



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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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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CHAPTER 1

Cisco Unified Communication Upgrade-ES/SU Test for Japanese

This chapter contains the following sections:

- [Overview](#)
- [Engineering Special Release](#)
- [Service Update Release](#)
- [Upgrading to Unified CM 8.6\(1a\)](#)
- [Migrations Steps from MCS to UCS](#)

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.

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.

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#p1971086

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#p1968761

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



CHAPTER 2

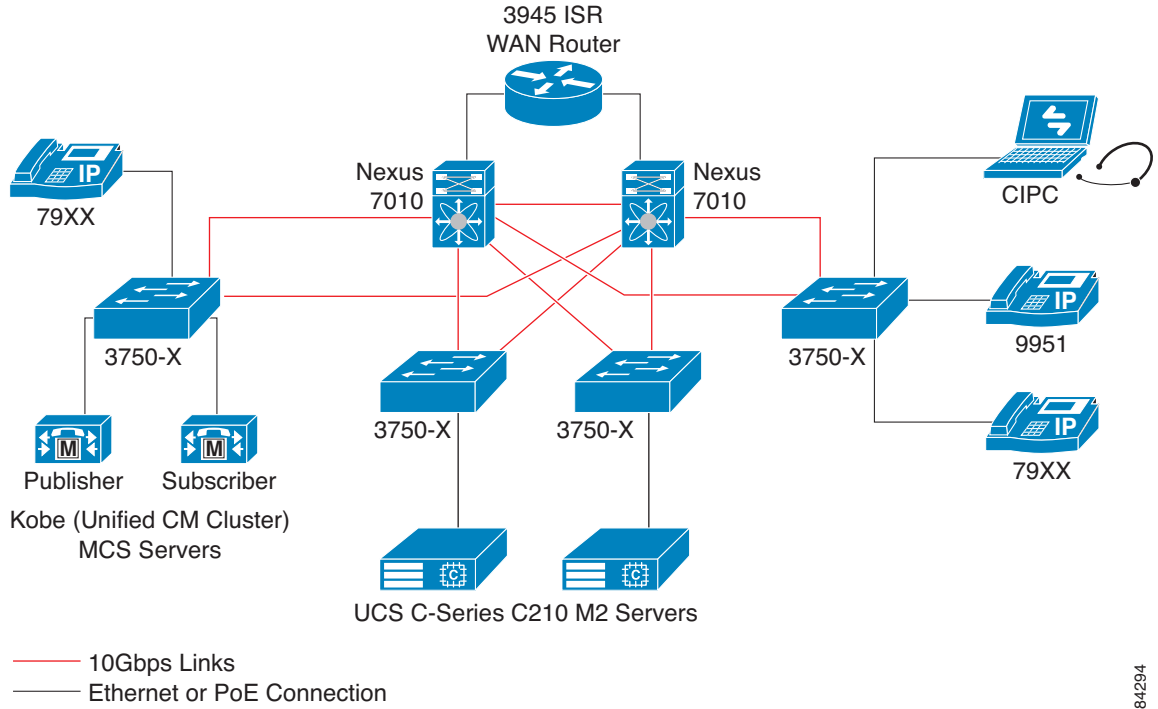
Upgrade Topology and Matrices

This chapter contains the following sections:

- [Upgrade Topology](#)
- [Component Matrix Common for All Releases](#)
- [Upgrade Path](#)
- [ES/SU Matrix](#)

Upgrade Topology

Figure 2-1 Upgrade Topology



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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.S E.bin

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/ccmcompatr.html#wp43011

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



CHAPTER 3

Test Results Summary

This chapter contains the following sections:

- [Engineering Special - Release Sets](#)
- [Service Update - Release Sets](#)

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)

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-8.6.1.1000-1.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1173	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.U.1177	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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	

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

- 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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Admin Page in Internet Explorer. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Operating System Management). The user is logged in as "ccmadmin". The page displays the "ソフトウェアパッケージ (Software Packages)" section, which includes a table of installed software options.

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)	7.1.5.10000-12
アクティブでないバージョン (Inactive Version)	5.1.3.7109-1

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.1-1-8-JP.cop	Active
dp-ffr.3-1-9-JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-5.1.1.2000-1.cop	Inactive
dp-ffr.1-1-8-JP.cop	Inactive
localeinstaller	Inactive

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.

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Subscriber software packages page. The page title is 'Cisco Unifiedオペレーティングシステムの管理' (Cisco Unified Operating System Management). The page content includes the following sections:

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)	7.1.5.10000-12
アクティブでないバージョン(Inactive Version)	5.1.3.7109-1

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-1-1-8-JP.cop	Active
dp-ffr-3-1-9-JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-5.1.1.2000-1.cop	Inactive
dp-ffr-1-1-8-JP.cop	Inactive
localeinstaller	Inactive

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.

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.
-

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Admin Page in Japanese. The browser address bar shows the URL: https://10.78.239.196:443/cmplatform/softwareEdit.do. The page title is "Cisco Unified オペレーティングシステムの管理" (Cisco Unified Operating System Management). The user is logged in as "ccmadmin".

The main content area displays the "ソフトウェアパッケージ (Software Packages)" section. It shows the "パーティションのバージョン (Partition Versions)" table:

バージョン (Version)	ステータス (Status)
アクティブなバージョン (Active Version) 8.5.1.10000-26	Active
アクティブでないバージョン (Inactive Version) 7.1.5.10000-12	Inactive

Below this, the "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)" table is shown:

オプション名 (Option Name)	ステータス (Status)
cm-locale-ja_JP-8.5.1.1000-1.cop	Active
dp-ffr.1-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.1-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

The Windows taskbar at the bottom shows the system tray with the date and time: 2011/08/31 15:49 水曜日.

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.

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.

Outputs/Observed Results

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

The screenshot displays the Cisco Unified Communications Manager Software Packages management interface. The main content area shows the following information:

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): 8.5.1.10000-26
- アクティブでないバージョン (Inactive Version): 7.1.5.10000-12

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-8.5.1.1000-1.cop	Active
dp-ffr.1-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.1-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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 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

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

The screenshot shows the 'Backup Status' page in the Disaster Recovery System. The status is 'SUCCESS: Backup Completed...'. Below this, the 'Backup details' section provides the following information:

- Tar Filename: 2011-08-24-12-58-57.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Wed Aug 24 12:58:57 IST 2011	2011-08-24-12-58-57_b_cucm_cdr_car_car.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Wed Aug 24 13:00:53 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_syslogagt.log
UCM	CUCM	CDPAGT	100	SUCCESS	Wed Aug 24 13:00:53 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_cdpagt.log
UCM	CUCM	PLATFORM	100	SUCCESS	Wed Aug 24 13:00:54 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Wed Aug 24 13:00:55 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_clm.log
UCM	CUCM	TCT	100	SUCCESS	Wed Aug 24 13:00:56 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Wed Aug 24 13:00:56 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Wed Aug 24 13:00:58 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_ccmdb.log
UCM	CUCM	TFTP	100	SUCCESS	Wed Aug 24 13:01:34 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_tftp.log
UCM	CUCM	REPORTER	100	SUCCESS	Wed Aug 24 13:12:53 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_reporter.log
UCM	CUCM	ANN	100	SUCCESS	Wed Aug 24 13:12:57 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_ann.log
UCM	CUCM	MOH	100	SUCCESS	Wed Aug 24 13:12:57 IST 2011	2011-08-24-12-58-57_b_cucm_ucm_moh.log

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 3-6 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.

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.

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.

Outputs/Observed Results

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

Restore Status - Windows Internet Explorer

https://10.78.239.196:443/drf/restorestatus.do

Restore Status

Refresh

Status

SUCCESS: Restore Completed...

Restart Required

For changes to take effect, restart the successfully restored server(s) [CUCM]. In case of a cluster, restart the entire cluster for changes to take effect.

Restore details

Tar Filename: 2011-08-24-12-58-57.tar
 Backup Device: NETWORK
 Operation: RESTORE
 Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Wed Aug 24 14:29:55 IST 2011	2011-08-24-14-29-46_r_cucm_cdr_car_car.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Wed Aug 24 14:33:30 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_syslogagt.log
UCM	CUCM	CDPAGT	100	SUCCESS	Wed Aug 24 14:33:31 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_cdpagt.log
UCM	CUCM	PLATFORM	100	SUCCESS	Wed Aug 24 14:35:54 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Wed Aug 24 14:36:00 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_clm.log
UCM	CUCM	TCT	100	SUCCESS	Wed Aug 24 14:36:02 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Wed Aug 24 14:37:46 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Wed Aug 24 14:37:48 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_ccmdb.log
UCM	CUCM	TFTP	100	SUCCESS	Wed Aug 24 14:59:05 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_tftp.log
UCM	CUCM	REPORTER	100	SUCCESS	Wed Aug 24 15:03:03 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_reporter.log
UCM	CUCM	ANN	100	SUCCESS	Wed Aug 24 15:03:32 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_ann.log
UCM	CUCM	MOH	100	SUCCESS	Wed Aug 24 15:03:33 IST 2011	2011-08-24-14-29-46_r_cucm_ucm_moh.log

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.

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

The screenshot shows the Cisco Unified Communications Manager Administration interface in a Windows Internet Explorer browser. The page title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The address bar shows the URL "https://10.78.239.196:443/cmplatform/softwareEdit.do". The page content includes a navigation menu, a search bar, and a table of installed software options.

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) 8.6.1.20000-1
 アクティブでないバージョン (Inactive Version) 8.5.1.10000-26

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)
cisco.com.refresh_upgrade_v1.0.cop		Active	
cm-locale-ja_JP-8.6.1.1000-1.cop		Active	
dp-ffr-3-1-9_JP.cop		Active	
localeinstaller		Active	
cisco.com.refresh_upgrade_v1.0.cop		Inactive	
cm-locale-ja_JP-8.5.1.1000-1.cop		Inactive	
dp-ffr-3-1-9_JP.cop		Inactive	
localeinstaller		Inactive	

ページが表示されました

283732

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The browser address bar shows the URL: https://10.78.239.197:443/cmplatform/softwareEdit.do. The page title is 'ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer'. The page content includes the following sections:

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) 8.6.1.20000-1
- アクティブでないバージョン (Inactive Version) 8.5.1.10000-26

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)
ciscom.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
ciscom.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

The status bar at the bottom of the browser window shows 'ページが表示されました' (Page displayed) and 'インターネット' (Internet).

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 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.

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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1189	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.U.1193	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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	

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

- 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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Administration interface. The main content area displays the following information:

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

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.

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The browser title is 'ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer'. The address bar shows 'https://10.78.239.209:443/cmplatform/softwareEdit.do'. The page content includes the Cisco logo and navigation menus. The main content area is titled 'ソフトウェアパッケージ (Software Packages)' and contains the following sections:

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

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.

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,

- 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.

Outputs/Observed Results

Figure 3-13 Upgrading the Cisco Unified Communications Manager Publisher from 7.1(5) to 8.5(1)

The screenshot shows the Cisco Unified Communications Manager Administration interface. The main content area displays the 'ソフトウェアパッケージ (Software Packages)' section. It includes a table for 'パーティションのバージョン (Partition Versions)' and a table for '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)'.

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)	8.5.1.10000-26
アクティブでないバージョン (Inactive Version)	7.1.5.32900-2

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-8.5.1.1000-1.cop	Active
dp-ffr.2-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.2-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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.

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.

Outputs/Observed Results

Figure 3-14 Upgrading the Cisco Unified Communications Manager Subscriber from 7.1(5) to 8.5(1)

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The 'Partition Versions' section displays the following information:

バージョンのバージョン(Partition Versions)	ステータス
アクティブなバージョン(Active Version) 8.5.1.10000-26	Active
アクティブではないバージョン(Inactive Version) 7.1.5.32900-2	Inactive

The 'Installed Software Options' table is as follows:

オプション名 (Option Name)	ステータス (Status)
cm-locale-ja_JP-8.5.1.1000-1.cop	Active
dp-ffr.2-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.2-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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 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 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

The screenshot displays the Cisco Disaster Recovery System web interface. The page title is "Disaster Recovery System For Cisco Unified Communications Solutions". The user is logged in as "ccmadmin". The "Backup Status" section shows a "SUCCESS: Backup Completed..." message. Below this, the "Backup details" section provides the following information:

- Tar Filename: 2011-09-07-01-13-09.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

A table lists the backup results for various components:

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Wed Sep 07 01:13:09 IST 2011	2011-09-07-01-13-09_b_cucm_cdr_car_car.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Wed Sep 07 01:15:05 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_syslogagt.log
UCM	CUCM	CDPAGT	100	SUCCESS	Wed Sep 07 01:15:05 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_cdpagt.log
UCM	CUCM	PLATFORM	100	SUCCESS	Wed Sep 07 01:15:06 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Wed Sep 07 01:15:08 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_clm.log
UCM	CUCM	TCT	100	SUCCESS	Wed Sep 07 01:15:08 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Wed Sep 07 01:15:09 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Wed Sep 07 01:15:11 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_ccmdb.log
UCM	CUCM	TFTP	100	SUCCESS	Wed Sep 07 01:15:39 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_tftp.log
UCM	CUCM	REPORTER	100	SUCCESS	Wed Sep 07 01:22:26 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_reporter.log
UCM	CUCM	ANN	100	SUCCESS	Wed Sep 07 01:22:30 IST 2011	2011-09-07-01-13-09_b_cucm_ucm_ann.log

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

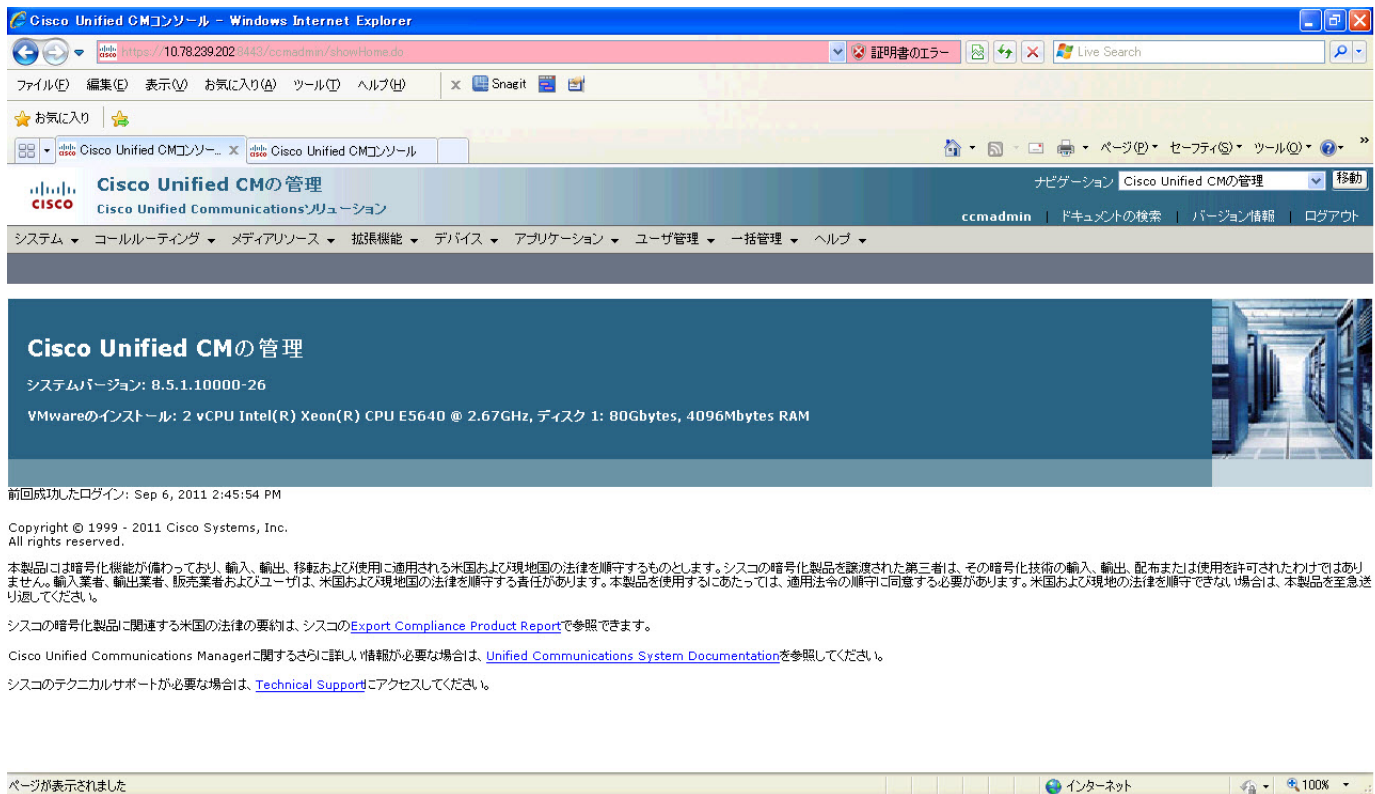
Expected Results

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



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

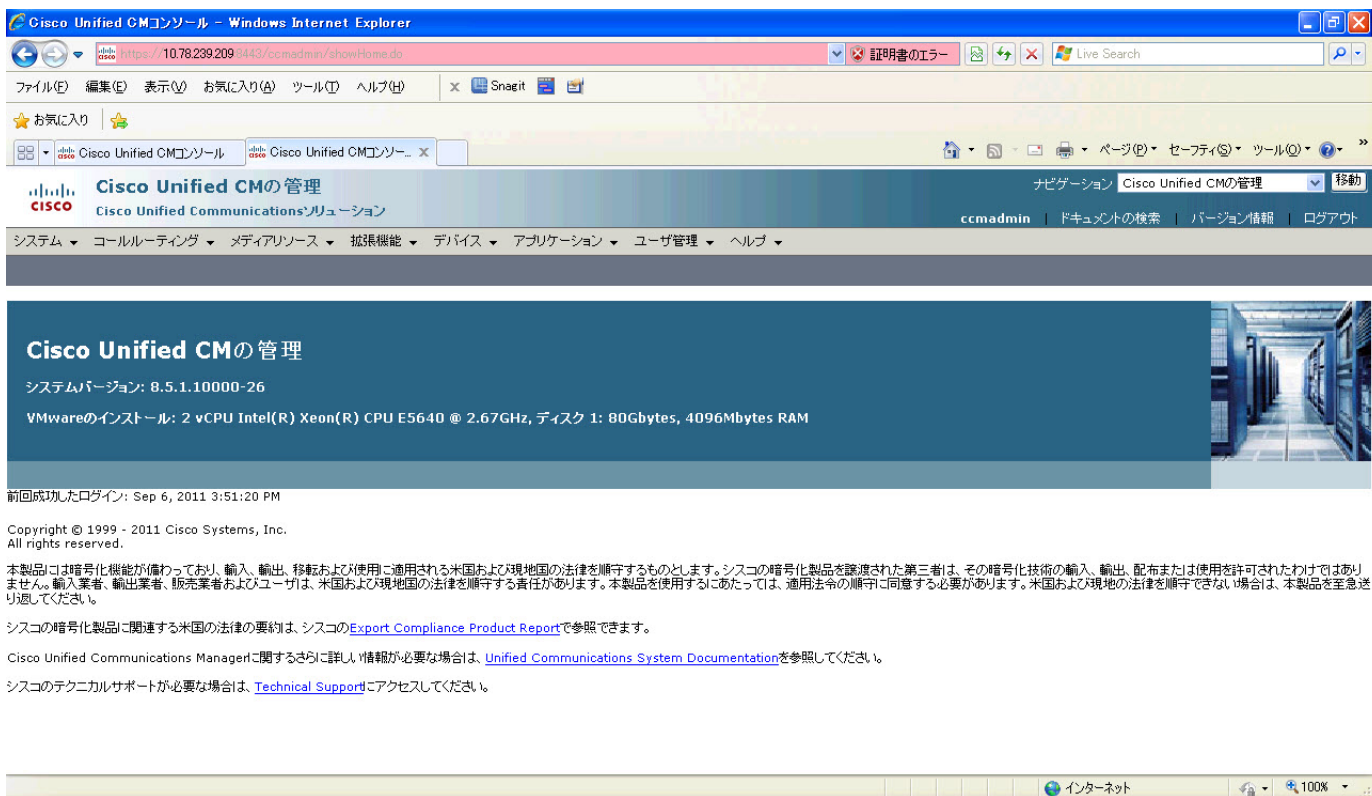
Expected Results

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



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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.

