matrix of Upgrade 4.1(3)

Product/Component	SU - Base Release Set	Intermediate Release set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	4.1(3)_SR8a	7.1(3)-10000-11	8.5.1-10000-26	8.6.1-20000-1
DMA(Data Migration Assistant)	7.1(3)	Nil	Nil	Nil
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-4.1.3. 4200	cm-locale-ja_JP-7.1.3. 1000-1.cop.sgn	cm-locale-ja_JP-8.5.1. 1000-1.cop.sgn	cm-locale-ja_JP-8.6.1. 1 000-1.cop.sgn
IP Communicator	2.0(1)	7.0(3)	7.0(3)	8.6(1)
Dial Plan	dp-ffr.1-1-8.JP.cop.sgn	dp-ffr.3-1-7.JP.cop.sgn	dp-ffr.3-1-7.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1101	Upgrade	Upgrade Cisco Unified Communications Manager publisher 4.1(3)(Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 4.1(3)(Service Update) to 7.1(3)		Passed	
UC861S.UPGRADE.U.1102	Upgrade	Upgrade Cisco Unified Communications Manager subscriber 4.1(3)(Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 4.1(3)(Service Update) to 7.1(3)		Passed	
UC861S.UPGRADE.U.1103	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1104	Upgrade	Upgrade of Release set 4.1(3) (Service Update) Cisco Unified IP Phones	To verify successful upgrade for Release set 7.1(3) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1105	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(3)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1106	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(3)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1107	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1108	Upgrade	Upgrade of Release set 7.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1109	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1110	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1111	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1112	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1113	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify a successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1114	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1115	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1116	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-4.1(3) to 7.1(3)

- Upgrading the Unified Communications Manager Subscriber from SU-4.1(3) to 7.1(3)

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- Upgrade of Cisco Unified IP Phones from SU-4.1(3) to 7.1(3)
- Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)
- Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(3) to 8.5(1)
- Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(3) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from 7. 1(3) to 8.5(1)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server
- Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Upgrading the Unified Communications Manager Publisher from SU-4.1(3) to 7.1(3)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Install "DataMigrationAssistant.exe" in the publisher.

Step 2   Generate an Answer file for Publisher and store it in the FTP/SFTP.

Step 3   Put that answer file .XML in the USB Pen drive.

Step 4   Insert the pen drive once the upgrade installation starts.

Expected Results

After upgrading Unified Communications Manager Publisher,

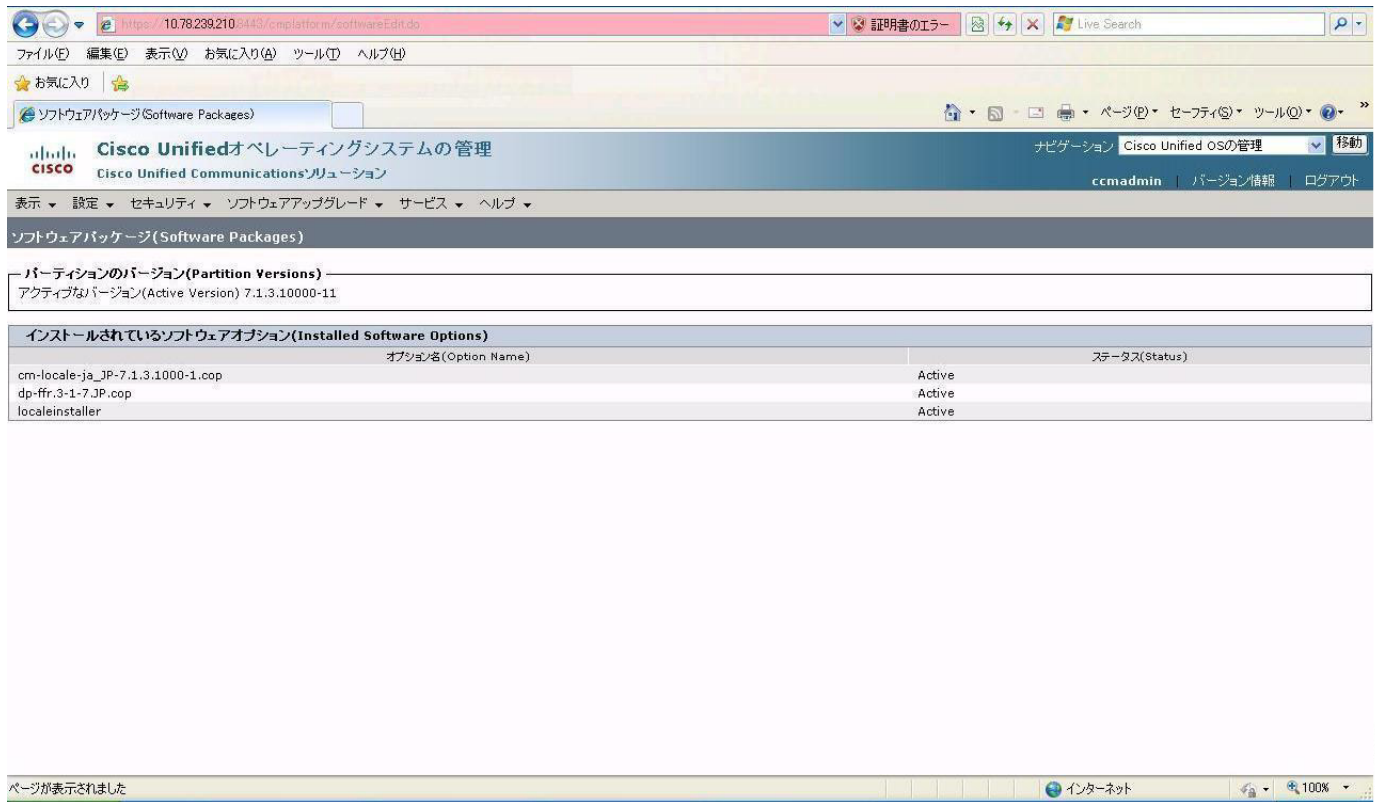- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

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- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-43   Upgrading the Unified Communications Manager Publisher from SU-4.1(3) to 7.1(3)

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Figure 3-44   Upgrading the Unified Communications Manager Publisher from SU-4.1(3) to 7.1(3)
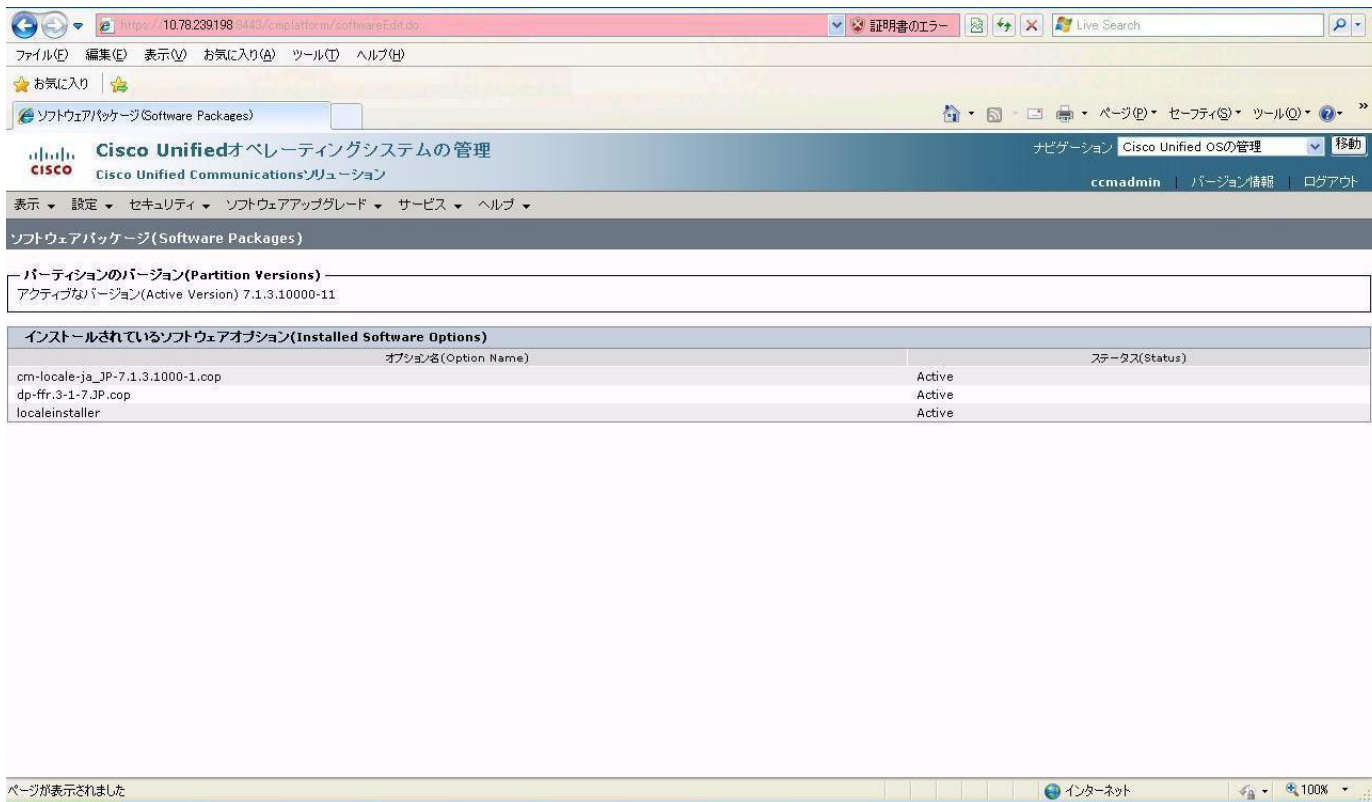
Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-4.1(3) to 7.1(3) is passed.

