



Upgrade Cisco Prime Collaboration Assurance

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Upgrade Cisco Prime Collaboration Assurance

You can upgrade to Cisco Prime Collaboration 11.0 and later from a small, medium, large, or very large deployment using the appropriate upgrade application bundle available on Cisco.com.

For Cisco Prime Collaboration Release 11.1 and earlier

There are two separate upgrade application bundles available on Cisco.com:

- Application bundle for small, medium and large deployment.
- Application bundle for very large deployment.

For Cisco Prime Collaboration Release 11.5 and later

There is a single upgrade application bundle that is applicable to small, medium, large, and very large deployment.



Note For very large deployment, you should apply the application bundle to a separate Analytics database server.

For upgrading Cisco Prime Collaboration Assurance 11.5 very large deployment model, refer [Upgrade Cisco Prime Collaboration Assurance for Very Large Deployment](#), on page 6

Prerequisites

- You must review the System Requirements section and the Prerequisites sections under the respective sections, before you perform an upgrade.

- We recommend that you take a full backup of your machine, and/or the OVA snapshot. If you do not take a backup, you cannot bring back your old system intact if there is an upgrade failure, since rollback is not possible.

- **Synthetic Tests**

- **For Cisco Prime Collaboration Release 11.1 and earlier**

- Before performing an upgrade from 11.0 to 11.1, you must export the Synthetic Tests under **Home > Synthetic Test Center > UC Application Synthetic Test** from the 11.0 server and import the exported Synthetic Tests to 11.1 server after the upgrade .

- **For Cisco Prime Collaboration Release 11.5 and later**

- Before performing an upgrade from 11.0 to 11.5, you must export the Synthetic Tests under **Home > Synthetic Tests > UC Application Synthetic Test** from the 11.0 server and import the exported Synthetic Tests to 11.5 server after the upgrade .

Important Notes

- While upgrading to Cisco Prime Collaboration 11.0 and later in very large deployment, first you must upgrade the database server and then upgrade the application server. To upgrade the database server follow the steps (Step2—Step10) in the section [Perform a Cisco Prime Collaboration Assurance Upgrade \(Includes Analytics\)](#) , on page 3.

- We do not recommend that you upgrade directly to a different Cisco Prime Collaboration Deployment model than what you currently have in Cisco Prime Collaboration 10.x , for instance, from Cisco Prime Collaboration 10.x small deployment model to Cisco Prime Collaboration medium deployment model.

For example, the recommended path to upgrade from a Cisco Prime Collaboration 10.x small deployment model to Cisco Prime Collaboration 11.5 medium deployment model is:

Move from Cisco Prime Collaboration 10.x small deployment model to Cisco Prime Collaboration 10.x medium deployment model, and then upgrade to Cisco Prime Collaboration 11.5 medium.

Or

Upgrade to Cisco Prime Collaboration 11.5 small deployment model, and then move to Cisco Prime Collaboration 11.5 medium. See the [Deploy and Configure Cisco Prime Collaboration Assurance](#) for details about the procedure to move from one deployment model to another within a version.

- The Cisco Prime Collaboration Assurance 11.0 and later, Small OVA (Assurance & Analytics) requires 250-GB disk space (100 GB more than what was required for the same Small OVA in Cisco Prime Collaboration Assurance versions 10.5.1 and 10.6). Thus to upgrade to the Cisco Prime Collaboration Assurance 11.0 and later, Small OVA (Assurance & Analytics) increase the disk size by adding a new vDisk of size equal to 100-GB. You must execute the tuning script to assign newly added disk space to various partitions and TAC assistance is required for executing the tuning script. For more information on the tuning script, see [Upgrade Cisco Prime Collaboration Assurance Deployment Model](#).



Caution We recommend that you take a snapshot of the VMware instance before you start the upgrade so that you have a clean backup in place to be used if the database is corrupted during the upgrade.

Before you take a snapshot of the VM instance:

1. Stop the Cisco Prime Collaboration Assurance services (log in as admin using SSH with port 26):
application stop cpcm
2. Take the snapshot of the VMware instance.
3. Start the Cisco Prime Collaboration Assurance services (log in as admin using SSH with port 26):
application start cpcm

Perform a Cisco Prime Collaboration Assurance Upgrade (Includes Analytics)

To upgrade to Cisco Prime Collaboration 11.0 or later Assurance, ensure that you have reviewed the prerequisites, and then perform the following steps:

