Upgrades

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Software Versions

Software Version for Cisco Unified Communications Manager Release 10.5(2)

- These release notes are based on the following software version: 10.5.2.10000-5.

Software Version for IM and Presence Service Release 10.5(2)

- These release notes are based on the following software version: 10.5.2.20000-1.

Software Upgrades

For information about supported upgrades, see the *Cisco Unified Communications Manager Compatibility Matrix* at:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html

For information about the upgrade process and related tasks, see the *Upgrade Guide for Cisco Unified Communications Manager* at:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html

Note   All nodes within a single cluster must be in the same mode. For example, Cisco Unified Communications Manager and IM and Presence Service nodes in the same cluster must either all be in unrestricted mode or all be in restricted mode.

Important Notes about Upgrades

Cisco Unified Communications Manager Upgrades to Release 10.5(2) using Prime Collaboration Deployment

Follow these guidelines if you are using Cisco Prime Collaboration Deployment to upgrade Cisco Unified Communications Manager to release 10.5(2):

- PCD upgrades or non-PCD upgrades from release 10.0(1) or 10.5(1) are supported. Migrations from 10.0(1) or 10.5(1) using Prime Collaboration Deployment are not supported. For definitions of migrations and upgrades, see the latest release of the *Cisco Prime Collaboration Deployment Administration Guide*. For additional details, see CSCur99079.

- Before upgrading to release 10.5(2), you must download and install the COP file ciscocm.version3-keys.cop.sgn on every node in the cluster prior to upgrading. This Cisco Options Package (COP) file has the RSA keys that are required to validate the upgrade.

- If you are upgrading from 6.1(5), 7.x, 8.x, 9.x, or 10.x, you must disable the time synchronization between the VM instance and the ESXi. To disable the time synchronization issue, follow the instructions at the following URL:

  http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1189

  An alternative method is to configure the ESXi server and the Cisco Unified Communications Manager publisher node to point to the same NTP server.

  This resolves CSCur94973.

You can download COP files from the following location on cisco.com: **Downloads** > **Products** > **Unified Communications** > **Call Control** > **Unified Communications Manager (CallManager)** > **Cisco Unified Communications Manager Version 10.5**

IM and Presence Service and Cisco Unified Communications Manager Upgrade to 10.5(2)

Note You must upgrade Cisco Unified Communications Manager to Release 10.5(2) before you upgrade the IM and Presence Service nodes.

If you want to upgrade IM and Presence Service from Release 10.5(1) (or earlier) to 10.5(2), you must also upgrade Cisco Unified Communications Manager to Release 10.5(2).

Similarly, if you upgrade Cisco Unified Communications Manager from Release 10.5(1) (or earlier) to 10.5(2), you must also upgrade IM and Presence Service to Release 10.5(2).

IM and Presence Service Release 10.5(2) is compatible only with Cisco Unified Communications Manager Release 10.5(2).

No Configuration During Upgrades

Do not perform any configuration tasks during the upgrade process.

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Caution   If you are upgrading both Cisco Unified Communications Manager and IM and Presence Service, do not modify any of the IM and Presence Service server entries on the Application Server or Server configuration pages of the Cisco Unified CM Administration interface. The IM and Presence Service upgrade process automatically updates these entries on the Cisco Unified Communications Manager cluster during the final stages (switch version) of the upgrade process.

For upgrades from Release 8.x or 9.x to Release 10.x or later, any manual modification of these entries during the upgrade process will result in data migration failures between IM and Presence Service and Cisco Unified Communications Manager. If such failures occur, you must restart the entire upgrade process for both Cisco Unified Communcations Manager and IM and Presence Service clusters.

Preupgrade COP File

If you are upgrading to Cisco Unified Communications Manager Release 10.5(1), or later, from a release earlier than Cisco Unified Communications Manager Release 10.0(1), you must download and install ciscocm.version3-keys.cop.sgn on every node in the cluster. This Cisco Options Package (COP) file has the RSA keys that are required to validate the upgrade. Missing RSA-3 keys will result in status errors in the Software Installation/Upgrade window of the Cisco Unified Operating System Administration interface.

If you are upgrading to Cisco Unified Communications Manager Release 8.6 or later from a release earlier than Cisco Unified Communications Manager Release 8.5, you must download and install the latest ciscocm.refresh_upgrade_version.cop.sgn on every node in the cluster.

For detailed steps about COP file installation and complete upgrade procedures, see the *Upgrade Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html.

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Note   If the ciscocm.version3-keys.cop.sgn file is not installed, then software validation will fail even if the md5sum value of the ISO is correct.

To find COP files on Cisco.com, navigate to **Support** > **Downloads** > **Cisco Unified Communications Manager Version <version>** > **Unified Communications Manager/CallManager/Cisco Unity Connection Utilities**.

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Note   Cisco Prime Collaboration Deployment does not automatically install the required COP file before upgrade. You must create a task in Cisco Prime Collaboration Deployment to install the COP file before the upgrade. For more information, see the *Cisco Prime Collaboration Deployment Administration Guide*.