Upgrading the Unified Communications Manager Subscriber from SU-4.1(3) to 7.1(3)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Install "DataMigrationAssistant.exe" in the publisher.

Step 2   Generate an Answer file for Subscriber and store it in the FTP/SFTP.

Step 3   Put that answer file .XML in the USB Pen drive.

Step 4   Insert the pen drive once the upgrade installation starts.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-45   *Upgrading the Unified Communications Manager Subscriber from SU-4.1(3) to 7.1(3)*

Figure 3-46   Upgrading the Unified Communications Manager Subscriber from SU-4.1(3) to 7.1(3)

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-4.1(3) to 7.1(3) is passed.

Upgrade of Cisco Unified IP Phones from SU-4.1(3) to 7.1(3)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.

- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Results

This test Upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator from 2.0(1) to 7.0(3) is passed.

Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-47   Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(3) to 8.5(1)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 7.1(3) to 8.5(1) is passed.

Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communications OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-48   Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(3) to 8.5(1)

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 7.1(3) to 8.5(1) is passed

Upgrade of Cisco Unified IP Phones from 7. 1(3) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing ▮▮

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Outputs/Observed Results

Figure 3-49   ***Back Up the Unified Communications Manager Configurations from the MCS***

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

* No error messages should be occurred during the installation process.

* No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs\Observed Results

Figure 3-50   Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs\Observed Results

Figure 3-51   Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

■   Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-52   *Migrating the Unified Communications Manager from MCS to UCS*

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs\Observed Results

Figure 3-53   ***Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server***

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Figure 3-54   *Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)*

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.

- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Results

This test successful upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a) is passed.

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 5.1(3) through 7.1(5) and 8.5(1) to 8.6(1a)

Environment matrix of Upgrade 5.1(3)

Product/Component	SU - Base Release Set	Intermediate Release set1	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	5.1(3g)	7.1.5-10000-12	8.5.1-10000-26	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-5.1.1. 2000-1.cop.sgn	cm-locale-ja_JP-7.1.5. 1200-1.cop.sgn	cm-locale-ja_JP-8.5.1. 1000-1.cop.sgn	cm-locale-ja-8.6.1. 1 000-1.cop.sgn
IP Communicator	2.1(4)	7.0(6)	7.0(6)	8.6(1)
Dial Plan	dp-ffr.1-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.U.1117	Upgrade	Upgrade Cisco Unified Communication s Manager publisher 5.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communication s Manager from 5.1(3) (Service Update) to 7.1(5)		Passed	
UC861S.UPGR ADE.U.1118	Upgrade	Upgrade Cisco Unified Communication s Manager Subscribers 5.1(3) (Service Update	To verify successful upgrade of Cisco Unified Communication s Manager from 5.1(3) (Service Update) to 7.1(5)		Passed	
UC861S.UPGR ADE.U.1119	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1120	Upgrade	Upgrade of Release set 5.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 7.1(5) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1121	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1122	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.5(1)		Passed	
UC861S.UPGRADE.U.1123	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1124	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.5(1) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1125	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1126	Upgrade	Installation of Cisco Unified Communications Manager 8.5(1) on C-Series	To verify that Cisco Unified Communications Manager 8.5(1) installation is successful.		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1127	Upgrade	Applying License for Cisco Unified Communications Manager 8.5(1) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1128	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1129	Upgrade	Upgrade Cisco Unified Communications Manager publisher 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1130	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 8.5(1)	To verify successful upgrade of Cisco Unified Communications Manager from 8.5(1) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1131	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1132	Upgrade	Upgrade of Release set 8.5(1) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-5.1(3g) to 7.1(5)
- Upgrading the Unified Communications Manager Subscriber from SU-5.1(3g) to 7.1(5)
- Upgrade of Cisco Unified IP Phones from SU-5.1(3) to 7.1(5)
- Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(6)
- Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)
- Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server
- Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(6) to 8.6(1a)

Upgrading the Unified Communications Manager Publisher from SU-5.1(3g) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Step 6   Select the upgrade file from dropdown list and click Next.

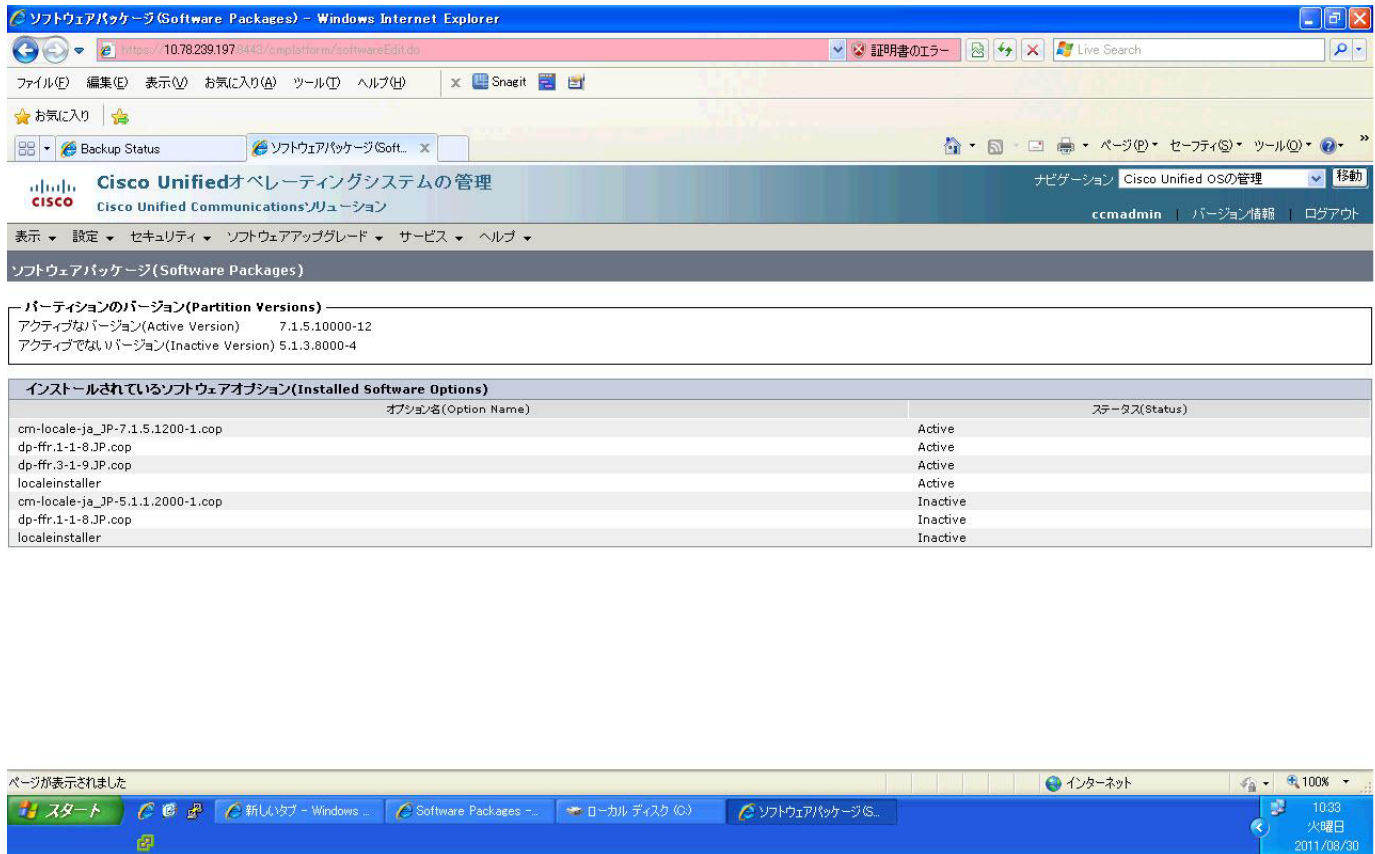### Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-55   Upgrading the Unified Communications Manager Publisher from SU-5.1(3g) to 7.1(5)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-5.1(3g) to 7.1(5) is passed