-
- Step 1** Shut down the Cisco Prime Collaboration 10.x, 11.0, or 11.1 virtual machine, and then update the CPU and RAM settings to ensure that you meet the system requirements. See the prerequisites in [Upgrade Cisco Prime Collaboration Assurance](#).
- Step 2** Download the Cisco Prime Collaboration Assurance application bundle from [Cisco.com](#) and place that application bundle on an FTP/SFTP server.
- Step 3** Verify whether the Message Digest 5 (MD5) checksum of the Cisco Prime Collaboration Assurance application bundle matches with the value in the download site.
- To view the MD5 checksum of the Cisco Prime Collaboration Assurance application bundle available in Cisco.com site, hover your mouse pointer on the filename.
- Step 4** Turn on the Cisco Prime Collaboration 10.x, 11.0, or 11.1 virtual machine.
- Step 5** Log in to the Cisco Prime Collaboration server as the administrator through the virtual machine console using the vSphere Client.
- Step 6** Create a repository.
- ```
admin# configure terminal
admin(config)# repository repository name
```
- repository name is the name of repository that you create.
- Step 7** Link the URL for FTP server directory with locally created repository.
- **admin(config-Repository)# url ftp://<ftpserverip>/directory (for example)**
  - **admin(config-Repository)# user admin password plain cisco (for example)**
- Step 8** Stop the services. As the admin user, enter the following commands:

```
admin# application stop cpcm
```

Wait approximately 10 to 15 minutes for all the processes to stop, after which you receive a message indicating the successful completion of the command. To confirm if the processes have stopped, run the command **show application status cpcm**.

**Step 9** Upgrade the Cisco Prime Collaboration Assurance application.

```
application upgrade <application bundle name><repository name>
```

- application bundle name—The application bundle name, for example, PCAssurance-appbundle-version number.xxxx.x86\_64.tar.gz
- repository name—Name of the repository where you have placed the application bundle.

For example, if the repository name is *test*, run the following:

```
admin# application upgrade PCAssurance-appbundle-version number.xxxx.x86_64.tar.gz
test
```

**Step 10** Enter **yes** to save the current ADE-OS running configuration.

The duration of the upgrade process depends on the system data and the deployment model. The upgrade process can take approximately 30 minutes for small deployment model, and up to 4.5 hours for a very large deployment model. During the upgrade, messages appear on the admin console indicating the progress of the upgrade. Wait for the upgrade successful message.

To verify whether the upgrade is successful, run the following command:

```
show version
```

This command displays the Cisco Prime Collaboration Assurance version details.

After the upgrade completes, wait for ten minutes for the system to be up.

In case of issues, check the `/var/log/ade/ADE.log` and `/var/log /cpcmupgrade.log` files.

If there is an Application failed to start error in the upgrade console, stop all the processes and run the start command again.

```
application stop cpcm
```

```
application start cpcm
```

**Step 11** If you have deployed Cisco Prime Collaboration Assurance - Standard, you can start using the application. For Cisco Prime Collaboration Assurance - Advanced 11.0, you must rediscover the devices. For details on how to rediscover the devices, see the "Rediscover Devices" section of "Discover Devices" chapter in [Cisco Prime Collaboration Assurance Guide - Advanced](#). For Cisco Prime Collaboration Assurance - Advanced 11.1, you must rediscover the devices. For details on how to rediscover the devices, see the "Rediscover Devices" section of "Discover Devices" chapter in [Cisco Prime Collaboration Assurance Guide - Advanced](#). For Cisco Prime Collaboration Assurance - Advanced 11.5, you must rediscover the devices. For details on how to rediscover the devices, see the "Rediscover Devices" section of "Discover Devices" chapter in [Cisco Prime Collaboration Assurance Guide - Advanced](#).



**Note** While upgrading from earlier versions, ensure that you do not apply any of the recommended patches until the Update Inventory job is complete. Applying the patches, interrupt the Update Inventory process running in the background and shows an error message "Device Discovery in Progress".

While upgrading Cisco Prime Collaboration Assurance very large OVA, you can choose to either upgrade to Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics or Cisco Prime Collaboration Assurance only.

If you want to enable Cisco Prime Collaboration Analytics during the Cisco Prime Collaboration Assurance upgrade, you require two virtual machines—Database and Application..

For more information on how to enable and disable Cisco Prime Collaboration Analytics 11.0, see the "Prime Collaboration Analytics Licensing" section of "Overview of Prime Collaboration Analytics Licensing" chapter in [Cisco Prime Collaboration Analytics Guide](#).

For more information on how to enable and disable Cisco Prime Collaboration Analytics 11.1, see the "Prime Collaboration Analytics Licensing" section of "Overview of Prime Collaboration Analytics Licensing" chapter in [Cisco Prime Collaboration Analytics Guide](#).