- 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

The screenshot displays the Cisco Disaster Recovery System interface. The main heading is "Restore Status" with a "Refresh" button. The status section shows "SUCCESS: Restore Completed...". A "Restart Required" message indicates that servers [CUCM1, CUCM] should be restarted for changes to take effect. The "Restore details" section shows the following information:

- Tar Filename: 2011-09-07-01-13-09.tar
- Backup Device: NETWORK
- Operation: RESTORE
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Tue Sep 06 13:40:18 IST 2011	2011-09-06-13-40-09_r_cucm_cdr_car_car.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Tue Sep 06 13:43:49 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_syslogagt.log
UCM	CUCM	CDPAGT	100	SUCCESS	Tue Sep 06 13:43:50 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_cdpagt.log
UCM	CUCM	PLATFORM	100	SUCCESS	Tue Sep 06 13:46:13 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Tue Sep 06 13:46:17 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_clm.log
UCM	CUCM	TCT	100	SUCCESS	Tue Sep 06 13:46:18 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Tue Sep 06 13:48:02 IST 2011	2011-09-06-13-40-09_r_cucm_ucm_comprefs.log

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.

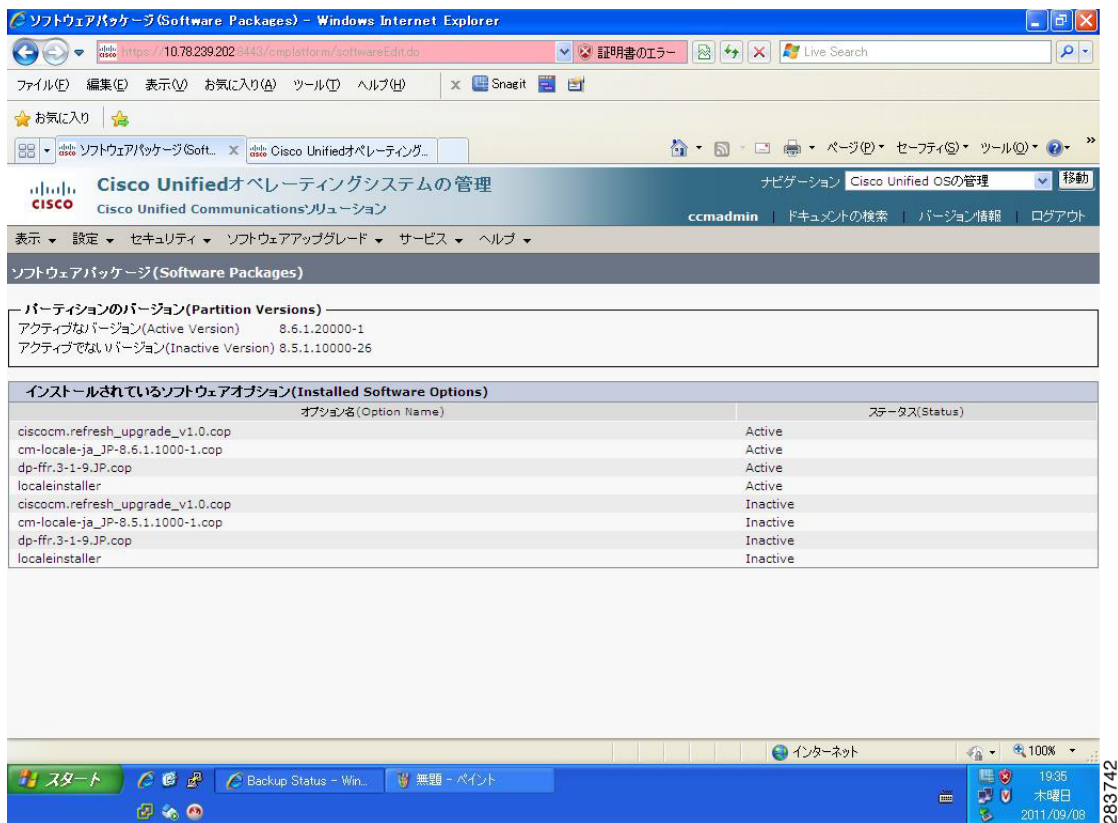
Expected Results

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.

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.
-

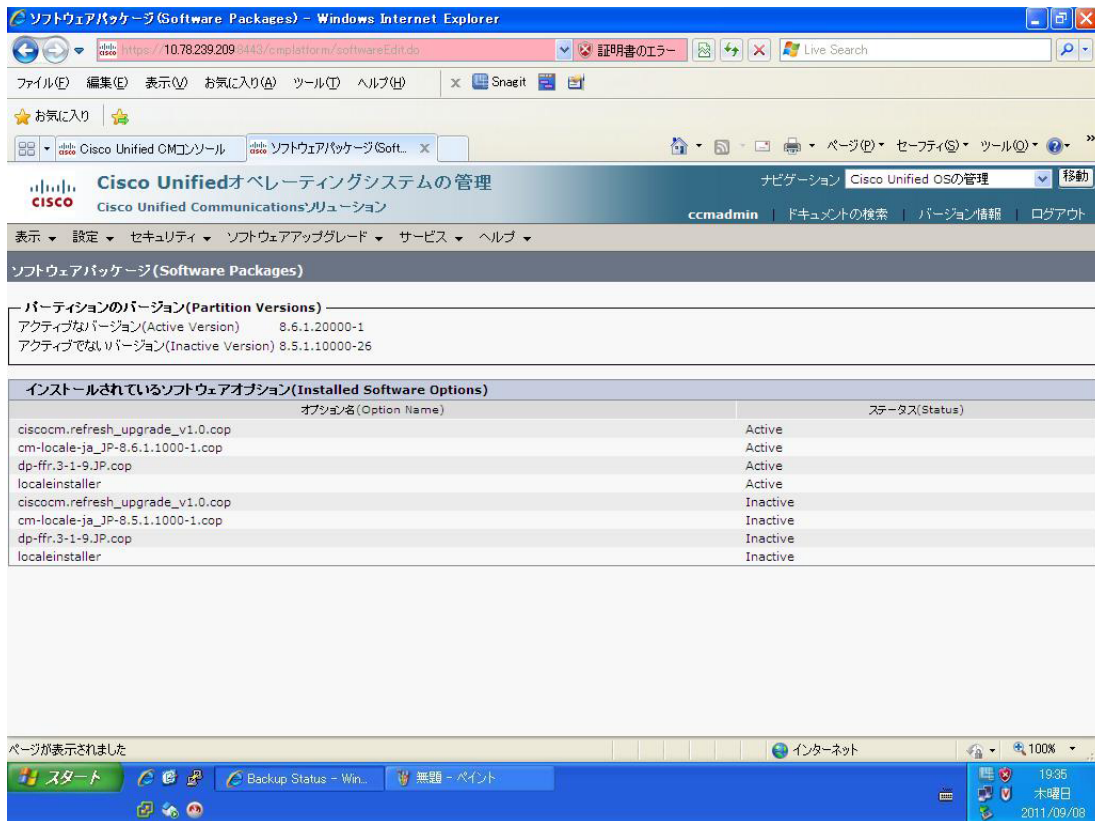
Expected Results

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.

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 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.

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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1205	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1212	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.UPGR ADE.U.1213	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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	

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.

- 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)

The screenshot shows the Cisco Unified Communications Manager Administration console. The main content area is titled "ソフトウェアパッケージ (Software Packages)". It displays the following information:

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): 8.5.1.10000-26
- アクティブでないバージョン (Inactive Version): 6.1.5.14042-2

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-8.5.1.1000-1.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

The Windows taskbar at the bottom shows the Start button, Internet Explorer, and the Software Packages application. The system tray displays the time as 14:42 on 2011/09/02.

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

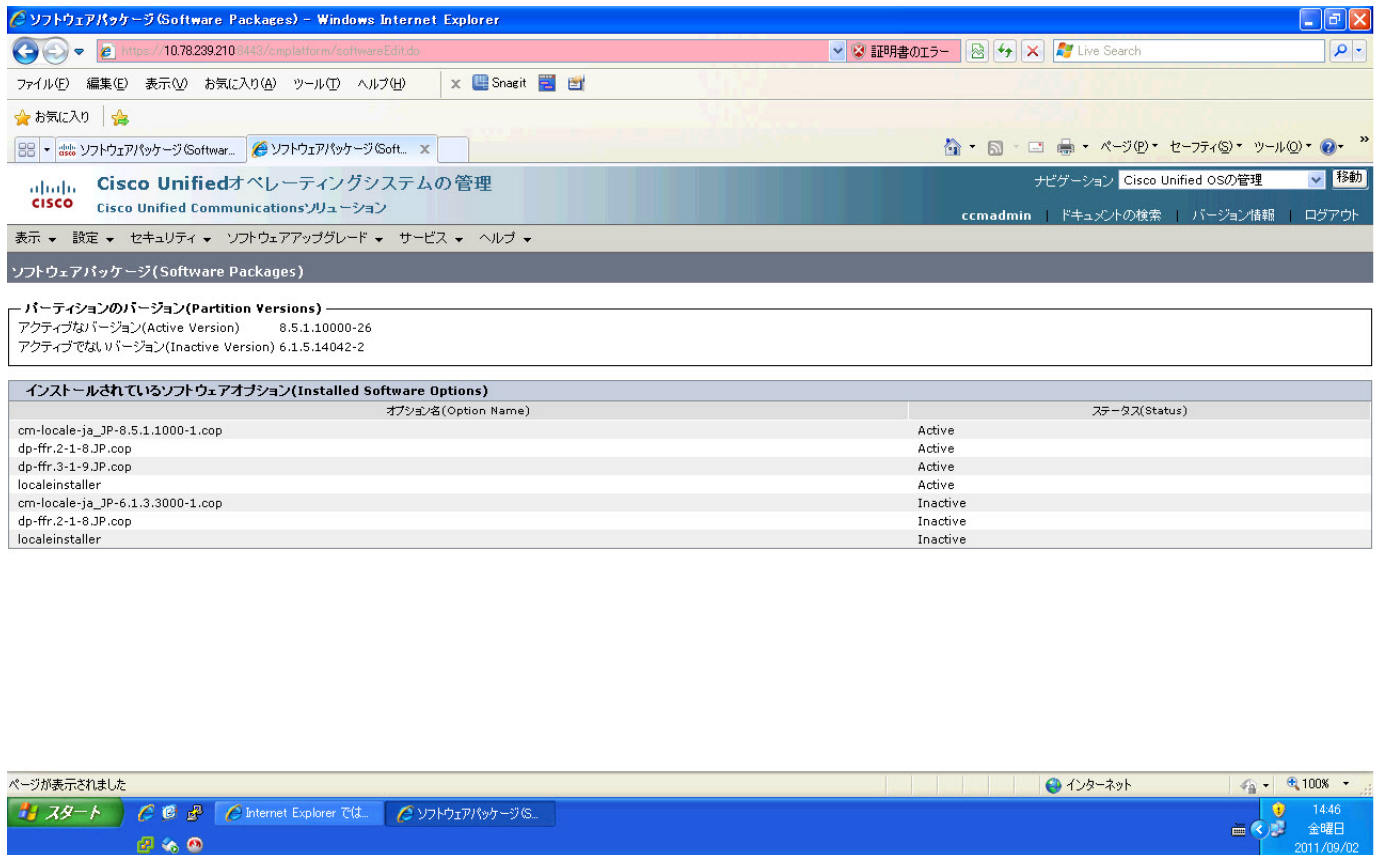
After upgrading Unified Communications Manager Subscriber,

- 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.

- 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)



The screenshot shows the Cisco Unified Communications Manager Subscriber software packages page. The page title is 'ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer'. The URL is 'https://10.78.239.210:8443/cmplatform/softwareEdit.do'. The page content includes the following sections:

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)	8.5.1.10000-26
アクティブでないバージョン (Inactive Version)	6.1.5.14042-2

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-8.5.1.1000-1.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

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.

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.
-

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

The screenshot displays the 'Backup Status' page in the Disaster Recovery System. The status is 'SUCCESS: Backup Completed...'. Below this, the 'Backup details' section provides the following information:

- Tar Filename: 2011-09-02-14-43-41.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Fri Sep 02 14:43:41 IST 2011	2011-09-02-14-43-41_b_cucmpub_cdr_car.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Fri Sep 02 14:45:45 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_cdpagt.log
UCM	CUCMPUB	SYSLOGAGT	100	SUCCESS	Fri Sep 02 14:45:46 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_syslogagt.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Fri Sep 02 14:45:46 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_platform.log
UCM	CUCMPUB	CLM	100	SUCCESS	Fri Sep 02 14:45:47 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_clm.log
UCM	CUCMPUB	TCT	100	SUCCESS	Fri Sep 02 14:45:48 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_tct.log
UCM	CUCMPUB	CCMPREFS	100	SUCCESS	Fri Sep 02 14:45:48 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_ccmprefs.log
UCM	CUCMPUB	CCMDB	100	SUCCESS	Fri Sep 02 14:45:50 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_ccmdb.log
UCM	CUCMPUB	TFTP	100	SUCCESS	Fri Sep 02 14:46:13 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_tftp.log
UCM	CUCMPUB	REPORTER	100	SUCCESS	Fri Sep 02 14:51:54 IST 2011	2011-09-02-14-43-41_b_cucmpub_ucm_reporter.log

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

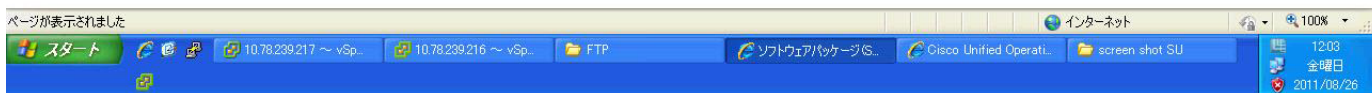
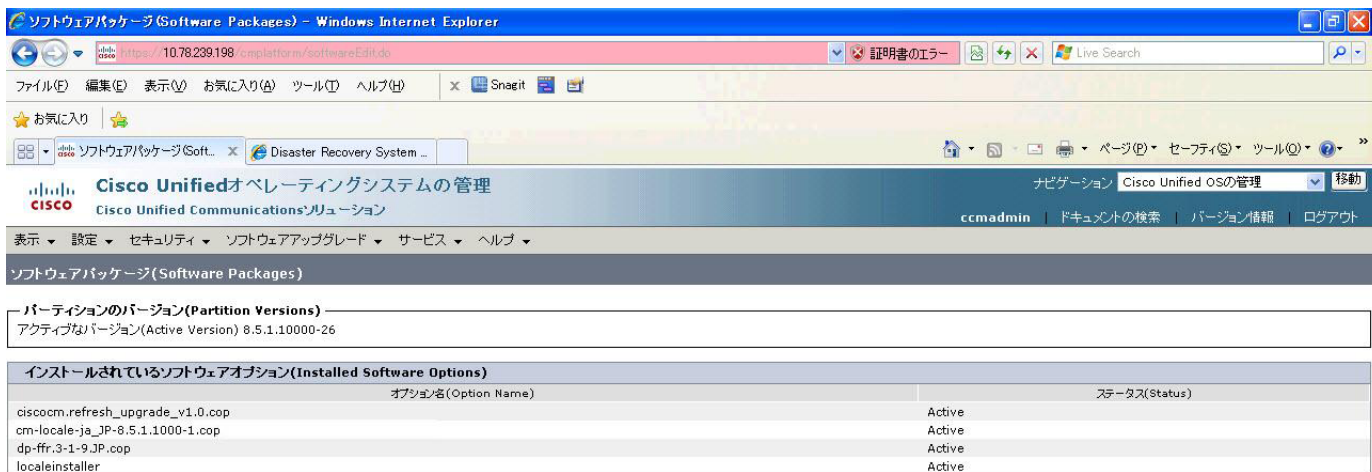
Expected Results

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 3-24 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.