Upgrading the Unified Communications Manager Subscriber from SU-5.1(3g) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Insert the pen drive to mount the images in the ftp or CD/DVD.

Step 4   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 5   Click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-56   *Upgrading the Unified Communications Manager Subscriber from SU-5.1(3g) to 7.1(5)*

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-5.1(3g) to 7.1(5) is passed.

Upgrade of Cisco Unified IP Phones from SU-5.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from SU-5.1(3g) to 7.1(5) is passed

Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(6)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-57   ***Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.5(1)***

Results

This test Upgrade Cisco Unified Communication Manager Publisher from . 7.1(5) to 8.5(1) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communications OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-58   *Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.5(1)*

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 7.1(5) to 8.5(1) is passed

Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.5(1)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.

- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing   ▌▌

▌ **OL-25697-01**   **3-135**

Outputs/Observed Results

Figure 3-59   Back Up the Unified Communications Manager Configurations from the MCS

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-60   Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.5(1) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.5(1) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber,

No error messages should be occurred during the installation process.

No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-61   *Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.5(1) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.
- No error messages should be occurred during the restore process.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work.
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-62 *Migrating the Unified Communications Manager from MCS to UCS*

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1 Log on to Cisco Unified communications Manager OS Admin Page.

Step 2 Click on Software -> Install/Upgrade

Step 3 Install Refresh upgrade patch before upgrading to the targeted version.

Step 4 Restart the Server.

Step 5 Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

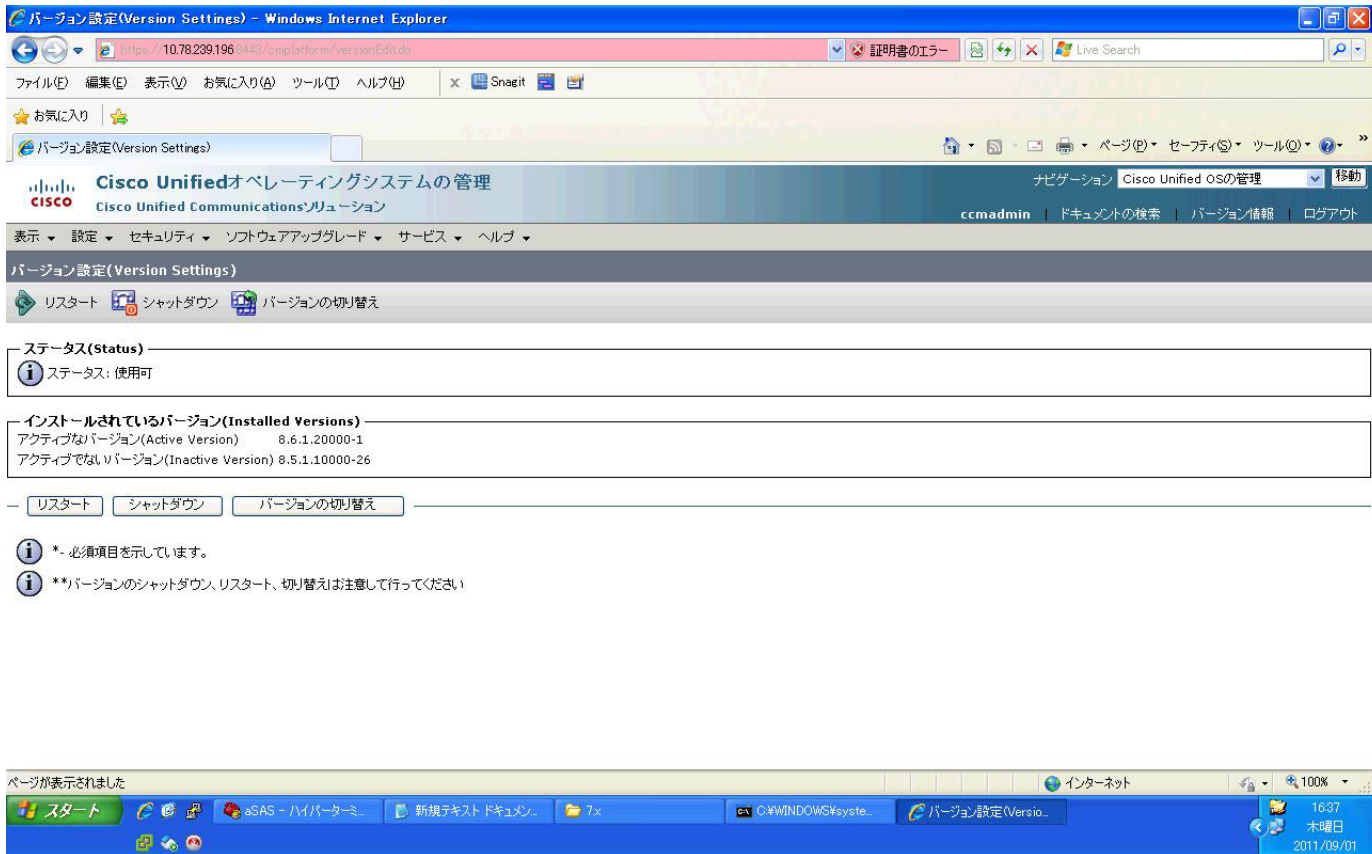**Step 8**   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-63   *Upgrading the Cisco Unified Communications Manager Publisher from 8.5(1) to 8.6(1a) on the UCS Server*

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 8.5(1) to 8.6(1a) is passed

Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6 Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7 Click Next.

Step 8 Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

OL-25697-01

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Outputs/Observed Results

Figure 3-64   *Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)*

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 8.5(1) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 8.5(1) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.
- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(6) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 6.1(3) through 7.1(5) to 8.6(1a)

Environment matrix of Upgrade 6.1(3)

Product/Component	SU - Base Release Set	MCS to UCS release set	Target Release set
Cisco Unified Communications Manager	6.1(3b)SU1	7.1.5-32900-2	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	2.1.4	7.0(3)	8-6-1-0
Dial Plan	dp-ffr.2-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1133	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(3) (Service Update) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1134	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 6.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(3) (Service Update) to 7.1(5)		Passed	
UC861S.UPGRADE.U.1135	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1136	Upgrade	Upgrade of Release set 6.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 7.1(5) Cisco Unified IP Phones		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1137	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1138	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(5)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1139	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1140	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1141	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1142	Upgrade	Installation of Cisco Unified Communications Manager 8.6(1a) on C-Series	To verify that Cisco Unified Communications Manager 8.6(1a) installation is successful.		Passed	
UC861S.UPGRADE.U.1143	Upgrade	Applying License for Cisco Unified Communications Manager 8.6(1a) installed on C-Series	To verify that license upload is successful.		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1144	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1145	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1146	Upgrade	Upgrade of Release set 8.6(1a) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-6.1(3b) to 7.1(5)
- Upgrading the Unified Communications Manager Subscriber from SU-6.1(3b) to 7.1(5)
- Upgrade of Cisco Unified IP Phones from SU-6.1(3) to 7.1(5)
- Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(3)
- Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.6(1a)
- Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Adding of Cisco IP Communicator version 8.6(1a)

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrading the Unified Communications Manager Publisher from SU-6.1(3b) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.
- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-65   Upgrading the Unified Communications Manager Publisher from SU-6.1(3b) to 7.1(5)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-6.1(3b) to 7.1(5) is passed

Upgrading the Unified Communications Manager Subscriber from SU-6.1(3b) to 7.1(5)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Software -> Install/Upgrade

Step 3   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 4   Click Next.