For more information on how to enable and disable Cisco Prime Collaboration Analytics 11.5, see the "Prime Collaboration Analytics Licensing" section of "Overview of Prime Collaboration Analytics Licensing" chapter in [Cisco Prime Collaboration Analytics Guide](#).

Post upgrade, UCM SIP Trunks will be discovered as part of Cluster data discovery which happens once every night by default. After upgrade, users can perform a manual rediscovery of the clusters to discover UCM SIP Trunks, if they want to use the UCM SIP Trunk tab soon after.

## Post Cisco Prime Collaboration Analytics Upgrade

After upgrading Cisco Prime Collaboration Assurance, run the following migration scripts to ensure that the new features work as expected.

Migration scripts has to be executed based on the versions. The upgrade console displays the script to be executed in the console.

Example, Once the upgrade is complete, execute `updateUser.sh` and `updateDn.sh` by accessing the URL `https://<IP_address>/emsam/index.html#pageId=com_cisco_emsam_page_diag_links->System Script` to migrate the `User` and `DN` data.

### Step 1

Execute the following scripts listed in the table below from the following URL,

`https://<ipaddress>/emsam/applications/emsam/PCDiagnostics/SystemProcessScript.jsp`

#### Table

| Version Upgrade | List of scripts    |
|-----------------|--------------------|
| 10.5.1 -> 11.0  | updateUser.sh      |
|                 | updateDn.sh        |
|                 | inventoryUpdate.sh |

| Version Upgrade | List of scripts              |
|-----------------|------------------------------|
| 10.6 -> 11.1    | migrateMetricsAggregation.sh |
| 11.0 -> 11.1    | migrateMetricsAggregation.sh |
| 11.0 -> 11.5    | migrateMetricsAggregation.sh |
|                 | updateLocationTables.sh      |
| 11.1 -> 11.5    | updateLocationTables.sh      |
| 11.1 -> 11.6    | updateLocationTables.sh      |

**Step 2** Click **Submit**.

Logs are displayed once the script execution is over.

**Note**

- Each script takes a few hours to complete execution depending on the available data.
- The user interface might log out without any status message when the script execution is in progress. Hence, you must not restart the server for 4 to 5 hours after initiating the script execution.
- Only one script can be executed at a time.

## Upgrade Cisco Prime Collaboration Assurance for Very Large Deployment

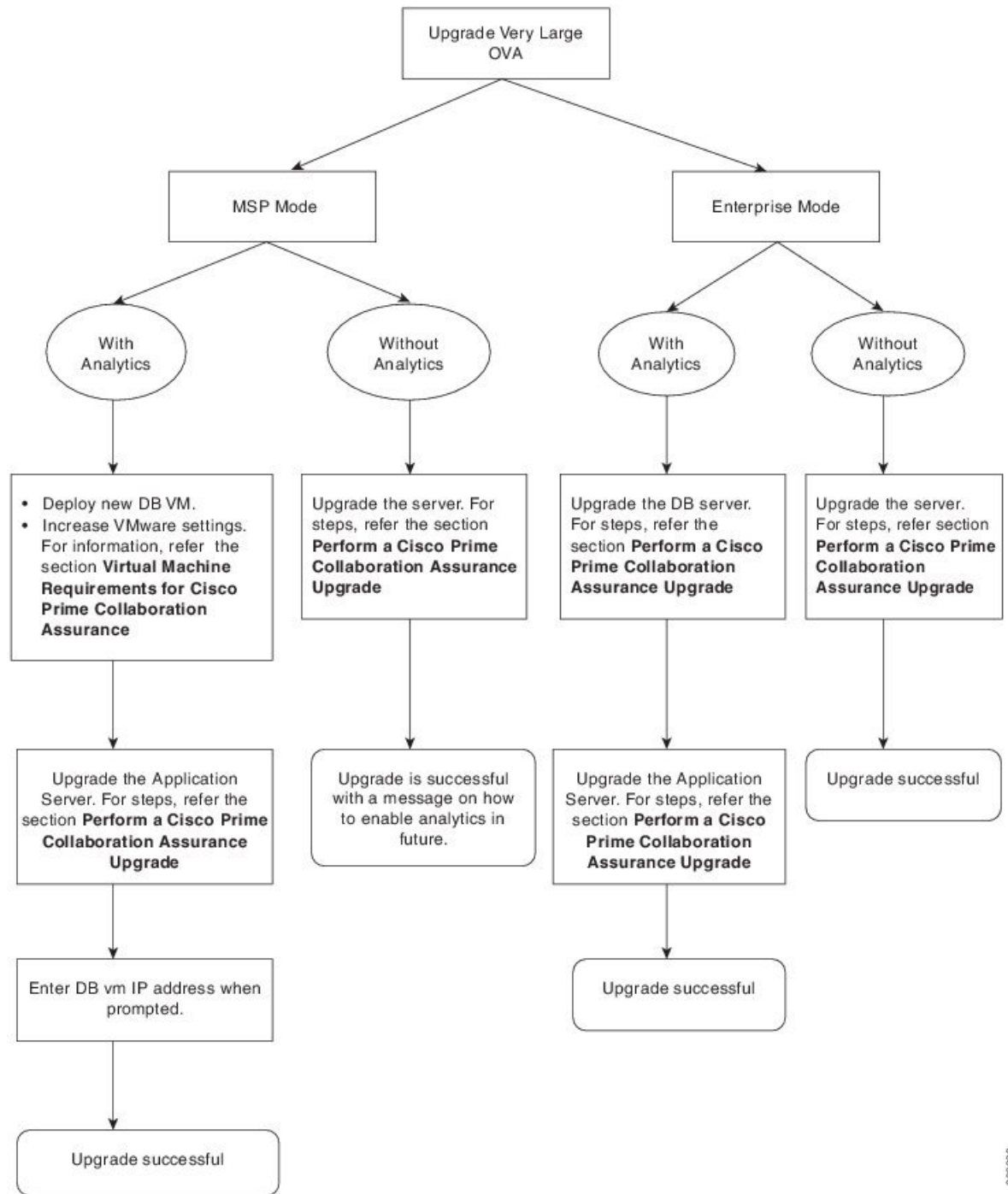
Cisco Prime Collaboration Assurance for very large deployment for versions 11.5 onwards supports analytics in MSP mode.