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

The screenshot shows the 'ソフトウェアパッケージ (Software Packages)' section of the Cisco Unified Communications Manager Subscriber 8.5(1) installation completion page. The page displays the following information:

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) 8.5.1.10000-26

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)
ciscocm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.5.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active

The screenshot shows the Windows taskbar with several open applications, including 'ソフトウェアパッケージ (Software Packages)', 'Software Packages...', and 'screenshot ES'. The system tray shows the date and time as 2011/08/26 12:25.

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

The screenshot shows the 'Restore Status' page for the Cisco Disaster Recovery System. The status is 'SUCCESS: Restore Completed...'. A message indicates that a restart is required for changes to take effect. The restore details show a 100% completion rate for various UCM components.

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Fri Sep 02 17:26:48 IST 2011	2011-09-02-17-26-39_r_cucmpub_cdr_car_car.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Fri Sep 02 17:30:24 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_cdpagt.log
UCM	CUCMPUB	SYLOGAGT	100	SUCCESS	Fri Sep 02 17:32:47 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_syslogagt.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Fri Sep 02 17:32:48 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_platform.log
UCM	CUCMPUB	CLM	100	SUCCESS	Fri Sep 02 17:32:56 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_clm.log
UCM	CUCMPUB	TCT	100	SUCCESS	Fri Sep 02 17:32:58 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_tct.log
UCM	CUCMPUB	CCMPREFS	100	SUCCESS	Fri Sep 02 17:34:56 IST 2011	2011-09-02-17-26-39_r_cucmpub_ucm_ccmprefs.log

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.

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

The screenshot shows the Cisco Unified Communications Manager Administration interface. The main content area displays the following information:

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)	8.6.1.20000-1
アクティブでないバージョン(Inactive Version)	8.5.1.10000-26

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)
ciscoom.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
ciscoom.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The page title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The URL is "https://10.78.239.210/cnp/platform/softwareEdit.do". The page content includes the following sections:

バージョンのバージョン (Partition Versions)

アクティブなバージョン (Active Version)	8.6.1.20000-1
アクティブでないバージョン (Inactive Version)	8.5.1.10000-26

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)
cisco cm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cisco cm.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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 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.

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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1217	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1225	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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 Cases

This section contains the following test cases:

- Upgrading the Unified Communications Manager Publisher from ES 7.1(3) to 8.5(1)
- Upgrading the Unified Communications Manager Subscriber from ES-7.1(3) to 8.5(1)
- Upgrade of Cisco Unified IP Phones from ES-7.1(3) to 8.5(1)
- Installation of Cisco IP Communicator 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 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.

- 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)

The screenshot shows the Cisco Unified Communications Manager Administration console. The main content area is titled "ソフトウェアパッケージ (Software Packages)" and displays the following information:

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)	8.5.1.10000-26
アクティブでないバージョン (Inactive Version)	7.1.3.33042-1

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-8.5.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.3.2000-1.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

The bottom of the screenshot shows the Windows taskbar with several open applications, including "ソフトウェアパッケージ (S...)", "FTP", and "screenshot ES". The system tray shows the time as 19:26 on 2011/08/25.

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.

- 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)

The screenshot shows the Cisco Unified Communications Manager Administration web interface. The page title is "ソフトウェアパッケージ (Software Packages)". The main content area is titled "パーティションのバージョン (Partition Versions)" and shows the following information:

- アクティブなバージョン (Active Version): 8.5.1.10000-26
- アクティブでないバージョン (Inactive Version): 7.1.3.33042-1

Below this, there is a table titled "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-8.5.1.1000-1.cop	Active
dp-ffr-3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.3.2000-1.cop	Inactive
dp-ffr-3-1-9.JP.cop	Inactive
localeinstaller	Inactive

The screenshot also shows the Windows taskbar at the bottom with several open applications: "スタート", "10.78.239.217 ~ vSp...", "10.78.239.216 ~ vSp...", "Telnet 10.78.239.195", "ソフトウェアパッケージ (S...", and "FTP". The system tray shows the date and time as 19:24 on 2011/08/25.

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.

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.

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

The screenshot shows the 'Backup Status' page in a web browser. The status is 'SUCCESS: Backup Completed...'. Below this, the 'Backup details' section provides the following information:

- Tar Filename: 2011-08-25-19-22-48.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Thu Aug 25 19:22:48 IST 2011	2011-08-25-19-22-48_b_cucmpub_cdr_car_car.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Thu Aug 25 19:24:30 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_cdpagt.log
UCM	CUCMPUB	SYSLOGAGT	100	SUCCESS	Thu Aug 25 19:24:30 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_syslogagt.log
UCM	CUCMPUB	TCT	100	SUCCESS	Thu Aug 25 19:24:31 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_tct.log
UCM	CUCMPUB	CCMDB	100	SUCCESS	Thu Aug 25 19:24:31 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_ccmdb.log
UCM	CUCMPUB	REPORTER	100	SUCCESS	Thu Aug 25 19:24:41 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_reporter.log
UCM	CUCMPUB	TFTP	100	SUCCESS	Thu Aug 25 19:24:42 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_tftp.log
UCM	CUCMPUB	ANN	100	SUCCESS	Thu Aug 25 19:26:18 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_ann.log
UCM	CUCMPUB	MOH	100	SUCCESS	Thu Aug 25 19:26:19 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_moh.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Thu Aug 25 19:26:21 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_platform.log
UCM	CUCMPUB	DAT	100	SUCCESS	Thu Aug 25 19:26:22 IST 2011	2011-08-25-19-22-48_b_cucmpub_ucm_dat.log

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

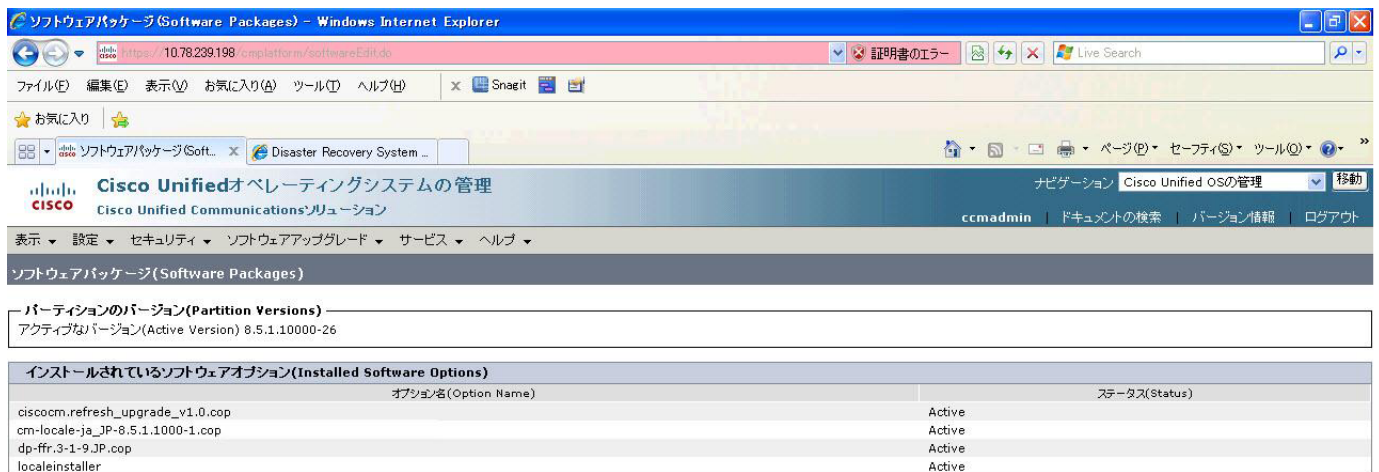
Expected Results

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



The screenshot shows the Cisco Unified Communications Manager Administration console. The main content area is titled "ソフトウェアパッケージ (Software Packages)". Under the "パーティションのバージョン (Partition Versions)" section, it shows "アクティブなバージョン (Active Version) 8.5.1.10000-26". Below this, the "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)" section contains the following table:

オプション名 (Option Name)	ステータス (Status)
ciscocm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.5.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active



The screenshot shows the Windows taskbar with several open applications. The taskbar includes "スタート", "10.78.239.217 ~ vSp.", "10.78.239.216 ~ vSp.", "FTP", "ソフトウェアパッケージ (S...", "Cisco Unified Operati...", and "screen shot SU". The system tray shows the date and time as 2011/08/26 12:03.

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

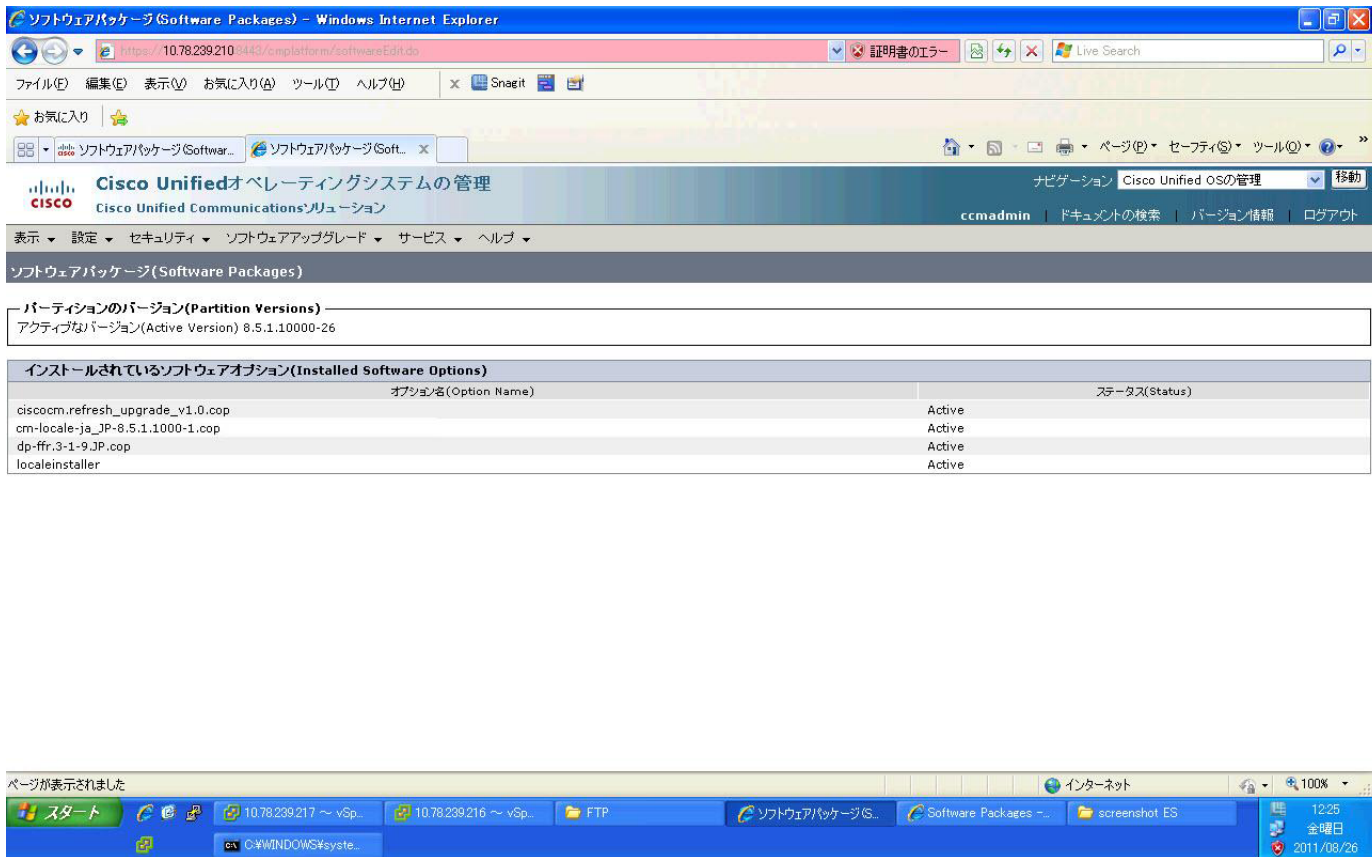
Expected Results

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 3-33 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.

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. |
-

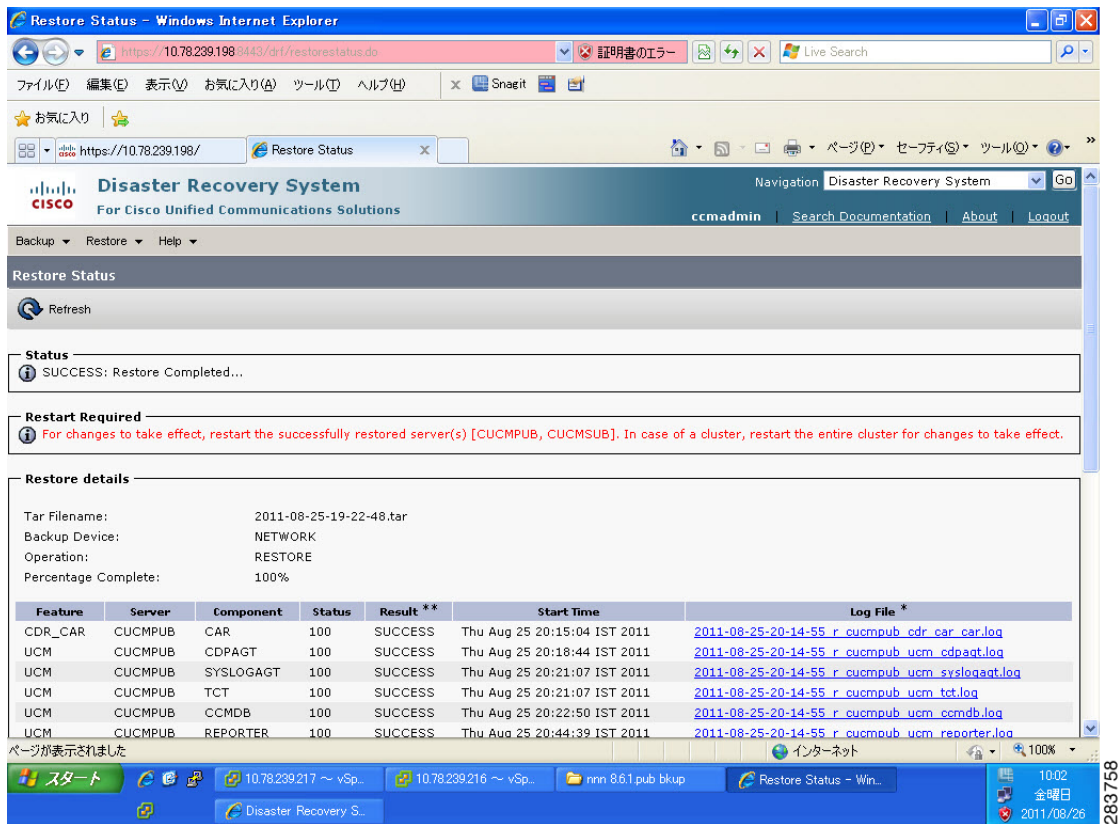
Expected Results

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.

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

- 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.

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

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

https://10.78.239.198/cmp/Platform/softwareEdit.do

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) 8.6.1.20000-1
 アクティブでないバージョン (Inactive Version) 8.5.1.10000-26

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)
cisco.com.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9_JP.cop	Active
localeinstaller	Active
cisco.com.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr.3-1-9_JP.cop	Inactive
localeinstaller	Inactive

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.

Outputs/Observed Results

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

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Operating System Management). The page content includes a table for "パーティションのバージョン (Partition Versions)" and a table for "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)".

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)	8.6.1.20000-1
アクティブでないバージョン (Inactive Version)	8.5.1.10000-26

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)
cisco.com.refresh_upgrade_v1.0.cop		Active
cm-locale-ja_JP-8.6.1.1000-1.cop		Active
dp-ffr-3-1-9_JP.cop		Active
localeinstaller		Active
cisco.com.refresh_upgrade_v1.0.cop		Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop		Inactive
dp-ffr-3-1-9_JP.cop		Inactive
localeinstaller		Inactive

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 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.

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

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1229	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.

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

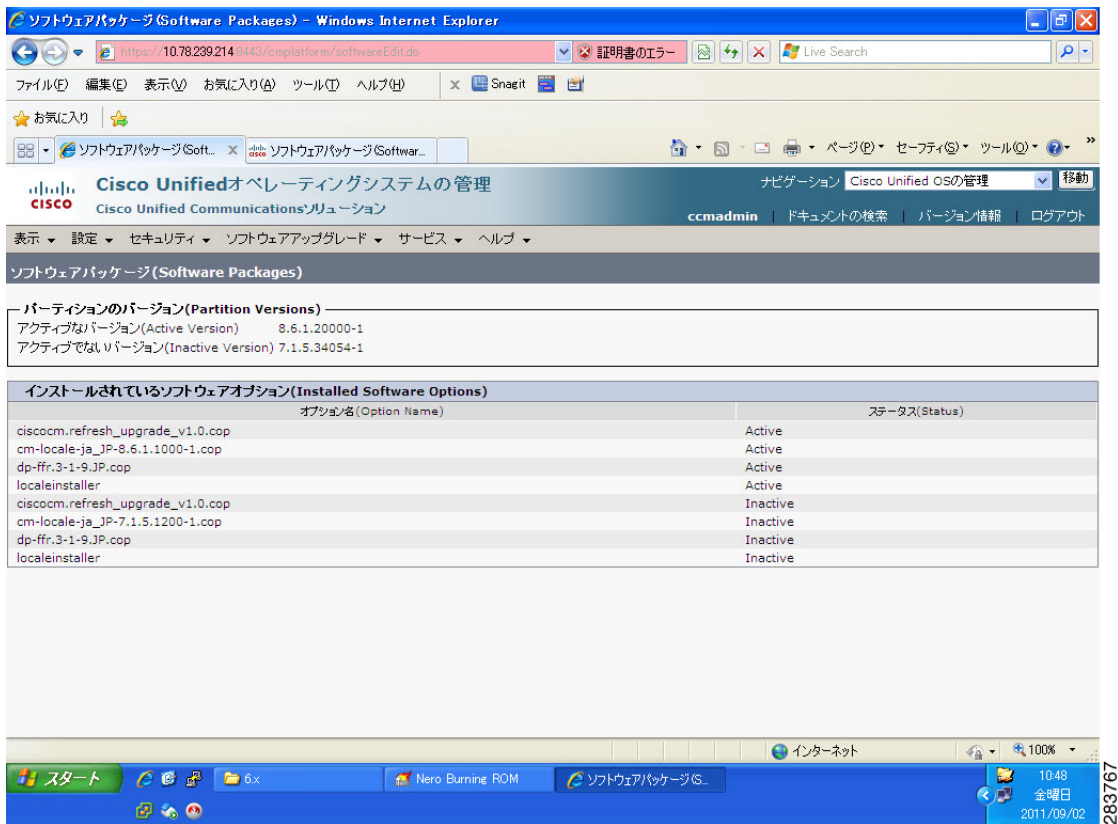
Expected Results

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.