Step 5   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-66   *Upgrading the Unified Communications Manager Subscriber from SU-6.1(3b) to 7.1(5)*

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-6.1(3b) to 7.1(5) is passed.

Upgrade of Cisco Unified IP Phones from SU-6.1(3) to 7.1(5)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

• No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from SU-6.1(3b) to 7.1(5) is passed

Upgrade of Cisco IP Communicator from 2.1(4) to 7.0(3)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-67   Upgrading the Cisco Unified Communications Manager Publisher from 7. 1(5) to 8.6(1a)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from 7.1(5) to 8.6(1a) is passed.

Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-68   Upgrading the Cisco Unified Communications Manager Subscriber from 7. 1(5) to 8.6(1a)

Results

This test Upgrade Cisco Unified Communication Manager from Subscriber 7.1(5) to 8.6(1a) is passed

Upgrade of Cisco Unified IP Phones from 7. 1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- The phones should upgrade to the targeted firmware images as indicated in the Unified Communications Manager.

- Unified IP Phone should to do all functionality such as hold, transfers, conferences etc. and it should work correctly.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones are powered up and registered correctly with their primary Unified Communications Manager node.

Results

This test successful upgrade of Cisco Unified IP Phones is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager
- Place a call to IP Communicator and two-way audio should work properly
- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.
- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.
- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-69   Back Up the Unified Communications Manager Configurations from the MCS
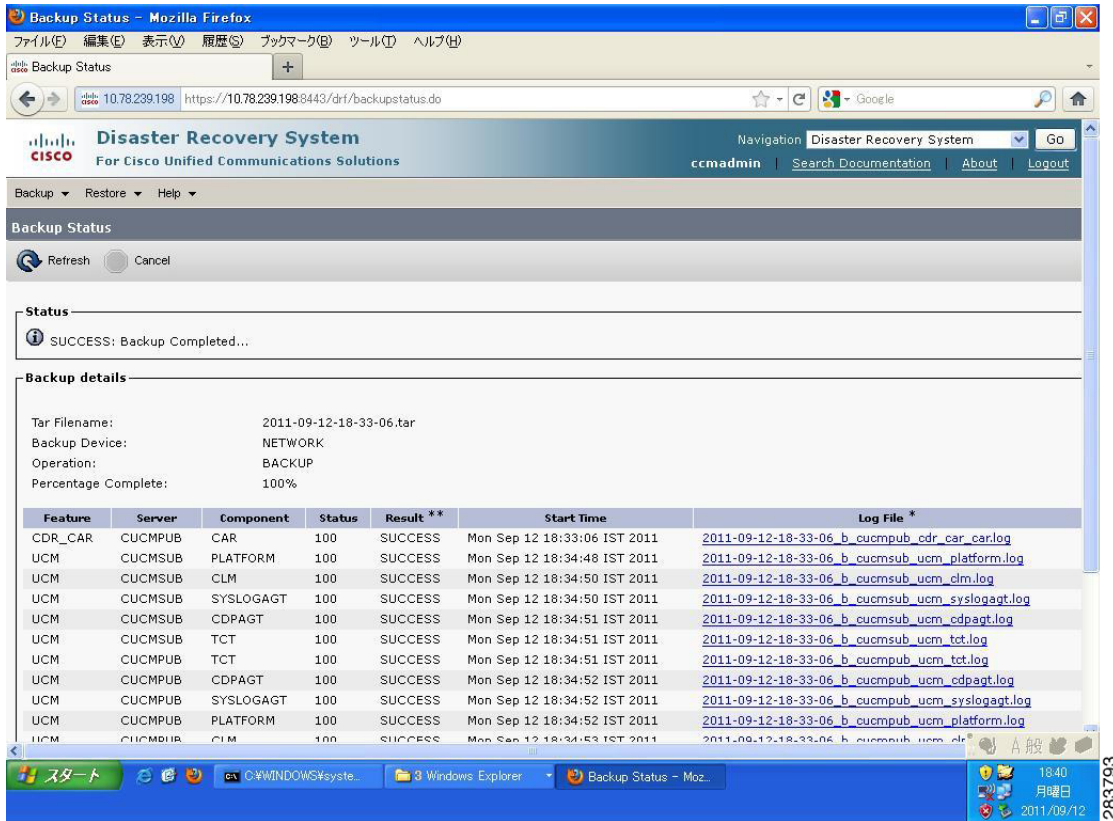
Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-70   Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
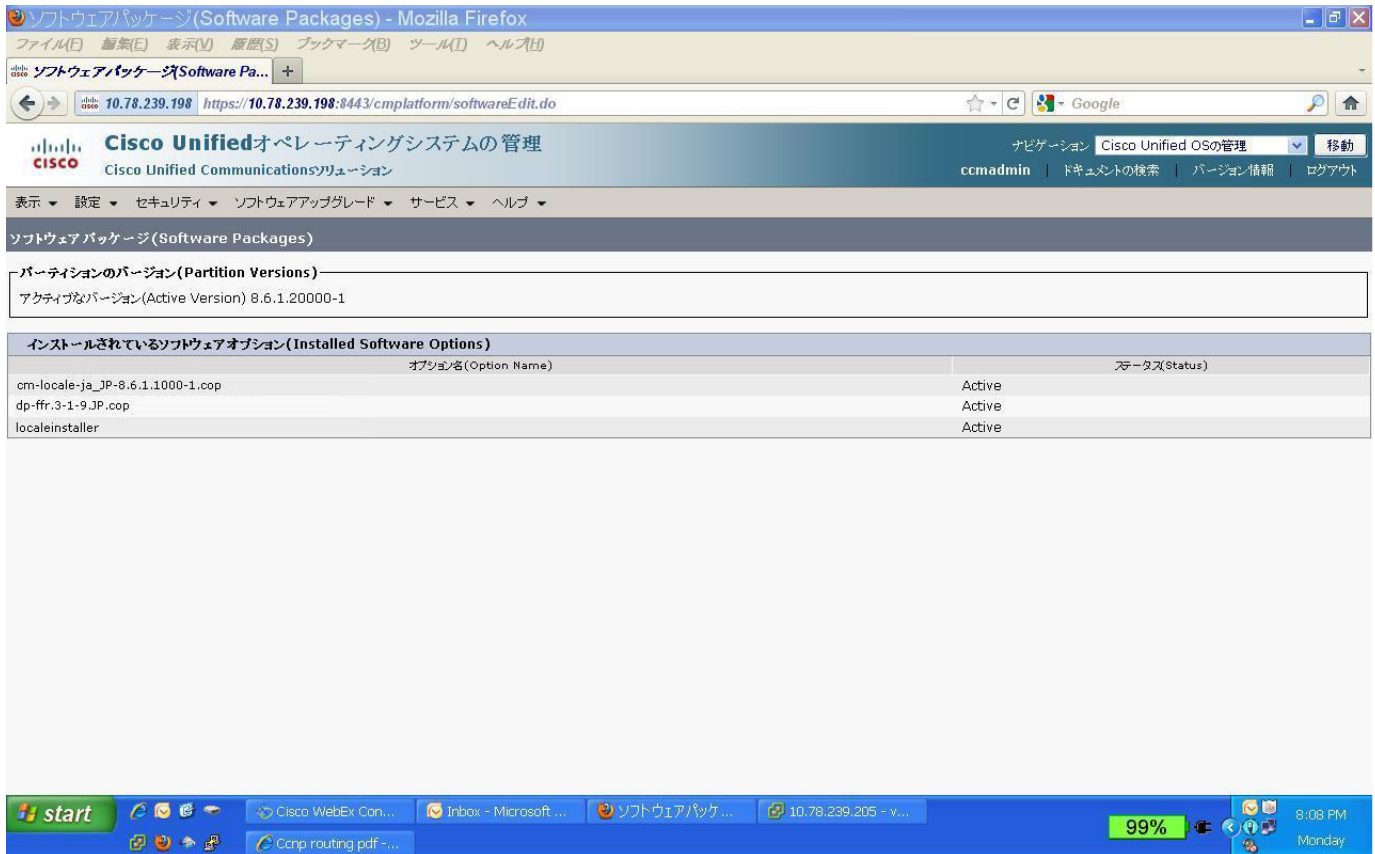
Results

