



## Important Considerations for Upgrade

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- Perform a DRS backup before you upgrade.
  - Upgrade Customer Collaboration Platform during off-peak hours or during a maintenance window to avoid service interruptions.
  - You can trigger the switch to new version immediately after you complete the upgrade.
  - You might experience a delay of approximately 10-15 minutes before the services start during the first boot of the Customer Collaboration Platform system after the switch version. This is due to the migration of data during the first boot. This delay will not occur in subsequent restarts.
  - You can choose to switch back to the older version at time if the newer version seems unstable or has performance issues. No data is migrated when you switch to the older version.
- [Upgrade Overview, on page 1](#)
  - [Upgrade Tasks, on page 2](#)

## Upgrade Overview

You can upgrade from SocialMiner Release 11.6(2) and 12.0(1) to CCP Release 12.5(1).



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**Note** Ensure that Cisco Customer Collaboration Platform OVA template is deployed for a successful upgrade. The upgrade stops if no Cisco Customer Collaboration Platform OVA template is found in the deployment.

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Before you begin upgrade, you must install the upgrade Cisco Options Package (COP) file and then upgrade Customer Collaboration Platform using the Software Upgrades menu option in Unified OS Administration or by using the CLI.

The upgrade runs unattended and may take over two hours.

During the upgrade, multiple reboots occur. After the upgrade is complete, the system boots from the lower version. You can defer the switch to new version to a maintenance window or you can perform it immediately. To switch to the higher version, you need to trigger Switch Version either from the Unified OS Administration or from the CLI.



**Note** Before you upgrade, you must perform a DRS backup to ensure that you can revert to the previous version if necessary.

### COP File for Upgrade

The following table lists the Customer Collaboration Platform version and the corresponding COP file that you have to download and install before you begin the upgrade.

*Table 1: COP File*

Version	COP File
11.6.2.10000-21	File Name: ciscosm.refreshupgrade.pre12.5.cop.sgn
12.0.1.10000-14	MD5 Checksum: 1187e5fc2937ce2bb4253c982f5d1d18

## Upgrade Tasks

The following table lists the required tasks to upgrade Customer Collaboration Platform:

Upgrade Path	Tasks
11.6(2) to 12.5(1)	1. <a href="#">Install COP File, on page 3</a>
12.0(1) to 12.5(1)	2. <a href="#">Update Virtual Machine Settings, on page 2</a>
	3. <a href="#">Upgrade Customer Collaboration Platform Using Cisco Unified OS Administration, on page 4</a> or <a href="#">Upgrade Customer Collaboration Platform Using the CLI, on page 5</a>
	4. <a href="#">Verify Version after Switch Version, on page 5</a>
	5. <a href="#">Verify Version, on page 6</a>

## Update Virtual Machine Settings

Before you perform a upgrade, you must modify Customer Collaboration Platform Virtual Machine's operating system version, total video memory.

### Procedure

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- Step 1** Power off the virtual machine.
- Step 2** Change the operating system version to **CentOS**. Perform the following steps to change the operating system of the virtual machine:
- Right click on the virtual machine and then choose **Edit Settings**.

The **Virtual Machine Properties** window appears.

- b) In the **Options** tab, select **General Options** and choose **CentOS** from the **Version** drop-down list.
- c) Click **OK**.

**Step 3** Increase the total video memory to 8 MB. Perform the following steps to increase the total video memory:

- a) Right click on the virtual machine and then choose **Edit Settings**.

The **Virtual Machine Properties** window appears.

- b) In the **Hardware** tab, select **Video card**.
- c) In the **Specify custom settings**, set **Total video memory** to 8 MB and then click **OK**.

**Step 4** Power on the virtual machine and continue with upgrade.

**Note** For a refresh upgrade (RU) of Cisco Customer Collaboration Platform you must initiate the upgrade from the VM console. A confirmation message related to **Cisco CCPOVA deployment confirmation** is displayed. The Administrator must press **Yes** to proceed for the refresh upgrade to continue.

## Install COP File

The Cisco Options Package (COP) file provides a generic method to deploy Cisco software outside the normal upgrade process. For example, you use a COP file to install new language packs or to patch fixes and virtualization tools. You must first download and save the COP file before applying it.