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.

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

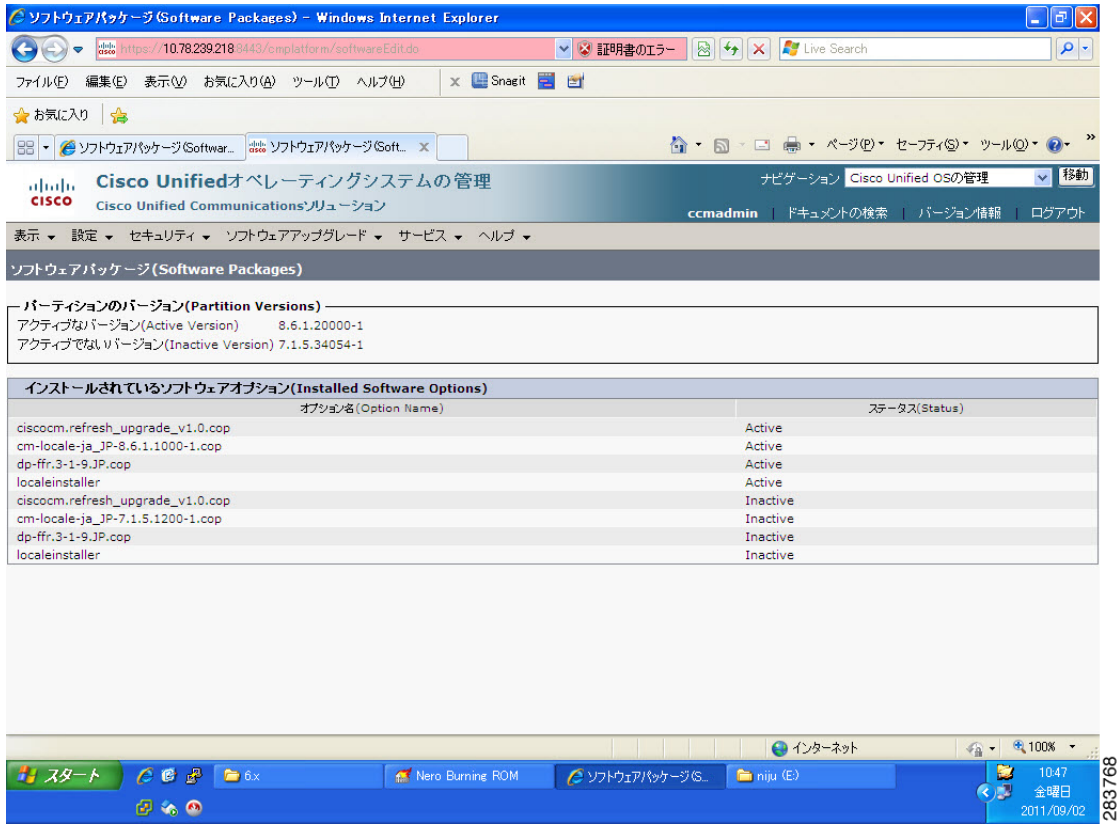
Expected Results

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.

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.

- 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

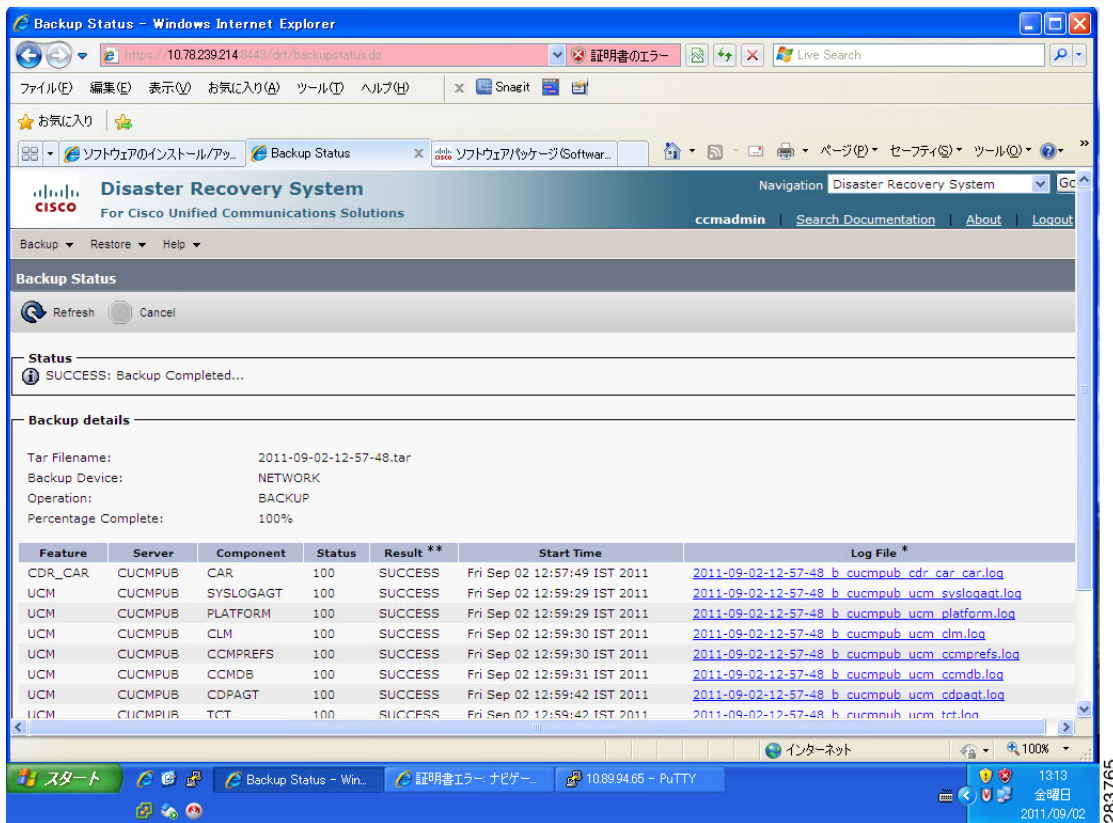
-
- Step 1** Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.
 - Step 2** Go to Back up -> Backup device and Add sftp backup device.
 - Step 3** Go to Backup -> Manual Back up.
 - Step 4** Click the Start Backup button in order to start the backup process.
 - Step 5** Verify the Backup status.
-

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

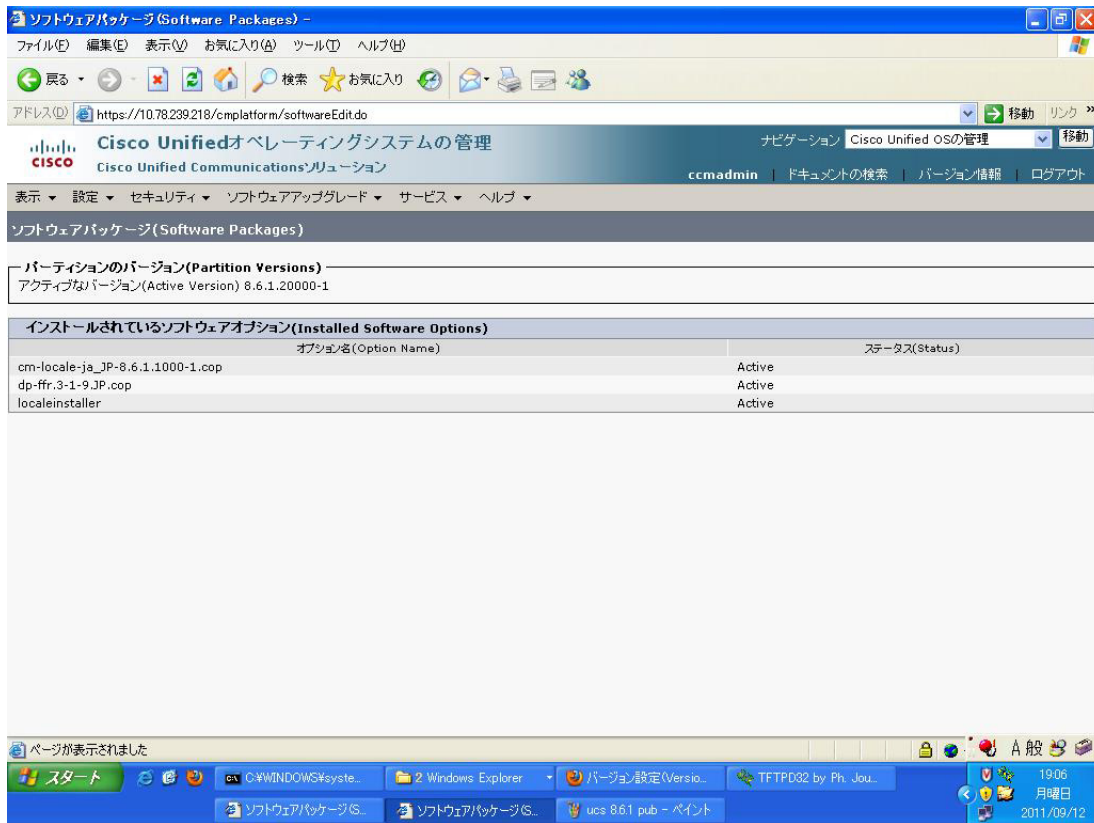
After Installing the Unified Communications Manager Publisher on the UCS,

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

- 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.

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

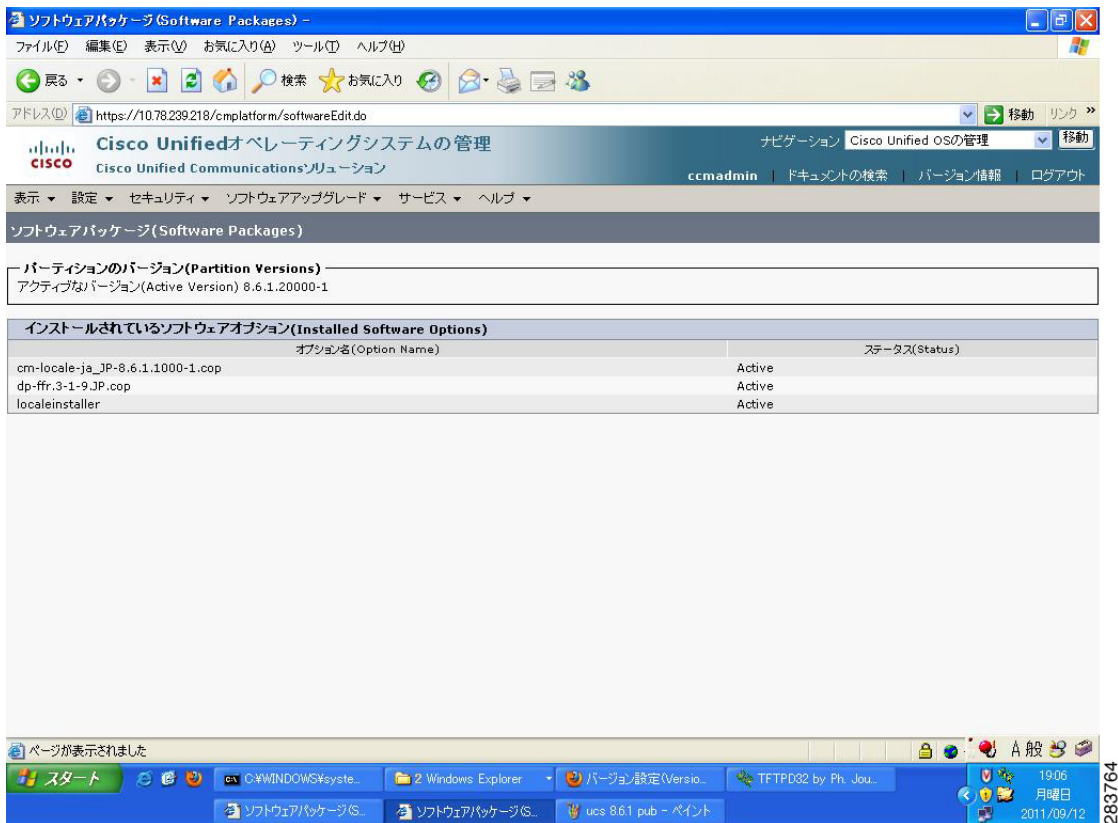
Expected Results

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.

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

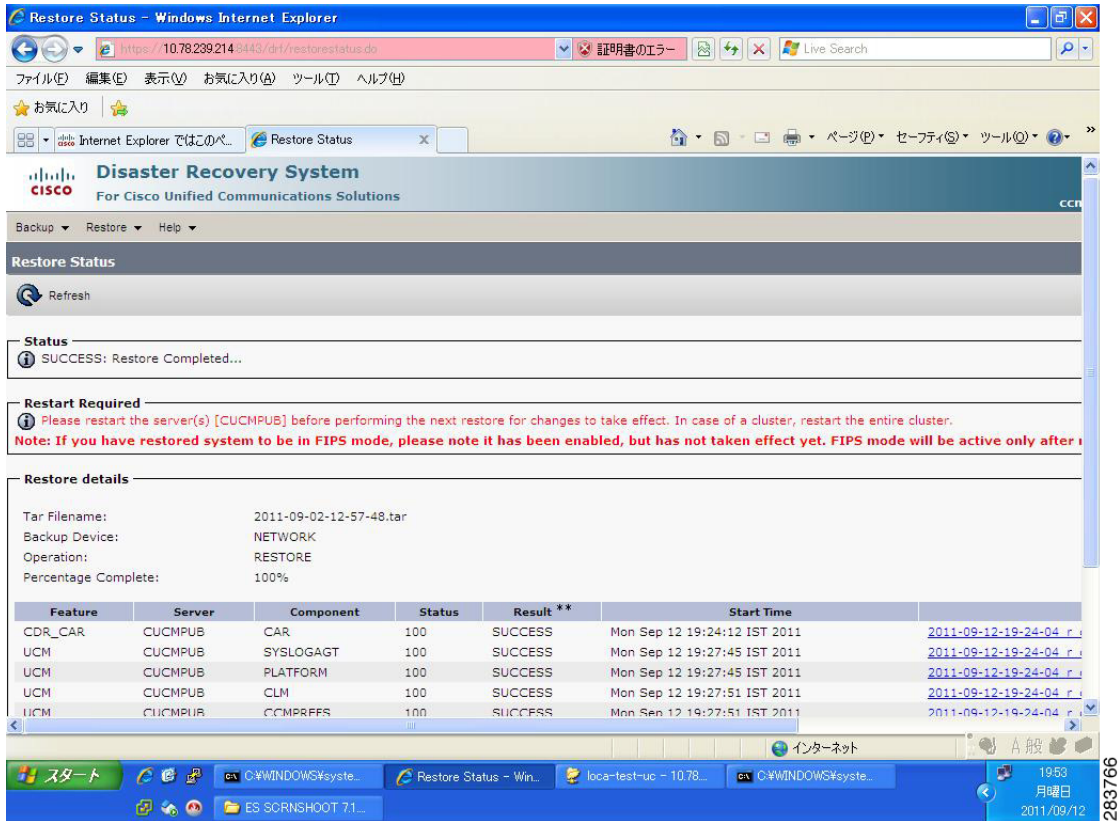
-
- | | |
|---------------|---|
| Step 1 | Log on to Cisco Unified Communication Manager Disaster recovery System Page |
| Step 2 | Go to Back up -> Backup device and Add sftp backup device. |
| Step 3 | Navigate to Restore>Restore Wizard |
| Step 4 | Select Backup Device->Next->Select the backup file 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.

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.

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.