This test Adding the Cisco Unified Communication Manager Publisher 8.6(1a) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs/Observed Results

Figure 3-71   Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.6(1a) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-72   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Adding of Cisco IP Communicator version 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager version 8.6(1a)

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Adding of Cisco IP Communicator version 8.6(1a) is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrade 6.1(5) to 8.6(1a)

Environment matrix of Upgrade 6.1(5)

Product/Component	SU - Base Release Set	Target Release set
Cisco Unified Communications Manager	6.1(5)SU3	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-6.1.3.3000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	2.1.4	8.6(1)
Dial Plan	dp-ffr.2-1-8.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1147	Upgrade	Upgrade Cisco Unified Communications Manager publisher 6.1(5) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(5) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1148	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 6.1(5) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 6.1(5) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1149	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1150	Upgrade	Upgrade of Release set 6.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1151	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1152	Upgrade	Installation of Cisco Unified Communications Manager 8.6(1a) on C-Series	To verify that Cisco Unified Communications Manager 8.6(1a) installation is successful.		Passed	
UC861S.UPGRADE.U.1153	Upgrade	Applying License for Cisco Unified Communications Manager 8.6(1a) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1154	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-6.1(5) to 8.6(1a)
- Upgrading the Unified Communications Manager Subscriber from SU-6.1(5) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from SU-6.1(5) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 2.1(4) to 8.6(1a)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Adding of Cisco IP Communicator version 8.6(1a)

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Upgrading the Unified Communications Manager Publisher from SU-6.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-73   Upgrading the Unified Communications Manager Publisher from SU-6.1(5) to 8.6(1a)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-6.1(5) to 8.6(1a) is passed

Upgrading the Unified Communications Manager Subscriber from SU-6.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Chapter 3   Test Results Summary

Service Update - Release Sets

Outputs/Observed Results

Figure 3-74   *Upgrading the Unified Communications Manager Subscriber from SU-6.1(5) to 8.6(1a)*

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-6.1(5) to 8.6(1a) is passed.

Upgrade of Cisco Unified IP Phones from SU-6.1(5) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

• No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from SU-6.1(5) to 8.6(1a) is passed

Upgrade of Cisco IP Communicator from 2.1(4) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-75   *Back Up the Unified Communications Manager Configurations from the MCS*

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server
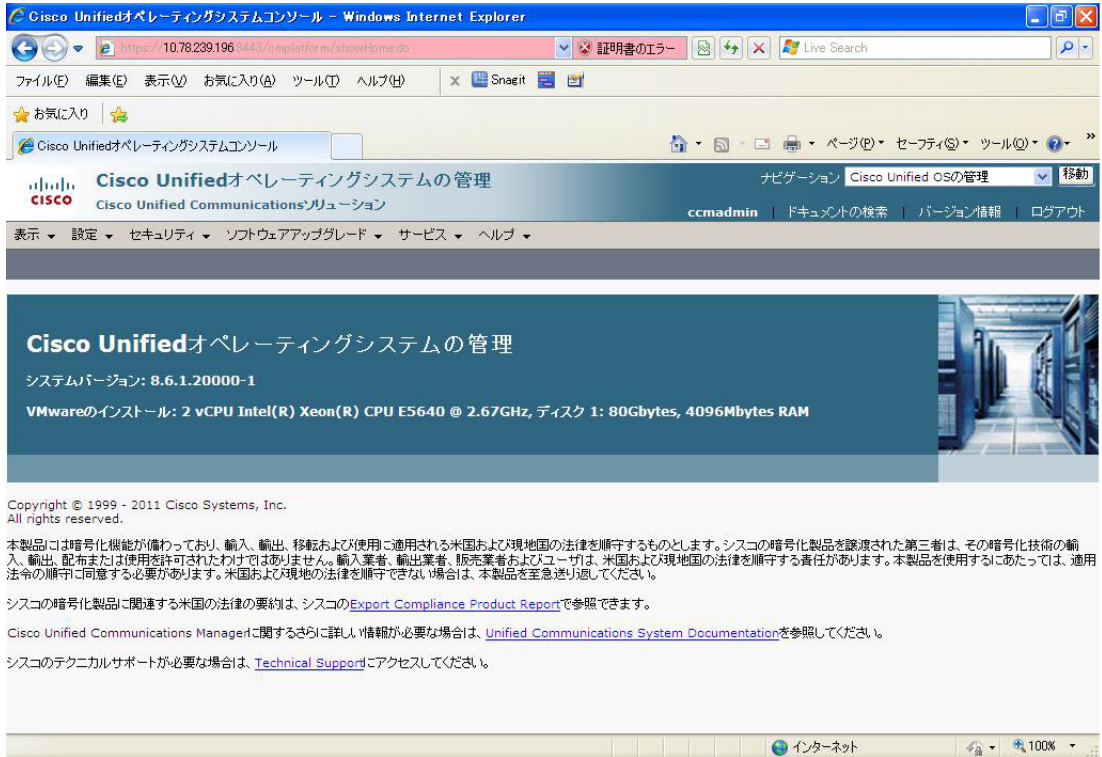
Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

• No error messages should be occurred during the installation process.

• No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-76   ***Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server***

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.6(1a) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Subscriber,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-77   Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.6(1a) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-78   *Migrating the Unified Communications Manager from MCS to UCS*

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Adding of Cisco IP Communicator version 8.6(1a)

Test Description

This test verifies the successful installation of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager version 8.6(1a)

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Adding of Cisco IP Communicator version 8.6(1a) is passed.

Upgrade 7.1(3) to 8.6(1a)

Environment matrix of Upgrade 7.1(3)

Product/Component	SU - Base Release Set	Target Release set
Cisco Unified Communications Manager	7.1(3b)SU2	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.3.2000-1.cop.sgn	cm-locale-ja_JP-8.6.1.1 000-1.cop.sgn
IP Communicator	7.0(3)	8.6(1)
Dial Plan	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1155	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1156	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(3) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1157	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1158	Upgrade	Upgrade of Release set 7.1(3) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	
UC861S.UPGRADE.U.1159	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1160	Upgrade	Installation of Cisco Unified Communications Manager 8.6(1a) on C-Series	To verify that Cisco Unified Communications Manager 8.6(1a) installation is successful.		Passed	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1161	Upgrade	Applying License for Cisco Unified Communications Manager 8.6(1a) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1162	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-7.1(3b) to 8.6(1a)
- Upgrading the Unified Communications Manager Subscriber from SU-7.1(3b) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from SU-7.1(3b) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Adding of Cisco IP Communicator version 8.6(1a)

Upgrading the Unified Communications Manager Publisher from SU-7.1(3b) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

■   **Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing**

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Outputs/Observed Results

Figure 3-79   Upgrading the Unified Communications Manager Publisher from SU-7.1(3b) to 8.6(1a)

Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-7.1(3b) to 8.6(1a) is passed

Upgrading the Unified Communications Manager Subscriber from SU-7.1(3b) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6 Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7 Click Next.

Step 8 Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

■ **Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing**

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Outputs/Observed Results

Figure 3-80 **Upgrading the Unified Communications Manager Subscriber from SU-7.1(3b) to 8.6(1a)**

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-7.1(3b) to 8.6(1a) is passed.

Upgrade of Cisco Unified IP Phones from SU-7.1(3b) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

- No error message is seen.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from SU-7.1(3b) to 8.6(1a) is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Go to Backup -> Manual Back up.

Step 4   Click the Start Backup button in order to start the backup process.