**Note** Unlike upgrades, COP files cannot be removed or rolled back. Contact Cisco TAC if you want to roll back the COP file.



**Note** If the ReadMe file for a specific COP file contradicts the following general guidelines, follow the instructions in the ReadMe file.

### Procedure

- Step 1** Go to <https://software.cisco.com/download/navigator.html>.
- Step 2** Click **Log In** and login by entering username and password.
- Step 3** Choose from the list **Products > Customer Collaboration > Options for Contact Center Solutions > CCP**.
- Step 4** Click **CCP**.
- Step 5** Choose the required current version of the file from the list and download the COP file to a local source or an SFTP server that can be accessed by the Cisco Customer Collaboration Platform server.
- Step 6** Apply the file using the procedure [Upgrade Customer Collaboration Platform Using the CLI, on page 5](#).
- Step 7** Enter the command **utils system restart** to restart the server.

# Upgrade Customer Collaboration Platform Using Cisco Unified OS Administration

You can upgrade Customer Collaboration Platform either from a local DVD or from a FTP/SFTP server.



**Note** By default, access to Customer Collaboration Platform administration user interface is restricted. Administrator can provide access by whitelisting clients IP addresses. For information about how to provide access, see [Control Customer Collaboration Platform Application Access](#)

## Procedure

- Step 1** Open Unified OS Administration from the **Administration tab > Platform Administration** or access the URL **https://<servername>/cmplatform**, where <servername> is the hostname or IP address of your Customer Collaboration Platform server.
- Step 2** Log in to **Cisco Unified OS Administration** using administrator username and password.
- Step 3** Choose **Software Upgrades > Install/Upgrade**.
- Step 4** From the **Source** list, choose either **DVD** or **Remote Filesystem**.
- Step 5** Enter the path of the upgrade file in the **Directory** field.
- For **DVD**, enter "/" in the filepath.
- For **Remote Filesystem**, enter the full path to the file that is located on the remote server.
- Step 6** If you chose **Remote Filesystem**, follow the instructions on the screen; otherwise, go to **Step 7**.
- Step 7** Click **Next** to see the list of upgrades that are available.
- Step 8** Choose the appropriate upgrade file, and click **Next**.
- Step 9** (Optional) To use the Email Notification feature, enter relevant information in the **Email Destination** and **SMTP server** fields.
- Step 10** Click **Next** to initiate the upgrade process.

**Note** After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in <https://www.cisco.com/security/pki>
- For information about adding a certificate, see the *To Upload the Certificates* and *After You Upload the Certificates* sections in *Cisco Customer Collaboration Platform User Guide Release 11.6(2)* located at: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/socialminer/socialminer\\_1162/user\\_guide/Guide/cusm\\_b\\_cisco-socialminer-user-guide-release\\_1162.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/socialminer/socialminer_1162/user_guide/Guide/cusm_b_cisco-socialminer-user-guide-release_1162.pdf)

# Upgrade Customer Collaboration Platform Using the CLI

## Procedure

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- Step 1** Log in to platform application CLI using the administrator username and password.
- Step 2** Enter the command **show version active** and check the current version.
- Step 3** Enter the command **utils system upgrade initiate** to initiate the upgrade process.
- Step 4** From the **Source** list, choose either **DVD** or **Remote Filesystem**.
- Step 5** Enter the path of the upgrade file in the **Directory** field.

For **DVD**, enter "/" in the filepath.

For **Remote Filesystem**, enter the full path to the file that is located on the remote server.

- Step 6** Follow the instructions on the screen.
- Your entries are validated and the available files list is displayed.
- Step 7** Select the ISO image file or the COP file that you want to apply from the available list, and confirm the installation when you are prompted.
- Step 8** After the installation is completed, enter the command **show version inactive** and check the upgraded version.