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)

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-8.6.1.1000-1.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1103	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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1107	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1115	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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\(3\)](#)

- 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)

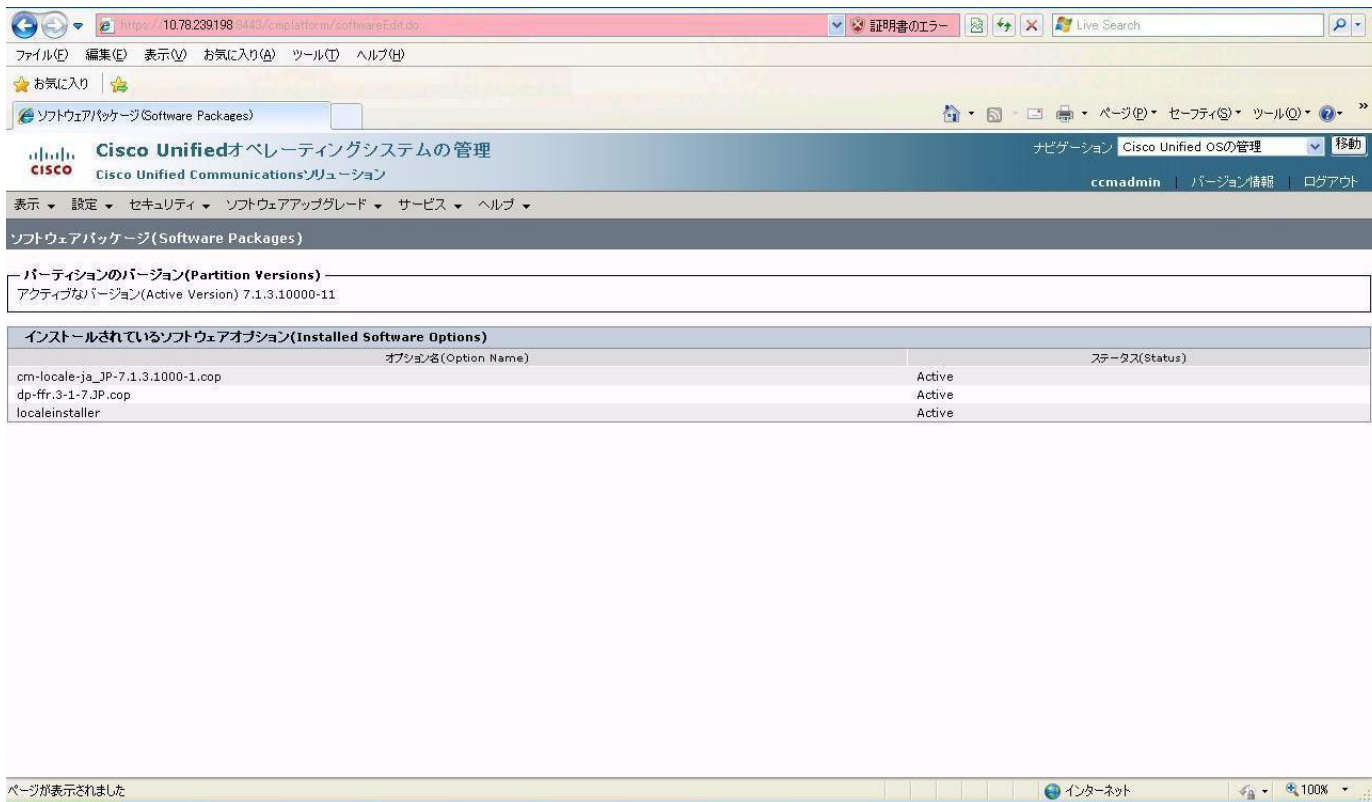
- MGCP end points (FXS, PRI, T1 and BRI) should register with Unified Communications Manager.
- Calls between the IP phones and PSTN phones via MGCP gateway should work:
- PSTN user, who: 1) places an inbound call from the PSTN to a Unified IP Phone in a Unified Communications Manager cluster through 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)



Figure 3-44 Upgrading the Unified Communications Manager Publisher from SU-4.1(3) to 7.1(3)



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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.

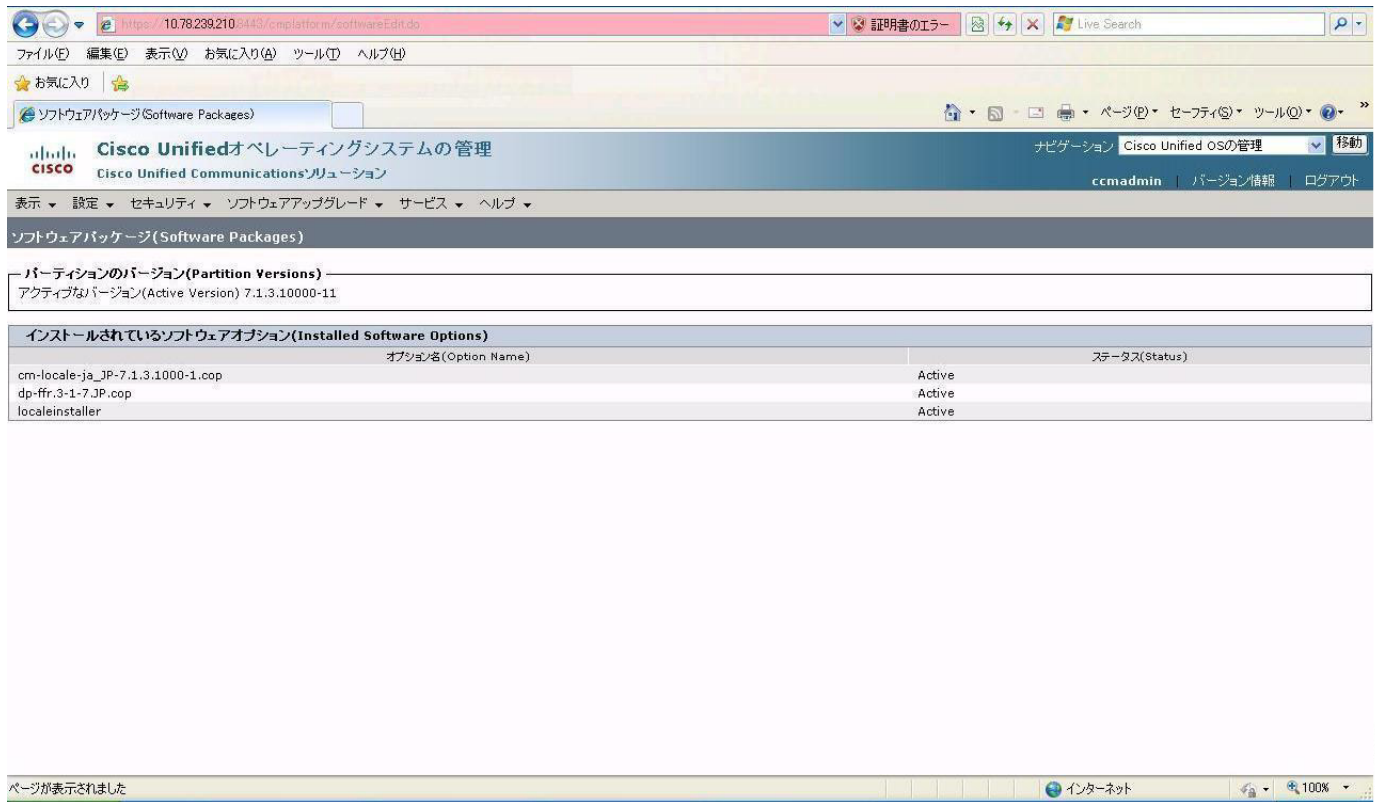
- No errors in the upgrade log file check the upgrade log file for any errors.
- No replication failure between the Publisher and Subscribers.
- IP Phones should register with Cisco Unified Communications Manager using SCCP.
- The devices MGCP/H.323 Gateways, Trunks should be configured correctly.
-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

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.

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,

- 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.

Outputs/Observed Results

Figure 3-47 Upgrading the Cisco Unified Communications Manager Publisher from 7.1(3) to 8.5(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-8.5.1.1000-1.cop	Active	
dp-ffr.3-1-7.JP.cop	Active	
localeinstaller	Active	
cm-locale-ja_JP-7.1.3.1000-1.cop	Inactive	
dp-ffr.3-1-7.JP.cop	Inactive	
localeinstaller	Inactive	

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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.

Outputs/Observed Results

Figure 3-48 Upgrading the Cisco Unified Communications Manager Subscriber from 7.1(3) to 8.5(1)

The screenshot shows the Cisco Unified Communications Manager web interface. The browser address bar displays the URL: https://10.78.239.210:8443/platform/softwareEdit.do. The page title is "Cisco Unified オペレーティングシステムの管理" (Cisco Unified Operating System Management). The user is logged in as "ccmadmin".

The main content area is titled "ソフトウェアパッケージ (Software Packages)". Under the "パーティションのバージョン (Partition Versions)" section, the following information is displayed:

- アクティブなバージョン (Active Version): 8.5.1.10000-26
- アクティブでないバージョン (Inactive Version): 7.1.3.10000-11

The "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)" section contains the following table:

オプション名 (Option Name)	ステータス (Status)
cm-locale-ja_JP-8.5.1.1000-1.cop	Active
dp-ffr.3-1-7.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.3.1000-1.cop	Inactive
dp-ffr.3-1-7.JP.cop	Inactive
localeinstaller	Inactive

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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 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

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 3-49 Back Up the Unified Communications Manager Configurations from the MCS

The screenshot shows the 'Backup Status' page in a web browser. The page title is 'Backup Status - Windows Internet Explorer'. The address bar shows 'https://10.78.239.198:443/dri/backupstatus.do'. The page content includes a navigation menu, a user name 'ccmadmin', and a 'Backup Status' section with a 'Refresh' button. Below this, a status message reads 'SUCCESS: Backup Completed...'. The 'Backup details' section shows the following information:

- Tar Filename: 2011-08-05-18-10-08.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

A table of backup details follows, with columns for Feature, Server, Component, Status, Result, Start Time, and Log File. All entries show a status of 100 and a result of SUCCESS.

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Fri Aug 05 18:10:08 IST 2011	2011-08-05-18-10-08_b_cuem_cdr_car_car.log
UCM	CUCM	CDPAGT	100	SUCCESS	Fri Aug 05 18:11:55 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_cdpagt.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Fri Aug 05 18:11:56 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_syslogagt.log
UCM	CUCM	TCT	100	SUCCESS	Fri Aug 05 18:11:56 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_tct.log
UCM	CUCM	PLATFORM	100	SUCCESS	Fri Aug 05 18:11:57 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Fri Aug 05 18:11:58 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_clm.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Fri Aug 05 18:11:58 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Fri Aug 05 18:11:59 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_ccmdb.log
UCM	CUCM	TFTP	100	SUCCESS	Fri Aug 05 18:12:17 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_tftp.log
UCM	CUCM	CEF	100	SUCCESS	Fri Aug 05 18:15:52 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_cef.log
UCM	CUCM	ANN	100	SUCCESS	Fri Aug 05 18:15:52 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_ann.log
UCM	CUCM	BAT	100	SUCCESS	Fri Aug 05 18:15:53 IST 2011	2011-08-05-18-10-08_b_cuem_ucm_bat.log

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 3-50 Adding the Unified Communications Manager Publisher 8.5(1) on the UCS Server

The screenshot shows the Cisco Unified Communications Manager Administration console. The main content area is titled "ソフトウェアパッケージ (Software Packages)". It contains two sections:

- 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) 8.5.1.10000-26
- 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)
ciscoom.refresh_upgrade_v1.0.cop	Active
cmn-locale-ja_3P-8.5.1.1000-1.cop	Active
dp-ffr.3-1-9 JP.cop	Active
localeinstaller	Active

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 3-51 Adding the Unified Communications Manager Subscriber 8.5(1) on the UCS Server

The screenshot shows the Cisco Unified Communications Manager Administration console. The page title is "ソフトウェアパッケージ (Software Packages)". Under the "パーティションのバージョン (Partition Versions)" section, the active version is listed as "アクティブなバージョン (Active Version) 8.5.1.10000-26". Below this, the "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)" section contains a table with the following data:

オプション名 (Option Name)	ステータス (Status)
cisco.com.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.5.1.10000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active

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.
- 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 3-52 Migrating the Unified Communications Manager from MCS to UCS

The screenshot shows the 'Restore Status' page of the Cisco Disaster Recovery System. The status is 'SUCCESS: Restore Completed...'. A message indicates that a restart is required for changes to take effect. The 'Restore details' section includes a table with the following data:

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Fri Aug 05 19:22:37 IST 2011	2011-08-05-19-22-28 r cucm cdr car_car.log
UCM	CUCM	CDPAGT	100	SUCCESS	Fri Aug 05 19:26:17 IST 2011	2011-08-05-19-22-28 r cucm ucm cdpagt.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Fri Aug 05 19:28:40 IST 2011	2011-08-05-19-22-28 r cucm ucm syslogagt.log
UCM	CUCM	TCT	100	SUCCESS	Fri Aug 05 19:28:41 IST 2011	2011-08-05-19-22-28 r cucm ucm tct.log
UCM	CUCM	PLATFORM	100	SUCCESS	Fri Aug 05 19:30:24 IST 2011	2011-08-05-19-22-28 r cucm ucm platform.log
UCM	CUCM	CLM	100	SUCCESS	Fri Aug 05 19:30:28 IST 2011	2011-08-05-19-22-28 r cucm ucm clm.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Fri Aug 05 19:30:29 IST 2011	2011-08-05-19-22-28 r cucm ucm ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Fri Aug 05 19:30:30 IST 2011	2011-08-05-19-22-28 r cucm ucm ccmdb.log
UCM	CUCM	TFTP	100	SUCCESS	Fri Aug 05 19:45:02 IST 2011	2011-08-05-19-22-28 r cucm ucm tftp.log

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.

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

The screenshot shows the Cisco Unified Communications Manager Administration interface. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Operating System Management). The user is logged in as "ccmadmin". The page displays the "ソフトウェアパッケージ (Software Packages)" section, which includes a table of installed software options.

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)	8.6.1.20000-1	
アクティブでないバージョン (Inactive Version)	8.5.1.10000-26	

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)	
cisccom.refresh_upgrade_v1.0.cop	Active	
cm-locale-ja_JP-8.6.1.1000-1.cop	Active	
dp-ffr.3-1-9.JP.cop	Active	
localeinstaller	Active	
cisccom.refresh_upgrade_v1.0.cop	Inactive	
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive	
dp-ffr.3-1-9.JP.cop	Inactive	
localeinstaller	Inactive	

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.

Figure 3-54 Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

The screenshot displays the Cisco Unified Communications Manager Administration interface. The main content area is titled "ソフトウェアパッケージ (Software Packages)". It shows a table of "パーティションのバージョン (Partition Versions)" with columns for "アクティブなバージョン (Active Version)" and "アクティブでないバージョン (Inactive Version)". Below this is a table of "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)" with columns for "オプション名 (Option Name)" and "ステータス (Status)".

オプション名 (Option Name)	ステータス (Status)
cisoccm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr-3-1-9 JP.cop	Active
localeinstaller	Active
cisoccm.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr-3-1-9 JP.cop	Inactive
localeinstaller	Inactive

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 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 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.

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_JP-8.6.1.1000-1.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 Communications Manager publisher 5.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications Manager from 5.1(3) (Service Update) to 7.1(5)		Passed	
UC861S.UPGR ADE.U.1118	Upgrade	Upgrade Cisco Unified Communications Manager Subscribers 5.1(3) (Service Update)	To verify successful upgrade of Cisco Unified Communications 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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1123	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.5(1) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1131	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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 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.

- 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.

Outputs/Observed Results

Figure 3-55 Upgrading the Unified Communications Manager Publisher from SU-5.1(3g) to 7.1(5)

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The page title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The URL is "https://10.78.239.1968443/cmplatform/softwareEdit.do". The page content includes the following sections:

バージョンのバージョン (Partition Versions)

アクティブなバージョン (Active Version)	7.1.5.10000-12
アクティブでないバージョン (Inactive Version)	5.1.3.8000-4

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.1-1-8-JP.cop	Active
dp-ffr.3-1-9-JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-5.1.1.2000-1.cop	Inactive
dp-ffr.1-1-8-JP.cop	Inactive
localeinstaller	Inactive

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.

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

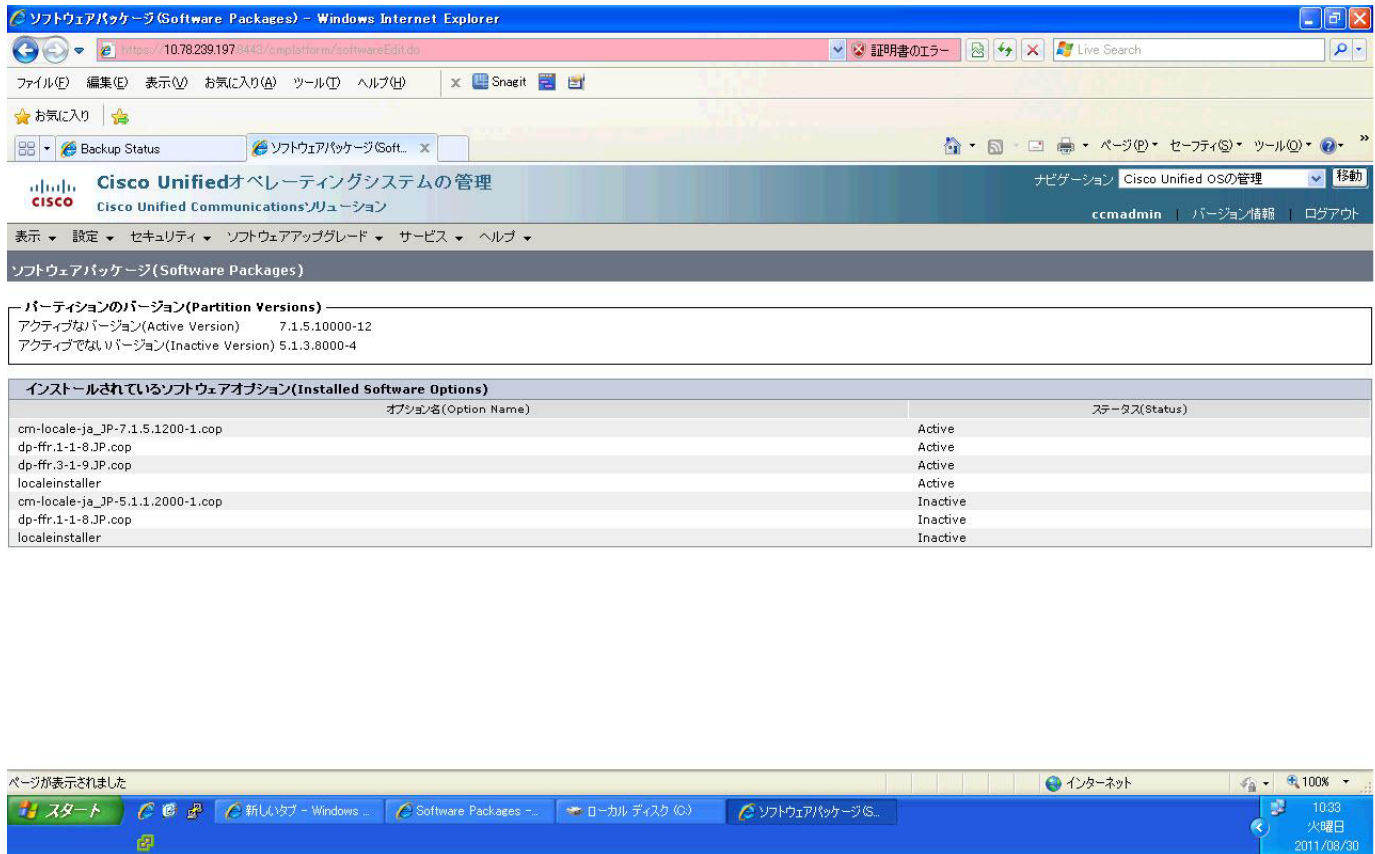
Expected Results

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.