Step 5   Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-81   Back Up the Unified Communications Manager Configurations from the MCS

Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.
- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs\Observed Results

Figure 3-82   *Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.6(1a) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server
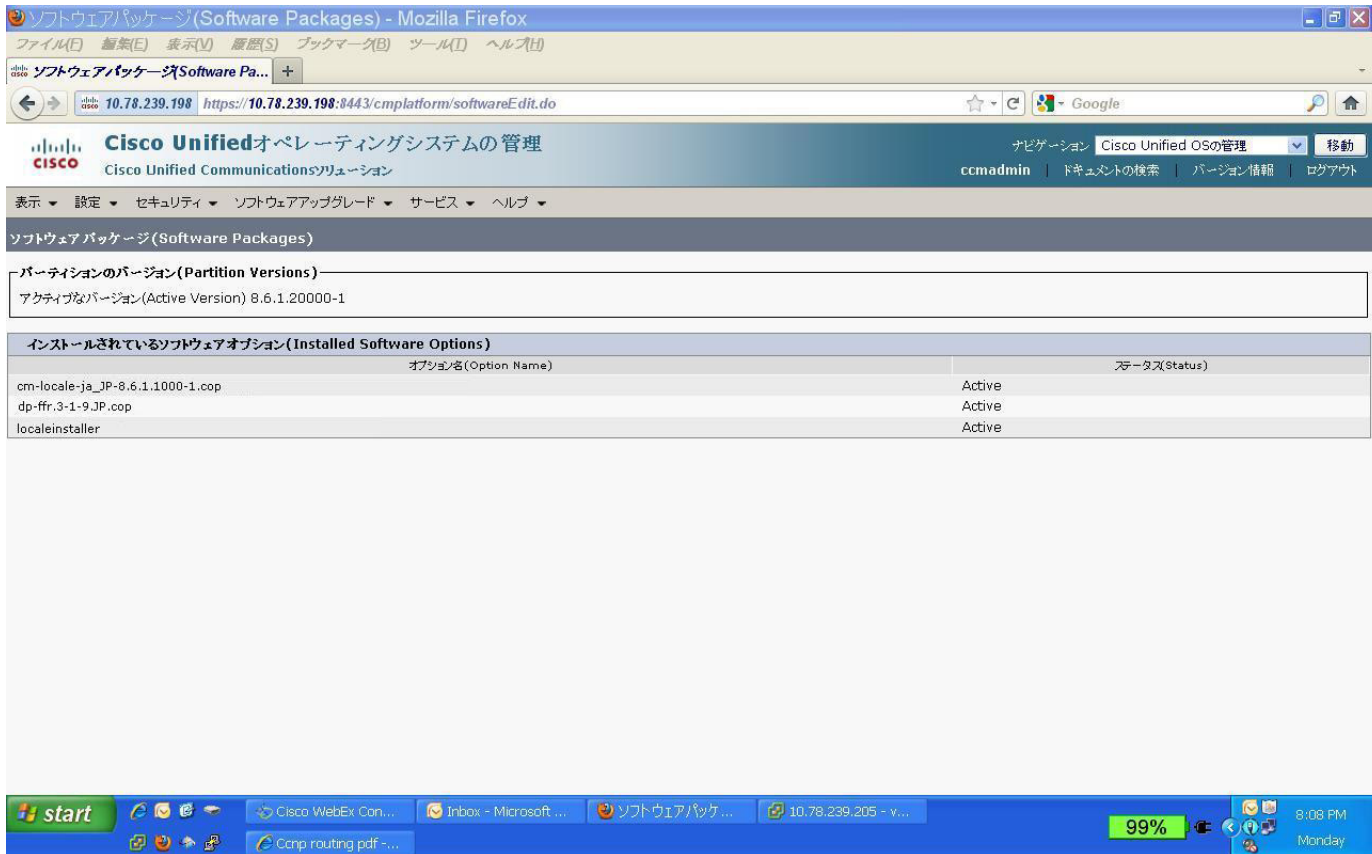
Expected Results

After Installing the Unified Communications Manager Subscriber,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Outputs\Observed Results

Figure 3-83   Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.6(1a) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Step 6   Restart the Server for the changes to take effect.

Expected Results

After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-84   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Adding of Cisco IP Communicator version 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager version 8.6(1a)

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Adding of Cisco IP Communicator version 8.6(1a) is passed.

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Upgrade 7.1(5) to 8.6(1a)

Environment matrix of Upgrade 7.1(5)

Product/Component	SU - Base Release Set	Target Release set
Cisco Unified Communications Manager	7.1(5b)SU4	8.6.1.20000-1
Cisco Unified Communications Manager Locale	cm-locale-ja_JP-7.1.5.1200-1.cop.sgn	cm-locale-ja_JP-8.6.1.1000-1.cop.sgn
IP Communicator	7.0(3)	8.6(1)
Dial Plan	dp-ffr.3-1-9.JP.cop.sgn	dp-ffr.3-1-9.JP.cop.sgn

Test Results

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1163	Upgrade	Upgrade Cisco Unified Communications Manager publisher 7.1(5) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1164	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 7.1(5) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 7.1(5) (Service Update) to 8.6(1a)		Passed	
UC861S.UPGRADE.U.1165	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGRADE.U.1166	Upgrade	Upgrade of Release set 7.1(5) Cisco Unified IP Phones	To verify successful upgrade for Release set 8.6(1a) Cisco Unified IP Phones		Passed	

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGRADE.U.1167	Upgrade	Backup – Cisco Unified Communications Manager using Disaster recovery system in MCS	To verify that 100% backup of Cisco Unified Communications Manager is successful.		Passed	
UC861S.UPGRADE.U.1168	Upgrade	Installation of Cisco Unified Communications Manager 8.6(1a)on C-Series	To verify that Cisco Unified Communications Manager 8.6(1a) installation is successful.		Passed	
UC861S.UPGRADE.U.1169	Upgrade	Applying License for Cisco Unified Communications Manager 8.6(1a) installed on C-Series	To verify that license upload is successful.		Passed	
UC861S.UPGRADE.U.1170	Upgrade	Restore – Cisco Unified Communications Manager using Disaster recovery system in C-Series	To verify that 100% restore of Cisco Unified Communications Manager is successful.		Passed	

Test Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from SU-7.1(5b) to 8.6(1a)
- Upgrading the Unified Communications Manager Subscriber from SU-7.1(5b) to 8.6(1a)
- Upgrade of Cisco Unified IP Phones from SU-7.1(5b) to 8.6(1a)
- Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)
- Back Up the Unified Communications Manager Configurations from the MCS
- Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server
- Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server
- Migrating the Unified Communications Manager from MCS to UCS
- Adding of Cisco IP Communicator version 8.6(1a)

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Upgrading the Unified Communications Manager Publisher from SU-7.1(5b) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Publisher. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Publisher,

- No error messages should be occurred during the upgrade process.
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
- The license usage should be correct as reported in the License Unit Report.
- The Services on all the servers in cluster should be up.
- Multiple Route Patterns and Route Lists should be configured and working.
- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.
- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.
- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Outputs/Observed Results

Figure 3-85 *Upgrading the Unified Communications Manager Publisher from SU-7.1(5b) to 8.6(1a)*

Results

This test Upgrade Cisco Unified Communication Manager Publisher from SU-7.1(5b) to 8.6(1a) is passed

Upgrading the Unified Communications Manager Subscriber from SU-7.1(5b) to 8.6(1a)

Test Description

This test verifies the successful upgrade for the Cisco Unified Communications Manager Subscriber. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified communications Manager OS Admin Page.

Step 2   Click on Software -> Install/Upgrade

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Step 3   Install Refresh upgrade patch before upgrading to the targeted version.

Step 4   Restart the Server.

Step 5   Click on Software -> Install/Upgrade

Step 6   Select remote file system if upgrade file is in FTP or SFTP else select CD/DVD for upgrade image present in DVD.

Step 7   Click Next.

Step 8   Select the upgrade file from dropdown list and click Next.

Expected Results

After upgrading Unified Communications Manager Subscriber,

- No error messages should be occurred during the upgrade process.

- No errors in the upgrade log file check the upgrade log file for any errors.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work:

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-86   *Upgrading the Unified Communications Manager Subscriber from SU-7.1(5b) to 8.6(1a)*

Results

This test Upgrading the Cisco Unified Communication Manager Subscriber from SU-7.1(5b) to 8.6(1a) is passed.