Based on the mode of deployment, follow the respective upgrade procedure as described in the diagram for upgrade from 11.1 to 11.6.

**Note**

For steps to upgrade the servers, see [Perform a Cisco Prime Collaboration Assurance Upgrade \(Includes Analytics\)](#), on page 3.

For information on the virtual machine requirements, see [Virtual Machine Requirements for Cisco Prime Collaboration Assurance](#).



**Enable Analytics After Upgrade**

If you have upgraded Cisco Prime Collaboration Assurance(Very Large) in MSP mode without analytics, you can enable analytics as follows:

1. Deploy a separate Database server.

2. Increase the VMware settings for very large MSP. For information on the VMware requirements, see [Virtual Machine Requirements for Cisco Prime Collaboration Assurance](#).
3. Enable analytics from the UI. For steps to enable analytics after upgrade refer the "Prime Collaboration Analytics Licensing" section of "Overview of Cisco Prime Collaboration Analytics" chapter in [Cisco Prime Collaboration Analytics Guide](#).

## Upgrade Database Server for Very Large Deployment

When you are upgrading to Cisco Prime Collaboration 11.5 very large deployment, before you initiate the upgrade procedure, you must upgrade the database server.

To upgrade the database server perform the following:

### Before you begin

Root patch must be enabled to execute the following commands. Hence, you must raise a TAC case to obtain the root access patch, and to enable root access on the database server.

- 
- Step 1** Shut down the Cisco Prime Collaboration 10.x or 11.0 application and database server.
  - Step 2** Download the patch ( [cpc-assurance-11.0.62354-verylarge-dbvm.tar.gz](#)) for database upgrade from [cisco.com](#) and place the downloaded file in the localdisk directory (`/opt/emms/emsam`) of the database server.
  - Step 3** Install the patch. Refer the instructions on the patch readme file to install the patch.
- 

## Post Cisco Prime Collaboration Analytics Upgrade

If you have upgraded from 10.5.1 to 11.5 , run the following script to ensure that the new features work as expected.

To run the script:

- 
- Step 1** Go to the URL: `https://<IP_address>/emsam/index.html#pageId=com_cisco_emsam_page_diag_links`.
  - Step 2** Click **System Script**.
  - Step 3** On the **System Script** page,
    - Choose the option **updateDn.sh** to modify External Directory Numbers as External DN.
    - Choose the option **inventoryUpdate.sh** to update CDR aggregation tables with New device mappings.
    - (Optional)Choose the option **updateUser.sh** to update CDR aggregation tables with Endpoint.
  - Step 4** Click **Submit**.  
Logs are displayed, once the script execution is over.



**Note**

- Each script takes more than 4 hours to complete execution, depending on the available data.
  - The user interface might logout without any upgrade status message when the script execution is in progress. Hence, you must not restart the server for 4 to 5 hours after initiating the script execution.
  - Only one script can be executed at a time.
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