Outputs/Observed Results

Figure 3-56 Upgrading the Unified Communications Manager Subscriber from SU-5.1(3g) to 7.1(5)



The screenshot displays the Cisco Unified Communications Manager Software Packages management interface. The browser window title is 'ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer'. The address bar shows the URL: https://10.78.239.197:8443/cmplatform/softwareEdit.do. The page content includes the following sections:

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)	7.1.5.10000-12
アクティブでないバージョン (Inactive Version)	5.1.3.8000-4

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.1-1-8-JP.cop	Active
dp-ffr.3-1-9-JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-5.1.1.2000-1.cop	Inactive
dp-ffr.1-1-8-JP.cop	Inactive
localeinstaller	Inactive

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.

- 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.
-

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.

Outputs/Observed Results

Figure 3-57 Upgrading the Cisco Unified Communications Manager Publisher from 7.1(5) to 8.5(1)

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The page title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The URL is "https://10.78.239.196:443/cmplatform/softwareEdit.do". The page content includes the following sections:

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)	8.5.1.10000-26
アクティブでないバージョン (Inactive Version)	7.1.5.10000-12

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-8.5.1.1000-1.cop	Active
dp-ffr.1-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.1-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

The screenshot also shows the Windows taskbar at the bottom with the Start button, taskbar icons, and system tray showing the time as 15:49 on 2011/08/31.

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.

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.

Outputs/Observed Results

Figure 3-58 Upgrading the Cisco Unified Communications Manager Subscriber from 7.1(5) to 8.5(1)

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

https://10.78.239.197:8443/cmplatform/softwareEdit.do

ソフトウェアパッケージ (Software Packages)

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 | ドキュメントの検索 | 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) 8.5.1.10000-26
アクティブでないバージョン (Inactive Version) 7.1.5.10000-12

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-8.5.1.1000-1.cop	Active
dp-ffr.1-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.1-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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スタート

C:\WINDOWS\system... aSAS - ハイパーターミ... 10.78.239.216 ~ vSp... 新規テキストドキュメン... ソフトウェアパッケージ (S...

インターネット

15:50 水曜日 2011/08/31

283787

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 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

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 3-59 Back Up the Unified Communications Manager Configurations from the MCS

The screenshot shows the 'Backup Status' page in a web browser. The status is 'SUCCESS: Backup Completed...'. Below this, the 'Backup details' section provides the following information:

- Tar Filename: 2011-08-30-10-50-56.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CCM	CUCM	PLATFORM	100	SUCCESS	Tue Aug 30 10:50:56 IST 2011	2011-08-30-10-50-56 b cucm ccm platform.log
CCM	CUCM	CLM	100	SUCCESS	Tue Aug 30 10:50:57 IST 2011	2011-08-30-10-50-56 b cucm ccm clm.log
CCM	CUCM	SYSLOGAGT	100	SUCCESS	Tue Aug 30 10:50:59 IST 2011	2011-08-30-10-50-56 b cucm ccm syslogagt.log
CCM	CUCM	CDPAGT	100	SUCCESS	Tue Aug 30 10:51:00 IST 2011	2011-08-30-10-50-56 b cucm ccm cdpagt.log
CCM	CUCM	TCT	100	SUCCESS	Tue Aug 30 10:51:00 IST 2011	2011-08-30-10-50-56 b cucm ccm tct.log
CCM	CUCM	CCMPREFS	100	SUCCESS	Tue Aug 30 10:51:01 IST 2011	2011-08-30-10-50-56 b cucm ccm ccmprefs.log
CCM	CUCM	CCMDB	100	SUCCESS	Tue Aug 30 10:51:02 IST 2011	2011-08-30-10-50-56 b cucm ccm ccmdb.log
CCM	CUCM	REPORTER	100	SUCCESS	Tue Aug 30 10:52:56 IST 2011	2011-08-30-10-50-56 b cucm ccm reporter.log
CCM	CUCM	CEF	100	SUCCESS	Tue Aug 30 10:52:57 IST 2011	2011-08-30-10-50-56 b cucm ccm cef.log
CCM	CUCM	BAT	100	SUCCESS	Tue Aug 30 10:52:58 IST 2011	2011-08-30-10-50-56 b cucm ccm bat.log
CCM	CUCM	MOH	100	SUCCESS	Tue Aug 30 10:53:00 IST 2011	2011-08-30-10-50-56 b cucm ccm moh.log

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.

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.

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.

Outputs/Observed Results

Figure 3-62 Migrating the Unified Communications Manager from MCS to UCS

The screenshot displays the 'Restore Status' page of the Cisco Disaster Recovery System. The status is 'SUCCESS: Restore Completed...'. A 'Restart Required' message indicates that for changes to take effect, the successfully restored server(s) [CUCM] must be restarted. The 'Restore details' section includes a table with the following data:

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Thu Sep 01 10:47:04 IST 2011	2011-09-01-10-46-55_r_cucm_cdr_car_car.log
UCM	CUCM	CDPAGT	100	SUCCESS	Thu Sep 01 10:50:51 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_cdpagt.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Thu Sep 01 10:53:14 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_syslogagt.log
UCM	CUCM	PLATFORM	100	SUCCESS	Thu Sep 01 10:53:15 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Thu Sep 01 10:53:21 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_clm.log
UCM	CUCM	TCT	100	SUCCESS	Thu Sep 01 10:53:23 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Thu Sep 01 10:55:07 IST 2011	2011-09-01-10-46-55_r_cucm_ucm_ccmprefs.log

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.
-

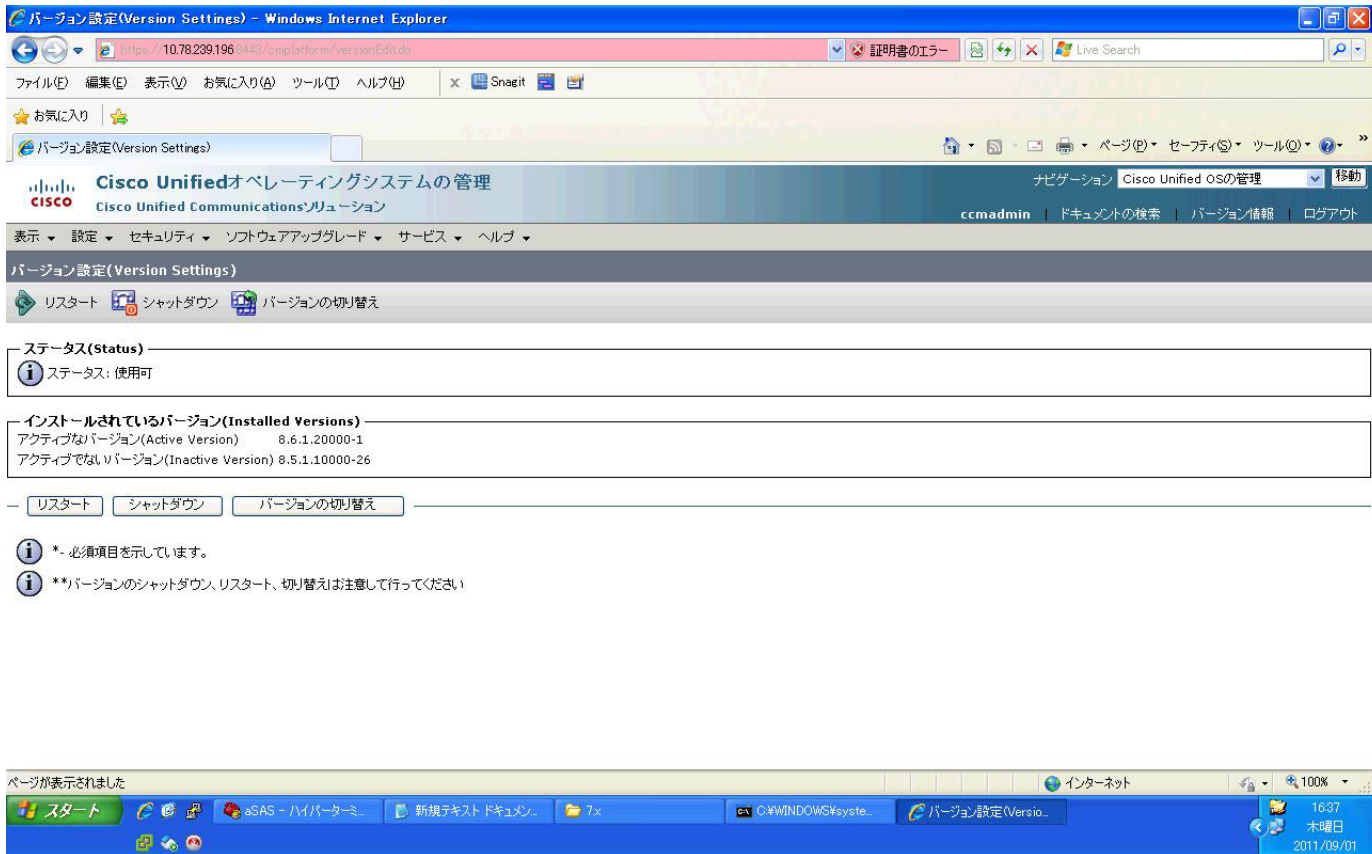
Expected Results

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.

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.

Outputs/Observed Results

Figure 3-64 Upgrading the Cisco Unified Communications Manager Subscriber from 8.5(1) to 8.6(1a)

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

https://10.78.239.197/cmp/latom/softwareEdit.do

ソフトウェアパッケージ (Software Packages)

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 | ドキュメントの検索 | バージョン情報 | ログアウト

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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) 8.6.1.20000-1
アクティブでないバージョン (Inactive Version) 8.5.1.10000-26

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)
cisccom.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cisccom.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-8.5.1.1000-1.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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スタート

ソフトウェアパッケージ (S...)

インターネット

100%

16:39
木曜日
2011/09/01

283788

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 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(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.

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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1135	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 7.0(3) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1139	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.U.1145	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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\(1a\)](#)

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.

Outputs/Observed Results

Figure 3-65 Upgrading the Unified Communications Manager Publisher from SU-6.1(3b) to 7.1(5)

The screenshot shows the Cisco Unified Communications Manager Administration interface. The page title is "ソフトウェアパッケージ (Software Packages)". The breadcrumb navigation is "Cisco Unified オペレーティングシステムの管理" > "Cisco Unified Communications システム" > "ソフトウェアアップグレード" > "サービス" > "ヘルプ". The user is logged in as "ccmadmin".

The main content area is titled "ソフトウェアパッケージ (Software Packages)". It contains a section for "パーティションのバージョン (Partition Versions)" with the following information:

- 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): 6.1.3.3190-1

Below this is a table titled "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)
cisocm.refresh_upgrade_v1.0.cop	Active
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

The Windows taskbar at the bottom shows the Start button, taskbar icons for "スタート", "マイコンピュータ", and "ソフトウェアパッケージ", and the system tray with the date and time "19:48".

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.

Outputs/Observed Results

Figure 3-66 Upgrading the Unified Communications Manager Subscriber from SU-6.1(3b) to 7.1(5)

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The page title is "ソフトウェアパッケージ (Software Packages)". The URL is "https://10.78.239.2108443/cmplatform/softwareEdit.do". The page content includes the following sections:

- 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): 6.1.3.3190-1
- 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)
cisoccm.refresh_upgrade_v1.0.cop	Active
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

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.

- 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.

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.

Outputs/Observed Results

Figure 3-67 Upgrading the Cisco Unified Communications Manager Publisher from 7.1(5) to 8.6(1a)

The screenshot shows the Cisco Unified Communications Manager Admin Page. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Communications System Management). The user is logged in as "ccmadmin". The page displays the "ソフトウェアパッケージ (Software Packages)" section. Under "パーティションのバージョン (Partition Versions)", the active version is 8.6.1.20000-1 and the inactive version is 7.1.5.32900-2. A table titled "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)" lists the following options and their statuses:

オプション名 (Option Name)	ステータス (Status)
cisccm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.2-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cisccm.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.2-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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

- 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.

Outputs/Observed Results

Figure 3-68 Upgrading the Cisco Unified Communications Manager Subscriber from 7.1(5) to 8.6(1a)

ソフトウェアパッケージ (Software Packages) -

アドレス: https://10.78.239.210/cmplatform/softwareEdit.do

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

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) 8.6.1.20000-1
アクティブでないバージョン (Inactive Version) 7.1.5.32900-2

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)
cisco.com.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr.2-1-8.JP.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active
cisco.com.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr.2-1-8.JP.cop	Inactive
dp-ffr.3-1-9.JP.cop	Inactive
localeinstaller	Inactive

ページが表示されました

タスクバー: スタート, ソフトウェアパッケージ(S...), ソフトウェアパッケージ(S...), muthu, インターネット, 13:05

283839

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 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.

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

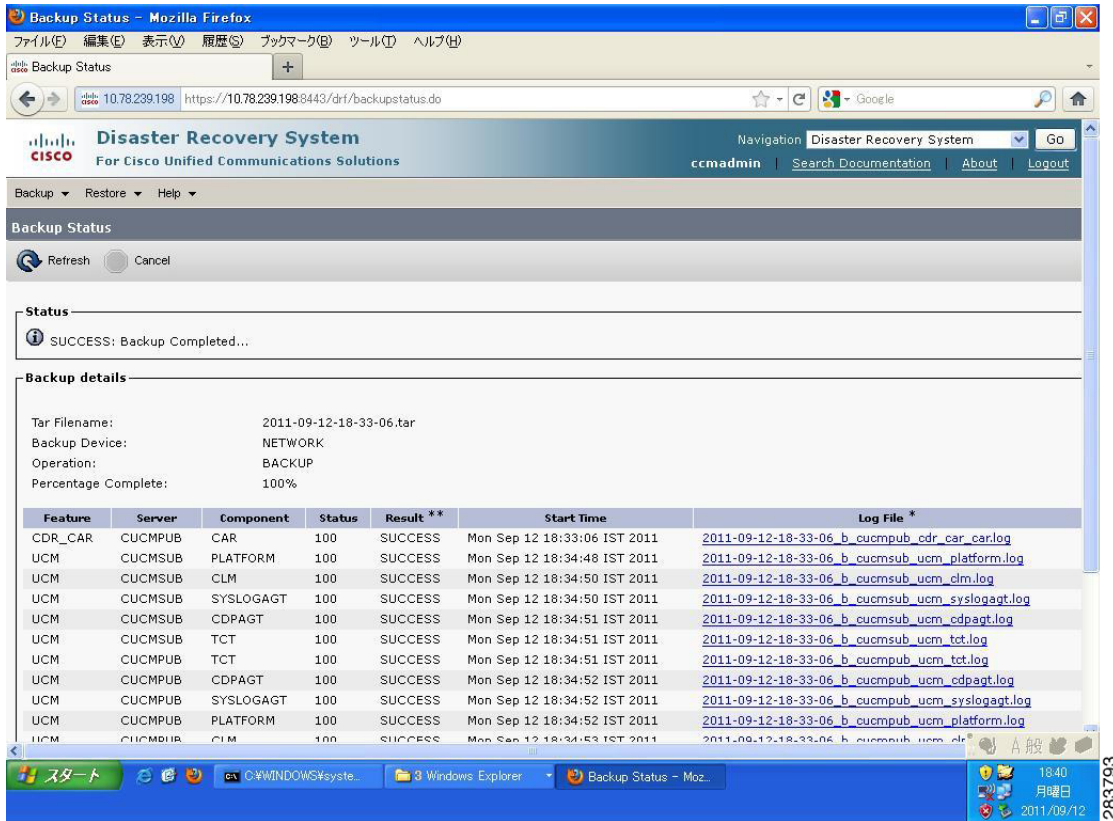
-
- Step 1** Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS.
 - Step 2** Go to Back up -> Backup device and Add sftp backup device.
 - Step 3** Go to Backup -> Manual Back up.
 - Step 4** Click the Start Backup button in order to start the backup process.
 - 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 3-69 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

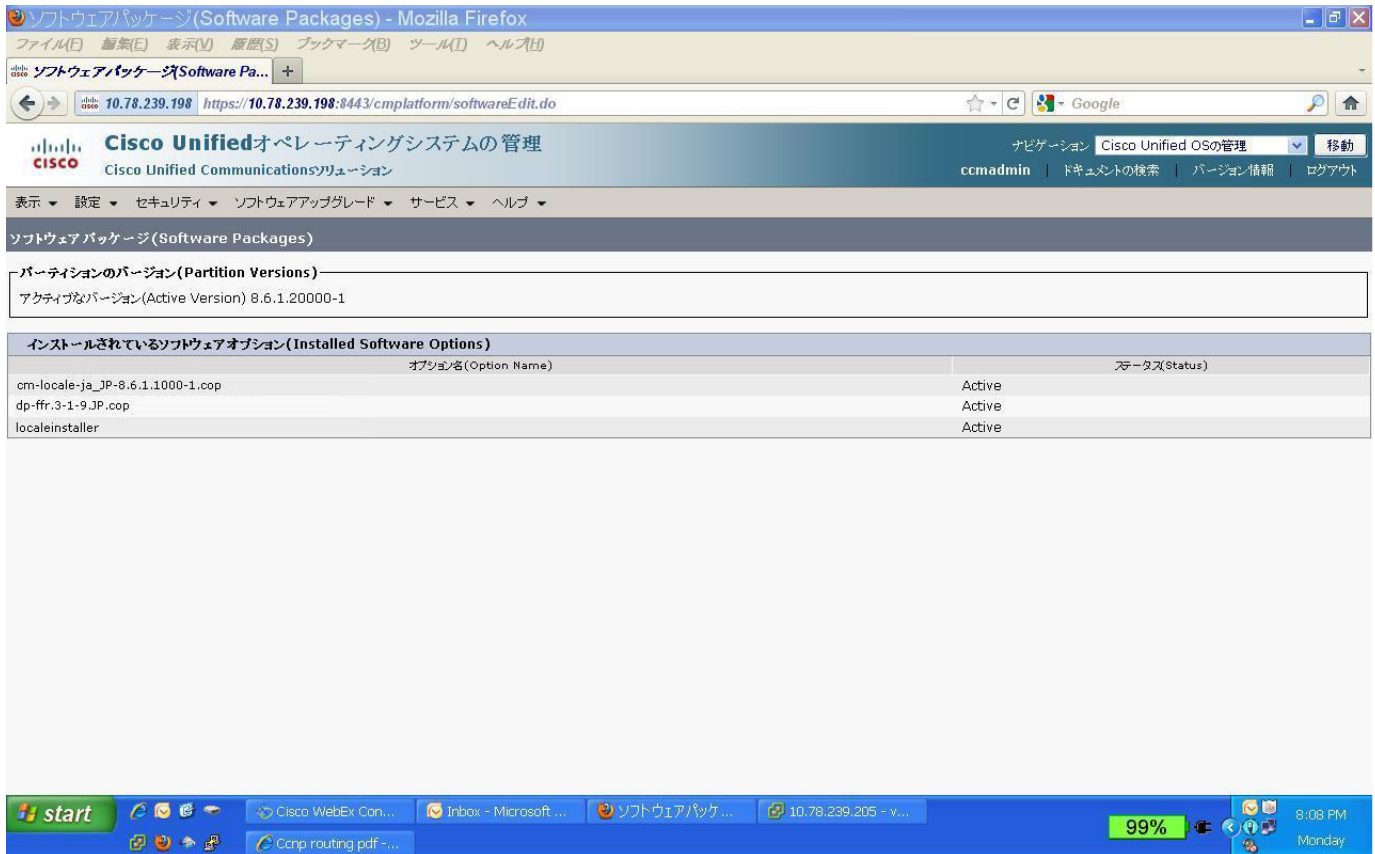
Expected Results

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.