Upgrade of Cisco Unified IP Phones from SU-7.1(5b) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco Unified IP Phones.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

The phones should be upgraded to the target firmware images as indicated in the Unified Communications Manager.

Outputs/Observed Results

• No error message is seen.

- All the connected IP phones firmware are Upgraded and registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco Unified IP Phones from SU-7.1(5b) to 8.6(1a) is passed

Upgrade of Cisco IP Communicator from 7.0(3) to 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Upgrade of Cisco IP Communicator is passed.

Back Up the Unified Communications Manager Configurations from the MCS

Test Description

This test verifies the successful Back up of the Cisco Unified Communications Manager.

Test Procedure

Step 1 Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.

Step 2 Go to Back up -> Backup device and Add sftp backup device.

Step 3 Go to Backup -> Manual Back up.

Step 4 Click the Start Backup button in order to start the backup process.

Step 5 Verify the Backup status.

Expected Results

After Back up of the Unified Communications Manager, verify that 100% backup of Cisco Unified Communications Manager is successful.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-87   ***Back Up the Unified Communications Manager Configurations from the MCS***
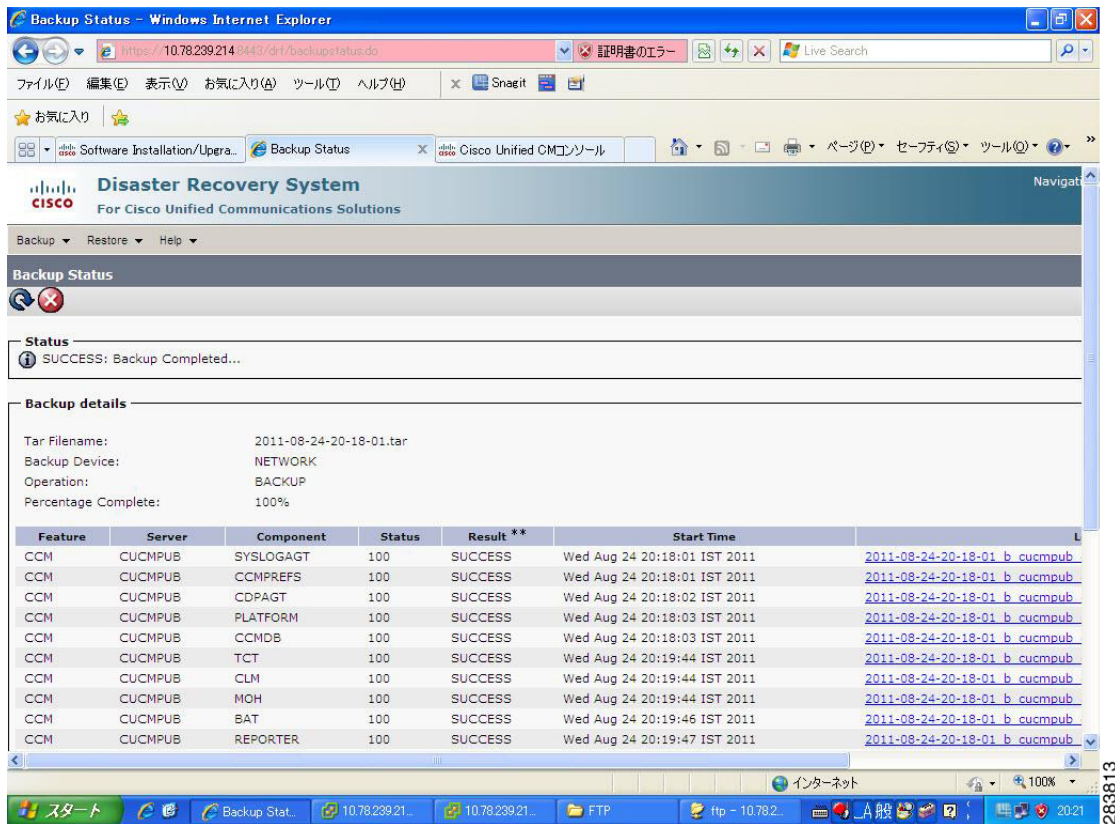
Results

This test Back Up the Unified Communications Manager Configurations from the MCS is Passed.

Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Publisher.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

Expected Results

After Installing the Unified Communications Manager Publisher on the UCS,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-88   *Adding the Unified Communications Manager Publisher 8.6(1a) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Publisher 8.6(1a) on the UCS Server is passed.

Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server

Test Description

This test verifies the successful installation of the Cisco Unified Communications Manager Subscriber.

Test Procedure

Installing the Cisco Unified Communications Manager 8.6(1a) on the UCS Server

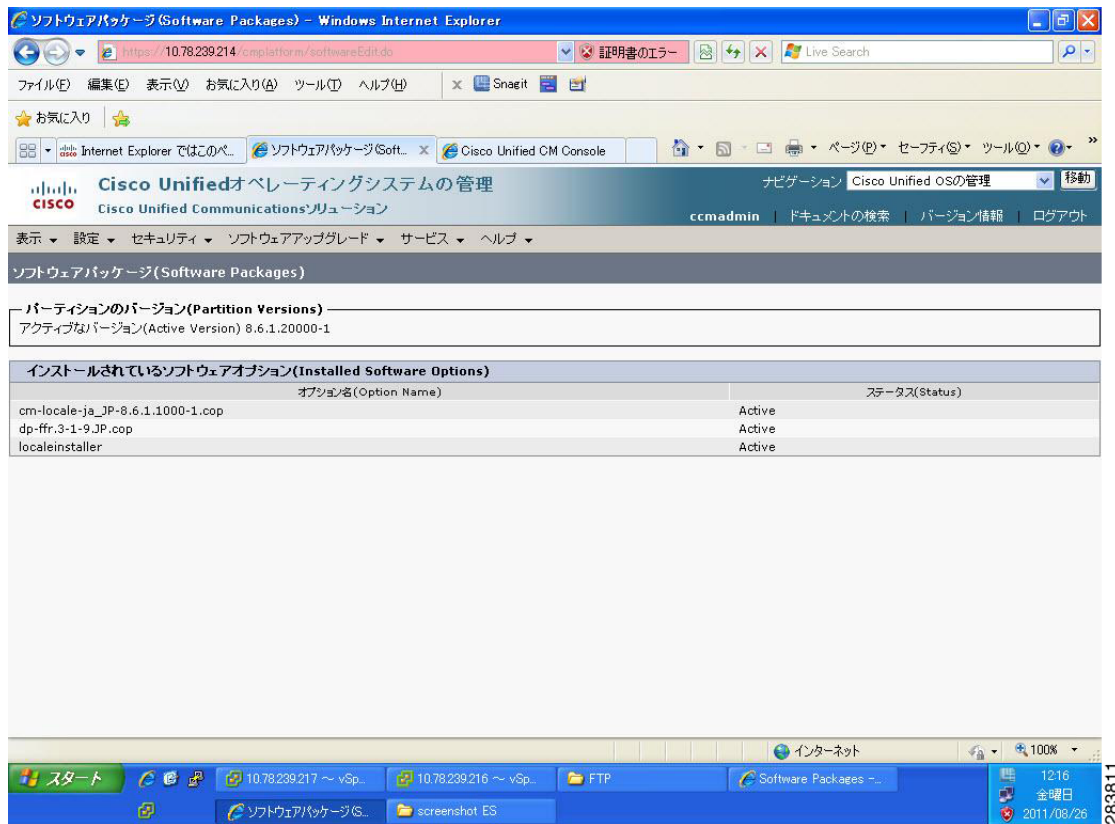**Expected Results**

After Installing the Unified Communications Manager Subscriber,

- No error messages should be occurred during the installation process.

- No errors should be occurred in the installation log file.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-89   *Adding the Unified Communications Manager Subscriber 8.6(1a) on the UCS Server*

Results

This test Adding the Cisco Unified Communication Manager Subscriber 8.6(1a) on the UCS Server is passed.

Migrating the Unified Communications Manager from MCS to UCS

Test Description

This test verifies the successful Migration of the Cisco Unified Communications Manager. Some features and configurations may not be available to all versions of Communications Manager. Verify only those configurations and features applicable.