Verify that you have the correct COP file installed with the following commands:

```
admin:show version active

Active Version: 8.5.1.10000-26
```

```
Active Version Installed Software Options:
```

ciscocm.version3-keys.cop

ciscocm.refresh_upgrade_v1.5.cop.sgn

```
admin:
```

IM and Presence Service

You must also install the ciscocm.version3-keys.cop.sgn cop file before you upgrade to IM and Presence Service Release 10.5(1), or later, from any release earlier than 10.0(1). This COP file is necessary for all upgrades from pre-10.0(1) to 10.5(1) and later.

Upgrade from Cisco Unified Presence 8.5(4)

For upgrades from Cisco Unified Presence 8.5(4), you must install two COP files in the following order before you begin the upgrade:

1. Install the refresh upgrade COP file, cisco.com.cup.refresh_upgrade_v<latest_version>.cop. You can download this COP file from Cisco.com.

2. Install the RSA-3 key COP file, ciscocm.version3-keys.cop.sgn.

Downgrade to Cisco Unified Presence 8.6(3)

Cisco Unified Presence Releases 8.6(4) and later do not support the Cisco Presence Engine database. If you upgrade from Release 8.6(3) to Release 10.5(1) and you subsequently want to revert to Release 8.6(3), you must install a COP file that will reinstall the Cisco Presence Engine database. The COP filename is ciscocm.cup.pe_db_install.cop and you can download it from Cisco.com.

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> **Note**   In a multinode environment, you must install the ciscocm.cup.pe_db_install.cop COP file on every node in the cluster after you switch back to Release 8.6(3).

Refresh Upgrades to Cisco Unified Communications Manager Release 10.5(2)SU2+

Currently, the *Upgrade Guide for Cisco Unified Communications Manager and IM and Presence Service* instructs administrators performing a refresh upgrade of Cisco Unified Communications Manager nodes that they must both upgrade and switch versions on the publisher node before they begin to upgrade subscriber nodes.

As of Cisco Unified Communications Manager Release 10.5(2)SU2 and higher, administrators have the option of holding off switching versions until after all cluster nodes are upgraded. For this case, the revised order would be:

1. Upgrade the Unified Communications Manager publisher node.

2. Upgrade the Unified Communications Manager subscriber nodes.

3. Switch the publisher node to the upgraded partition.

4. Switch the subscriber nodes to the upgraded partition.

Note

You can switch the subscriber nodes to the upgraded partition either all at once, or one at a time, depending on your site requirements.

For Cisco Unified Communications Manager Release 10.5(2)SU2 and higher, administrators can apply this optional version switching sequence to the Refresh Upgrade task lists in the "Upgrades Overview" chapter of the *Upgrade Guide for Cisco Unified Communications Manager and IM and Presence Service*.

Upgrades to IM and Presence Service, Release 10.5(2b)

If you are upgrading to IM and Presence Service, Release 10.5(2b) then you must use the following set of files:

- `Bootable_UCSInstall_CUP_10.5.2.21900-4.sgn.iso`

  bootable ISO image; md5 hash: 3a62b5beff66f50137717c3ab370dbbe

- `Bootable_UCSInstall_CUP_UNRST_10.5.2.21900-4.sgn.iso`

  bootable ISO image (unrestricted); md5 hash: 8229548df0012fe60ad0c1b30eefcc5e

- `UCSInstall_CUP_10.5.2.21900-4.sgn.iso`

  non-bootable ISO image (upgrades only); md5 hash: 5efbcc6de8dcadaf6de2ff7220126627

- `UCSInstall_CUP_UNRST_10.5.2.21900-4.sgn.iso`

  non-bootable ISO image (upgrades only, unrestricted); md5 hash: 05481ad99189c32dd23722f6226248d9

Upgrades from IM and Presence Service 10.0(1) Export Unrestricted

If you are upgrading from IM and Presence Service 10.0(1) Export Unrestricted to any higher release of IM and Presence Service Export Unrestricted (including Service Updates), you must install the unrestricted upgrade COP file before you begin the upgrade: `ciscocm.cup.unrst_upgrade_10_0_1_vx.x.cop.sgn`. You can download this file from Cisco.com.

OS Admin Account Required for CLI-Initiated IM and Presence Upgrades

If you are using the **utils system upgrade** CLI command to upgrade IM and Presence Service nodes, you must use the default OS admin account, as opposed to a user with administrator privileges. Otherwise, the upgrade will not have the required privilege level to install essential services, thereby causing the upgrade to fail. You can confirm the account's privilege level by running the **show myself** CLI command. The account must have privilege level 4.

Note that this limitation exists for CLI-initiated upgrades of IM and Presence Service only and does not apply to Unified Communications Manager. Also note that this limitation may be fixed for newer ISO files. See your ISO Readme file for details on your specific ISO file. For-up-to date information on this limitation, see CSCvb14399.

Cisco Jabber Users Should be Logged Out During Upgrade

When upgrading the IM and Presence Service, it's best to ensure that all Cisco Jabber users are logged out during the upgrade. The more Cisco Jabber user activity you have, the greater the likelihood that you will receive an error that requires administrator intervention such as a Presence status sync error.