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

The screenshot shows the Cisco Unified Communications Manager software packages page. The browser address bar shows the URL: `https://10.78.239.210:8443/cmplatform/softwareEdit.do`. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Operating System Management). The page content includes:

- Navigation menu: ナビゲーション Cisco Unified OSの管理 移動
- User: ccmadmin | ドキュメントの検索 | バージョン情報 | ログアウト
- Menu: 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
- Section: ソフトウェアパッケージ (Software Packages)
- Partition Versions: アクティブなバージョン (Active Version) 8.6.1.20000-1
- Installed Software Options Table:

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-8.6.1.1000-1.cop		Active
dp-ffr.3-1-9.JP.cop		Active
localeinstaller		Active

The Windows taskbar at the bottom shows the system tray with a 99% battery level, the time 8:11 PM on Monday, and the system number 283837.

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.

Outputs/Observed Results

Figure 3-72 Migrating the Unified Communications Manager from MCS to UCS

Restore Status - Mozilla Firefox

Navigation: Disaster Recovery System Go

ccmadmin | Search Documentation | About | Logout

Backup Restore Help

Restore Status

Refresh

Status

SUCCESS: Restore Completed...

Restart Required

Please restart the server(s) [CUCMPUB, CUCMSUB] before performing the next restore for changes to take effect. In case of a cluster, restart the entire cluster.
Note: If you have restored system to be in FIPS mode, please note it has been enabled, but has not taken effect yet. FIPS mode will be active only after next reboot.

Restore details

Tar Filename: 2011-09-12-18-33-06.tar
 Backup Device: NETWORK
 Operation: RESTORE
 Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Mon Sep 12 19:02:33 IST 2011	2011-09-12-19-02-25_r_cucmpub_cdr_car_car.log
UCM	CUCMPUB	TCT	100	SUCCESS	Mon Sep 12 19:06:18 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_tct.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Mon Sep 12 19:07:52 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_cdpagt.log
UCM	CUCMPUB	SYSLOGAGT	100	SUCCESS	Mon Sep 12 19:10:05 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_syslogagt.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Mon Sep 12 19:10:06 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_platform.log
UCM	CUCMPUB	CLM	100	SUCCESS	Mon Sep 12 19:10:13 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_clm.log
UCM	CUCMPUB	CCMPREFS	100	SUCCESS	Mon Sep 12 19:10:15 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_ccmprefs.log
UCM	CUCMPUB	CCMDB	100	SUCCESS	Mon Sep 12 19:10:19 IST 2011	2011-09-12-19-02-25_r_cucmpub_ucm_ccmdb.log

start Cisco WebEx Con... Inbox - Microsoft ... Restore Status - ... 10.78.239.205 - v... 91% 7:42 PM Monday

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.

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 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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1149	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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\(1a\)](#)

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.

- 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)

The screenshot shows the Cisco Unified Communications Manager Administration interface. The page title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The URL is "https://10.78.239.196:443/cnplatform/softwareEdit.do". The page content includes a navigation menu and a table of installed software options.

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)	8.6.1.20000-1
アクティブでないバージョン (Inactive Version)	6.1.5.13900-4

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-8.6.1.1000-1.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

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.

- 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.

Outputs/Observed Results

Figure 3-74 Upgrading the Unified Communications Manager Subscriber from SU-6.1(5) to 8.6(1a)

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

https://10.78.239.197:8443/cmplatform/softwareEdit.do

ソフトウェアパッケージ (Software Packages)

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 | ドキュメントの検索 | バージョン情報 | ログアウト

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) 8.6.1.20000-1
アクティブでないバージョン (Inactive Version) 6.1.5.13900-4

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-8.6.1.1000-1.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

ページが表示されました

インターネット 100%

283804

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.

- 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.

Outputs/Observed Results

Figure 3-75 Back Up the Unified Communications Manager Configurations from the MCS

The screenshot shows a web browser window titled "Backup Status - Windows Internet Explorer" with the URL "https://10.78.239.196:443/drf/backupstatus.do". The page header includes the Cisco Disaster Recovery System logo and navigation links. The main content area shows a "Backup Status" section with a "Refresh" button and a "Status" section indicating "SUCCESS: Backup Completed...". Below this is a "Backup details" section with the following information:

- Tar Filename: 2011-09-07-15-22-19.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Wed Sep 07 15:22:19 IST 2011	2011-09-07-15-22-19_b_cucm_cdr_car_car.log
UCM	CUCM	PLATFORM	100	SUCCESS	Wed Sep 07 15:24:04 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Wed Sep 07 15:24:05 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_clm.log
UCM	CUCM	CDPAGT	100	SUCCESS	Wed Sep 07 15:24:05 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_cdpagt.log
UCM	CUCM	SYSLOGAGT	100	SUCCESS	Wed Sep 07 15:24:06 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_syslogagt.log
UCM	CUCM	TCT	100	SUCCESS	Wed Sep 07 15:24:06 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Wed Sep 07 15:24:07 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_ccmprefs.log
UCM	CUCM	CCMDB	100	SUCCESS	Wed Sep 07 15:24:08 IST 2011	2011-09-07-15-22-19_b_cucm_ucm_ccmdb.log
UCM	CUCM1	SYSLOGAGT	100	SUCCESS	Wed Sep 07 15:24:28 IST 2011	2011-09-07-15-22-19_b_cucm1_ucm_syslogagt.log
UCM	CUCM1	CDPAGT	100	SUCCESS	Wed Sep 07 15:24:30 IST 2011	2011-09-07-15-22-19_b_cucm1_ucm_cdpagt.log
UCM	CUCM1	PLATFORM	100	SUCCESS	Wed Sep 07 15:24:31 IST 2011	2011-09-07-15-22-19_b_cucm1_ucm_platform.log

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

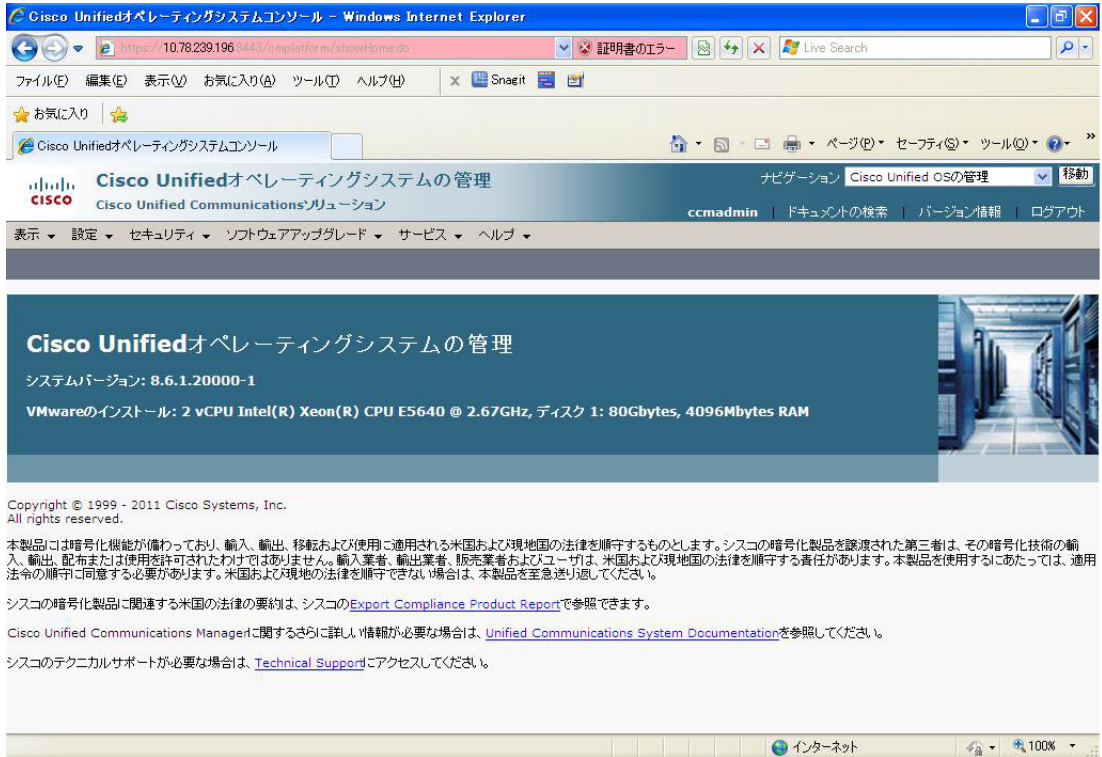
Expected Results

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.

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.

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.

Outputs/Observed Results

Figure 3-78 Migrating the Unified Communications Manager from MCS to UCS

The screenshot shows the 'Restore Status' page of the Cisco Disaster Recovery System. The status is 'SUCCESS: Restore Completed...'. A note indicates that a restart is required for changes to take effect. The restore details table shows the following components were restored successfully:

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCM	CAR	100	SUCCESS	Wed Sep 07 15:59:25 IST 2011	2011-09-07-15-59-17_r_cucm_cdr_car_car.log
UCM	CUCM	PLATFORM	100	SUCCESS	Wed Sep 07 16:02:54 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_platform.log
UCM	CUCM	CLM	100	SUCCESS	Wed Sep 07 16:02:59 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_clm.log
UCM	CUCM	CDPAGT	100	SUCCESS	Wed Sep 07 16:03:00 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_cdpagt.log
UCM	CUCM	SYSLAGT	100	SUCCESS	Wed Sep 07 16:05:24 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_syslogagt.log
UCM	CUCM	TCT	100	SUCCESS	Wed Sep 07 16:05:26 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_tct.log
UCM	CUCM	CCMPREFS	100	SUCCESS	Wed Sep 07 16:06:58 IST 2011	2011-09-07-15-59-17_r_cucm_ucm_ccmprefs.log

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.

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

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1157	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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

- 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.

Outputs/Observed Results

Figure 3-79 Upgrading the Unified Communications Manager Publisher from SU-7.1(3b) to 8.6(1a)

The screenshot shows the Cisco Unified Communications Manager Admin Page in Internet Explorer. The browser address bar shows the URL: https://10.78.239.198:8443/cmplatform/softwareEdit.do. The page title is "Cisco Unifiedオペレーティングシステムの管理" (Cisco Unified Operating System Management). The user is logged in as "ccmadmin".

The page displays the "ソフトウェアパッケージ (Software Packages)" section. It shows the "パーティションのバージョン (Partition Versions)" table and the "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)" table.

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)	8.6.1.20000-1
アクティブでないバージョン (Inactive Version)	7.1.3.32900-4

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)	
ciscocm.refresh_upgrade_v1.0.cop	Active	
cm-locale-ja_JP-8.6.1.1000-1.cop	Active	
dp-ffr,3-1-9 JP.cop	Active	
localeinstaller	Active	
ciscocm.refresh_upgrade_v1.0.cop	Inactive	
cm-locale-ja_JP-7.1.3.2000-1.cop	Inactive	
dp-ffr,3-1-9 JP.cop	Inactive	
localeinstaller	Inactive	

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

- 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.

Outputs/Observed Results

Figure 3-80 Upgrading the Unified Communications Manager Subscriber from SU-7.1(3b) to 8.6(1a)

The screenshot shows the Cisco Unified Communications Manager Subscriber interface in a Windows Internet Explorer browser. The page title is "ソフトウェアパッケージ (Software Packages)". The browser address bar shows the URL: <https://10.78.239.210:8443/cmplatform/softwareEdit.do>. The page content includes a navigation bar with "Cisco Unifiedオペレーティングシステムの管理" and "Cisco Unified Communicationsソリューション". Below the navigation bar, there are tabs for "ソフトウェアパッケージ (Software Packages)" and "ソフトウェアパッケージ (Soft...". The main content area displays "パーティションのバージョン (Partition Versions)" and "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)".

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)	8.6.1.20000-1
アクティブでないバージョン (Inactive Version)	7.1.3.32900-4

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)
ciscocm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr-3-1-9 JP.cop	Active
localeinstaller	Active
ciscocm.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-7.1.3.2000-1.cop	Inactive
dp-ffr-3-1-9 JP.cop	Inactive
localeinstaller	Inactive

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.

- 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.

Outputs/Observed Results

Figure 3-81 Back Up the Unified Communications Manager Configurations from the MCS

The screenshot displays the 'Backup Status' page in the Cisco Disaster Recovery System. The status is 'SUCCESS: Backup Completed...'. Below this, the 'Backup details' section provides the following information:

- Tar Filename: 2011-08-22-12-21-25.tar
- Backup Device: NETWORK
- Operation: BACKUP
- Percentage Complete: 100%

The 'Backup details' table lists the following components and their backup status:

Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Mon Aug 22 12:21:25 IST 2011	2011-08-22-12-21-25 b cucmpub cdr_car.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Mon Aug 22 12:23:06 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_cdpagt.log
UCM	CUCMPUB	CCMPREFS	100	SUCCESS	Mon Aug 22 12:23:06 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_ccmprefs.log
UCM	CUCMPUB	CCMDB	100	SUCCESS	Mon Aug 22 12:23:07 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_ccmdb.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Mon Aug 22 12:23:16 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_platform.log
UCM	CUCMPUB	CLM	100	SUCCESS	Mon Aug 22 12:23:17 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_clm.log
UCM	CUCMPUB	SYSLOGAGT	100	SUCCESS	Mon Aug 22 12:23:17 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_syslogagt.log
UCM	CUCMPUB	TCT	100	SUCCESS	Mon Aug 22 12:23:18 IST 2011	2011-08-22-12-21-25 b cucmpub ucm_tct.log
UCM	CUCMSUB	SYSLOGAGT	100	SUCCESS	Mon Aug 22 12:23:18 IST 2011	2011-08-22-12-21-25 b cucmsub ucm_syslogagt.log
UCM	CUCMSUB	TCT	100	SUCCESS	Mon Aug 22 12:23:20 IST 2011	2011-08-22-12-21-25 b cucmsub ucm_tct.log

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

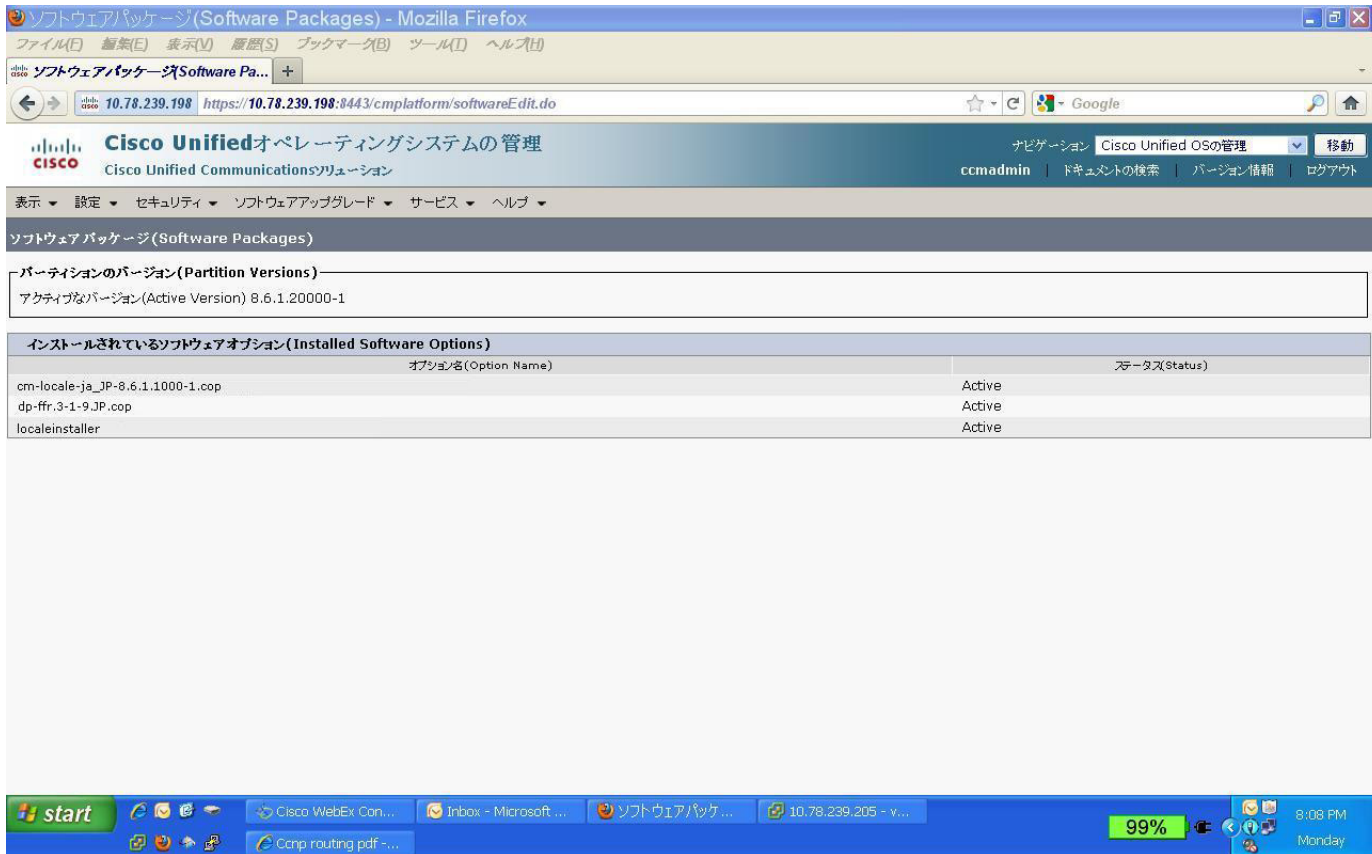
Expected Results

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.