Test Procedure

Step 1   Log on to Cisco Unified Communication Manager Disaster recovery System Page

Step 2   Go to Back up -> Backup device and Add sftp backup device.

Step 3   Navigate to Restore>Restore Wizard

Step 4   Select Backup Device->Next->Select the backup file to be restored.

Step 5   Click Next & Restore.

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Step 6   Restart the Server for the changes to take effect.

Expected Results
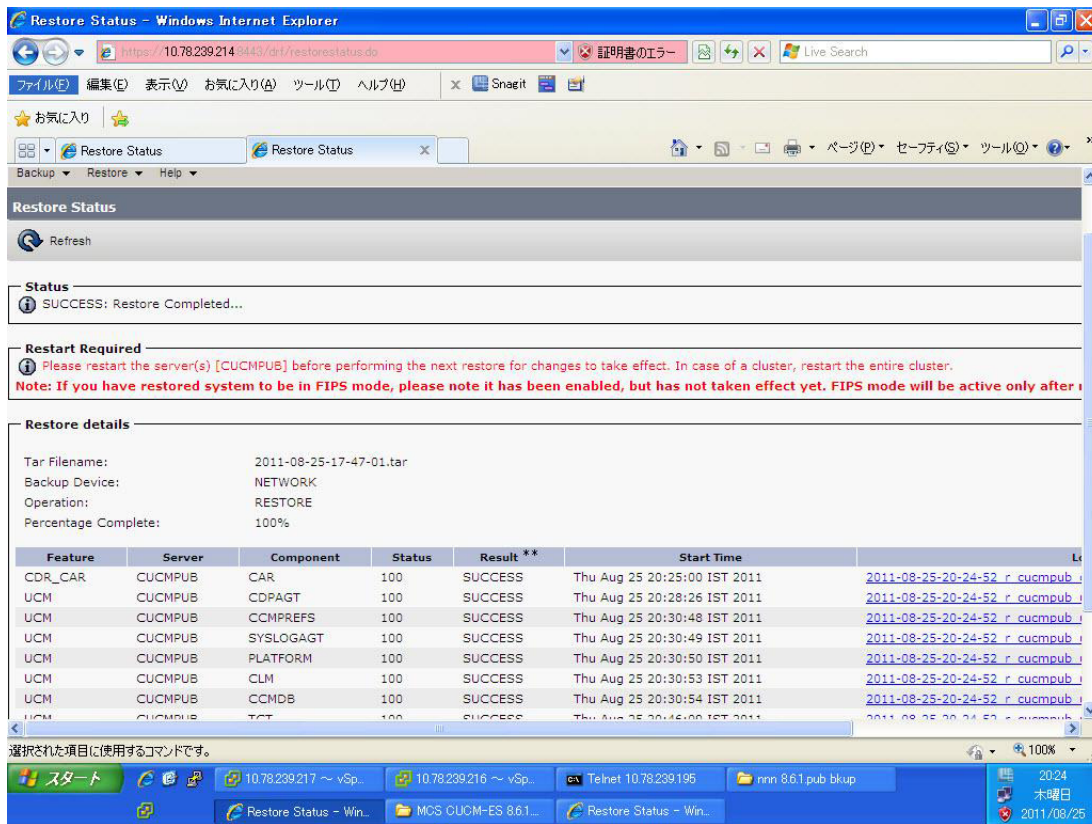
After Restoring the Unified Communications Manager,

- Verify that 100% restore of Cisco Unified Communications Manager is successful.

- No error messages should be occurred during the restore process.

- No replication failure between the Publisher and Subscribers.

- IP Phones should register with Cisco Unified Communications Manager using SCCP.

- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.

- The license usage should be correct as reported in the License Unit Report.

- The Services on all the servers in cluster should be up.

- Multiple Route Patterns and Route Lists should be configured and working.

- Multiple Hunt Pilot and Hunt List should be configured and working (IP telephony only)

- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.

- Calls between the IP phones and PSTN phones via MGCP gateway should work.

- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through gateways such as MGCP,) and 2) puts the call on hold can hear Music-on-Hold (MOH) and can finally resume the call.

- The system version on each node in your cluster by using Cisco Unified Communications Operating System Administration and make sure that each node runs the same version.

- The Firmware Load Information window in Cisco Unified Communications Manager Administration, make sure that the phone load type value matches the value that you recorded before the server replacement.

- Phones, gateways, trunks, users, and route patterns that are configured in the CM should match the numbers that you recorded before the server replacement.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

Figure 3-90   Migrating the Unified Communications Manager from MCS to UCS

Results

This test Migrating Cisco Unified Communication Manager from MCS to UCS is Passed.

Adding of Cisco IP Communicator version 8.6(1a)

Test Description

This test verifies the successful upgrade of Cisco IP Communicator.

Test Procedure

In accordance with customer facing upgrade documentation.

Expected Results

- After rebooting the PC, launch IP Communicator and it should register correctly with Unified Communications Manager version 8.6(1a)

- Place a call to IP Communicator and two-way audio should work properly

- Place outbound, inbound and PSTN call from the IP Communicator and the two-way audio should work properly.

- Additional call functionality such as hold, transfers, conferences etc. should work correctly.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Outputs/Observed Results

- No error message is seen.

- IP Communicator is registered correctly with their primary Unified Communications Manager node.

Results

This test Adding of Cisco IP Communicator version 8.6(1a) is passed.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Best Practices and Limitations

This chapter contains the following sections:

- Best Practices
- Limitations
- Related Documentation

Best Practices

The following are the best practices suggested while upgrading/migrating ES and SU Releases:

- Note down the platform configurations like IP address/hostname and time zone of Unified Communications Manager installed in MCS before migrating the Unified Communications Manager. Use the same platform configurations for Unified Communications Manager on UCS C-series server otherwise; DB restore will not happen successfully.

- Once the Upgrade is completed to Unified CM 8.5(1) on the MCS server do the following:
  - Apply the license
  - Restart all the services

- Make sure both Unified Communications Manager Publisher and Subscriber servers are of the same version.

- Keep the FTP/SFTP server in the Unified Communications Manager server's network subnet for quick installation, backup and restore.

- Before taking a backup/restore, check that all the services are up and running in the cluster.

- During 5.1(3) upgrade to 7.1(5) use an empty USB drive in the server and put the patch "cisco-ipt-k9-patch7.1.5.10000-12.tar" in CD/DVD or FTP then proceeds with the upgrade.

- If DB replication is failed, try to give this command utils dbreplication overwrite on the publisher server from CLI mode.

- On switching back to a lower version of Unified Communications Manager, never forget to reset Unified Communications Manager database by giving the command utils dbreplication reset on the publisher server.

- Obtain the new license using license MAC after migrating to the Unified Communications Manager installed on UCS server.

- Upload the newly obtained license only after the Unified Communications Manager DB restore is completed on the UCS server.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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- Make sure the NTP server is synchronized with the publisher server using the command show ntp status before proceeding with subscriber server installation.
- Before powering up the Unified Communications Manager servers installed on UCS server check all the Unified Communications Manager installed on the corresponding MCS server are administratively down.

Limitations

S.No	Version affected	Fixed Release	Defect ID	Description
1	5.1(3)SU	7.1(3.10000.11)	CSCsz83337	COP file:Free up active space by removing large phone guide pdfs
2	4.1(3)_SR8a	—	CSCsi48359	Hankaku-Katakana(single-byte) characters in alerting name and few other fields are garbled after migrating from 4.1(3) to 7.1(3) using DMA 7.1(3)
3	5.1.3.7109.1ES	5.1(1.2000.2)	CSCsg02221	Unified Communications Manager Subscriber installation fails if Publisher hostname is given in uppercase and numerals.

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Related Documentation

Installing Cisco Unified Communications Manager Release 8.6(1a)

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/8_6_1/install/cmins861.html

System Installation and Upgrade Manual for IP Telephony

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/UC8.6.1/ipt_system_inst_upg/suimt861.pdf

Cisco Unified Communications Manager on Virtualized Servers

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/virtual/servers.pdf

Install and Upgrade Guides

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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Test Results for Upgrade/Migration of ES and SU to Cisco Unified Communications System Release 8.6(1a) for Japanese - Add-on testing

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