- Note** After upgrading Customer Collaboration Platform, the CAs that are not approved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.
- For information about the list of CAs that Cisco supports, see Cisco Trusted External Root Bundle in <https://www.cisco.com/security/pki>
  - For information about adding a certificate, see the *To Upload the Certificates* and *After You Upload the Certificates* sections in *Cisco Customer Collaboration Platform User Guide Release 11.6(2)* located at: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/socialminer/socialminer\\_1162/user\\_guide/Guide/cusm\\_b\\_cisco-socialminer-user-guide-release\\_1162.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/socialminer/socialminer_1162/user_guide/Guide/cusm_b_cisco-socialminer-user-guide-release_1162.pdf)
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## Verify Version after Switch Version

You can check and perform switch version by using either of the following procedures: [Switch Version Using the Web Interface, on page 6](#) or [Switch Version Using the CLI, on page 6](#).



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**Caution** Never initiate switch version from the recovery CD.

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- Note**
- Perform switch version in the same maintenance window to avoid additional downtime.
  - The time required for switch version depends on the size of records in the database.
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## Switch Version Using the Web Interface

To check and perform switch version using the web interface, follow this procedure:

### Procedure

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- Step 1** Log in to **Cisco Unified OS Administration** using the administrator username and password.
  - Step 2** Choose **Settings > Version** to check the versions.
  - Step 3** Click **Switch Versions**, and click **OK** to initiate the switch version process.
  - Step 4** Choose **Settings > Version** to check the active version.
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## Switch Version Using the CLI

To check and perform switch version using the CLI, follow this procedure:

### Procedure

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- Step 1** Log in to Cisco Unified Communications OS Platform CLI using the administrator username and password.
- Step 2** Enter the command **show version active** to check the active version.
- Step 3** Enter the command **show version inactive** to check the inactive version.
- Step 4** Enter the command **utils system switch-version** to initiate the switch version process.
- Step 5** Enter the command **show version active** to check the active version.

**Note** If switch version is unsuccessful, contact Cisco TAC.

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## Verify Version

### Verify Version Using the Web Interface

To verify the active and inactive versions of Customer Collaboration Platform using the web interface, follow this procedure:

### Procedure

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- Step 1** Log in to **Cisco Unified OS Administration** using the administrator username and password.
  - Step 2** Choose **Settings > Version** to check the current active and inactive versions.
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## Verify Version Using the CLI

To verify the active and inactive versions of Customer Collaboration Platform using the CLI, follow this procedure:

### Procedure

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- Step 1** Log in to application platform CLI using the administrator username and password.
  - Step 2** Enter the command **show version active** to check the active version.
  - Step 3** Enter the command **show version inactive** to check the inactive version.
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## Upgrade VMware Tools

### Procedure

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- Step 1** Power on the virtual machine.
- Step 2** Right click on the virtual machine and then choose **Guest > Install / Upgrade VMware tools**. The **Install/Upgrade Tools** window appears.
- Step 3** Choose **Automatic Tools Upgrade** or **Interactive Tools Upgrade** and click **OK**.

If you choose **Automatic Tools Upgrade**, the process is complete.

If you choose **Interactive Tools Upgrade**, then complete the following steps:

- a) Log in to platform application CLI using the administrator username and password.
- b) Enter the command **utils vmtools refresh** .  
The server reboots twice.

The **Summary** tab of the virtual machine will display that the WMware tools that are running.

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### What to do next

1. Check the **Summary** tab of the virtual machine and verify that the version of the VMware tools is current.
2. If the version is not current, reboot the VM and check.

## Change NIC Adapter Type

### Procedure

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- Step 1** Power off the virtual machine.
- Step 2** Right click on the virtual machine and then choose **Edit Settings**. The **Virtual Machine Properties** window appears.

**Step 3** In the **Hardware** tab, select **Network adapter 1**, and then click **Add**.

The **Add Hardware** window appears.

**Step 4** Select **Ethernet Adapter** and then click **Next**.

The **Network Type** window appears.

**Step 5** Select the adapter type **VMXNET3**, click **Next**, and click **Finish**.

**Step 6** To remove the previous network adapter complete the following steps:

a) Right click on the virtual machine and then choose **Edit Settings**.

The **Virtual Machine Properties** window appears.

b) In the **Hardware** tab, select **Network adapter 1**, and click **Remove**.

c) Click **OK**.

**Step 7** Power on the virtual machine.



**Note** If you choose to perform a switch-back to previous versions after upgrade, you do not need to modify the virtual machine parameters.

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