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

The screenshot shows the Cisco Unified Communications Manager Software Packages page. The browser address bar shows the URL: `https://10.78.239.210:8443/cmplatform/softwareEdit.do`. The page title is "ソフトウェアパッケージ (Software Packages) - Mozilla Firefox". The page content includes:

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) 8.6.1.20000-1

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-8.6.1.1000-1.cop	Active
dp-ffr.3-1-9.JP.cop	Active
localeinstaller	Active

The Windows taskbar at the bottom shows the system tray with a 99% battery level, the time 8:11 PM on Monday, and the user name 283851.

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.

Outputs/Observed Results

Figure 3-84 Migrating the Unified Communications Manager from MCS to UCS

The screenshot shows the Cisco Disaster Recovery System web interface in Internet Explorer. The page title is "Restore Status - Windows Internet Explorer". The URL is "https://10.78.239.198:8443/dr1/restorestatus.do". The page content includes a "Refresh" button, a status message "SUCCESS: Restore Completed...", a "Restart Required" warning, and a "Restore details" section with a table of restore results.

Status
SUCCESS: Restore Completed...

Restart Required
Please restart the server(s) [CUCMPUB, CUCMSUB] before performing the next restore for changes to take effect. In case of a cluster, restart the entire cluster.
Note: If you have restored system to be in FIPS mode, please note it has been enabled, but has not taken effect yet. FIPS mode will be active only after next reboot.

Restore details

Tar Filename:	2011-08-22-12-21-25.tar					
Backup Device:	NETWORK					
Operation:	RESTORE					
Percentage Complete:	100%					
Feature	Server	Component	Status	Result **	Start Time	Log File *
CDR_CAR	CUCMPUB	CAR	100	SUCCESS	Mon Aug 22 12:43:54 IST 2011	2011-08-22-12-43-46_r_cucmpub_cdr_car_car.log
UCM	CUCMPUB	CDPAGT	100	SUCCESS	Mon Aug 22 12:47:40 IST 2011	2011-08-22-12-43-46_r_cucmpub_ucm_cdpagt.log
UCM	CUCMPUB	CMPREFS	100	SUCCESS	Mon Aug 22 12:49:53 IST 2011	2011-08-22-12-43-46_r_cucmpub_ucm_cmprefs.log
UCM	CUCMPUB	CCMDB	100	SUCCESS	Mon Aug 22 12:49:54 IST 2011	2011-08-22-12-43-46_r_cucmpub_ucm_ccmdb.log
UCM	CUCMPUB	PLATFORM	100	SUCCESS	Mon Aug 22 13:09:13 IST 2011	2011-08-22-12-43-46_r_cucmpub_ucm_platform.log
UCM	CUCMPUB	CLM	100	SUCCESS	Mon Aug 22 13:09:16 IST 2011	2011-08-22-12-43-46_r_cucmpub_ucm_clm.log

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.

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(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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.U.1165	Upgrade	Upgrade of Cisco IP Communicator	To verify successful upgrade for release set 8.6(1a) Cisco IP Communicator		Passed	
UC861S.UPGR ADE.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	

ID	Features tested	Case Title	Description	Call Component Flow	Status	Defects
UC861S.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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.UPGR ADE.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\(1a\)](#)

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.

- 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)

The screenshot shows the Cisco Unified Communications Manager (CUCM) Software Packages page. The browser window title is "ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer". The address bar shows the URL "https://10.78.239.214:8443/platform/softwareEdit.do". The page content includes the following sections:

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): 8.6.1.20000-1
- アクティブでないバージョン (Inactive Version): 7.1.5.33900-10

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)
ciscocm.refresh_upgrade_v1.0.cop	Active
cm-locale-ja_JP-8.6.1.1000-1.cop	Active
dp-ffr-3-1-9.JP.cop	Active
localeinstaller	Active
ciscocm.refresh_upgrade_v1.0.cop	Inactive
cm-locale-ja_JP-7.1.5.1200-1.cop	Inactive
dp-ffr-3-1-9.JP.cop	Inactive
localeinstaller	Inactive

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

- 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.

Outputs/Observed Results

Figure 3-86 Upgrading the Unified Communications Manager Subscriber from SU-7.1(5b) to 8.6(1a)

The screenshot shows the Cisco Unified Communications Manager (CUCM) Software Packages page. The browser window title is 'ソフトウェアパッケージ (Software Packages) - Windows Internet Explorer'. The address bar shows 'https://10.78.239.218/cn/platform/softwareEdit.do'. The page title is 'Cisco Unifiedオペレーティングシステムの管理' (Cisco Unified Operating System Management). The user is logged in as 'ccmadmin'. The page content includes a navigation menu and a table of installed software options.

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)		ステータス (Status)
オプション名 (Option Name)		
ciscoconf.refresh_upgrade_v1.0.cop		Active
cm-locale-ja_JP-8.6.1.10000-1.cop		Active
dp-ffr.3-1-9.JP.cop		Active
localeinstaller		Active
ciscoconf.refresh_upgrade_v1.0.cop		Inactive
cm-locale-ja_JP-7.1.5.12000-1.cop		Inactive
dp-ffr.3-1-9.JP.cop		Inactive
localeinstaller		Inactive

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

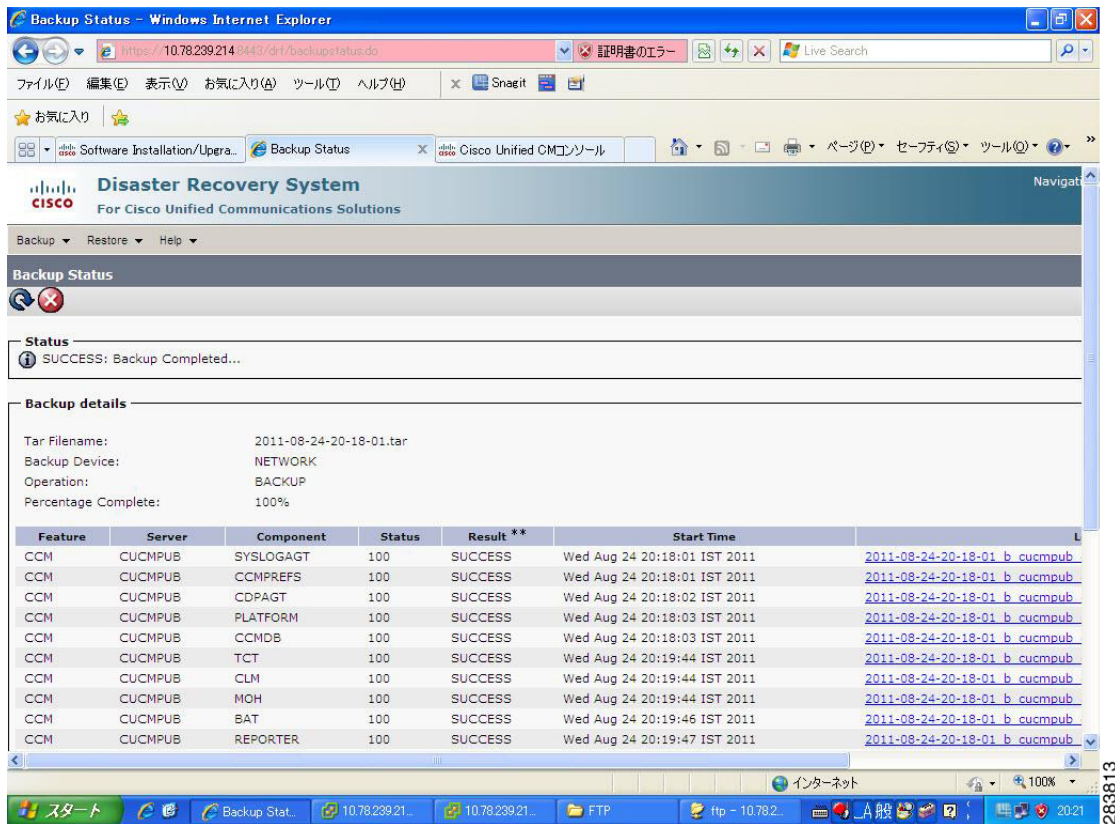
-
- | | |
|---------------|---|
| Step 1 | Log on to Cisco Unified Communication Manager Disaster recovery System Page installed in MCS. |
| Step 2 | Go to Back up -> Backup device and Add sftp backup device. |
| Step 3 | Go to Backup -> Manual Back up. |
| Step 4 | Click the Start Backup button in order 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.

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

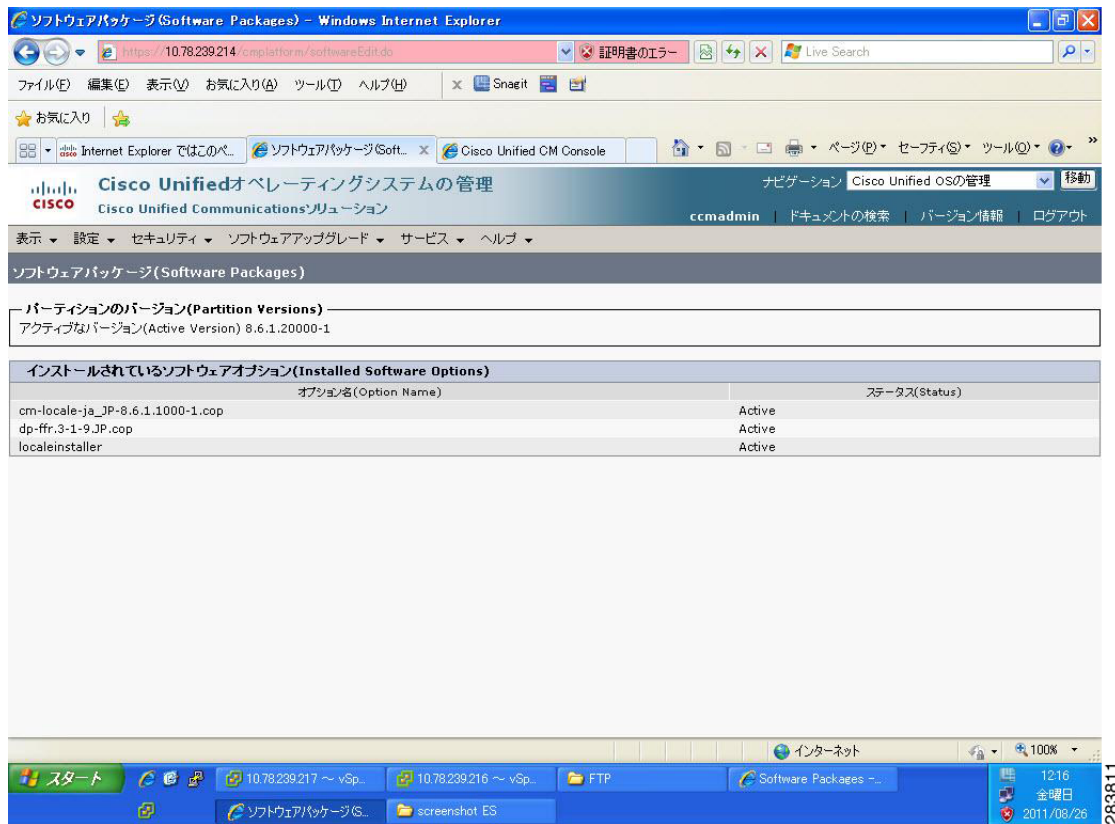
Expected Results

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.

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

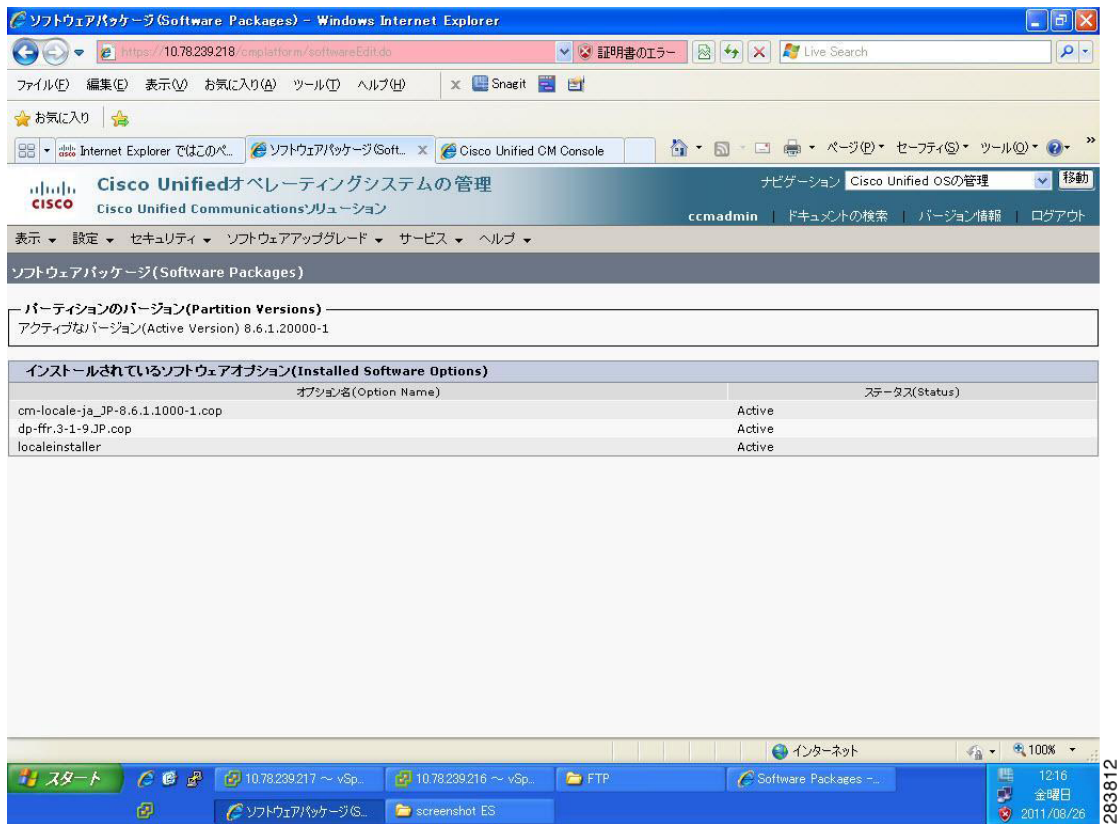
Expected Results

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.

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.

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

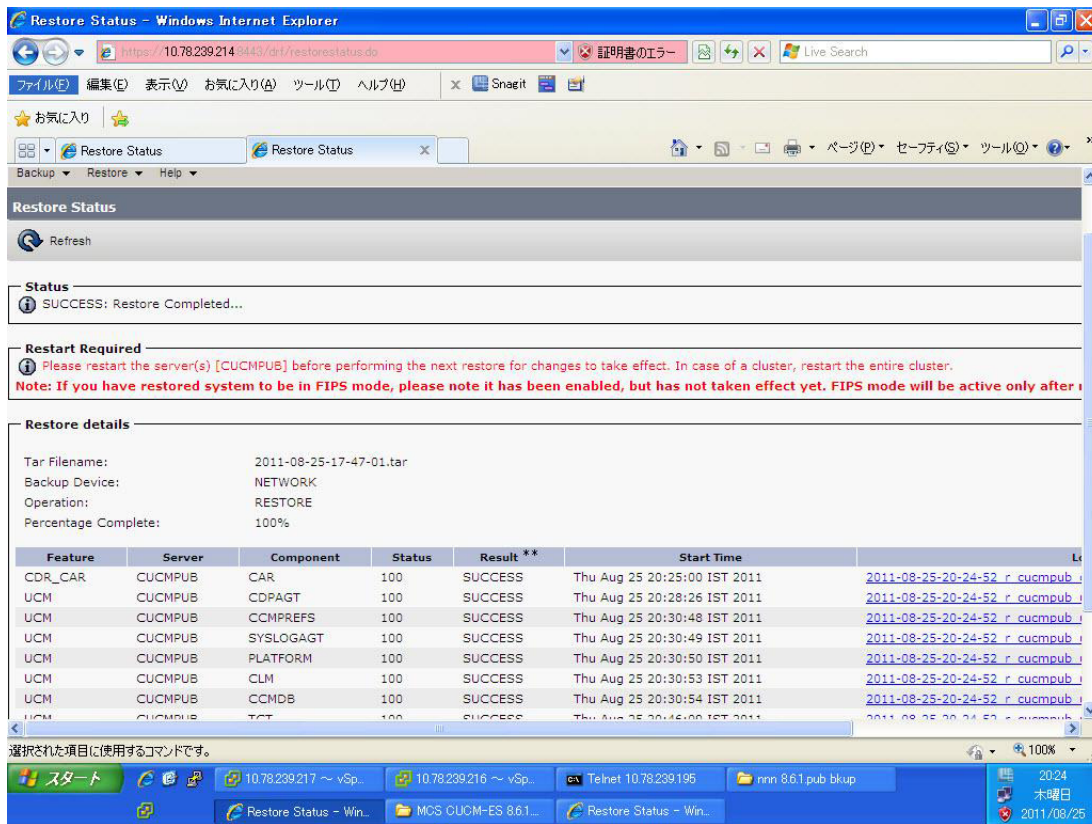
Expected Results

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.

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.

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.



CHAPTER 4

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.

- 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.

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

