



# Unified CVP Minor Release Upgrade

Unified CVP 12.6(2) MR is an executable file which can be downloaded from CCO. The same executable file can be used to upgrade all Unified CVP components.



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**Important** Before you install Unified CVP MR:

- Refer to the licensing information in the [Unified CVP Licensing](#) chapter.
- Ensure that the server chosen for Reporting Server is part of a workgroup.
- Backup all custom audio files present in `<CVP_HOME>/VXMLServer/tomcat/webapps/audio` for Unified CVP upgrade.
- Take a backup of the OAMP config using **Export System Configuration** from the system menu before OAMP upgrade.

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To export system configuration from 12.6(1):

1. Export the system configuration files.
2. Unzip the files using the Winrar.
3. Select the contents of the unzipped folder to compress it again.
4. Import the system configuration zip file.



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**Note** After the successful upgrade, the Certificate Authorities (CAs) that are unapproved 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 the Cisco Trusted External Root Bundle [here](#).
- For information about adding a certificate, see [here](#).

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## Upgrade Path

The following table lists the upgrade paths to replace the existing Unified CVP version with the MR on Windows Server 2016 or Windows Server 2019.

**Table 1: Unified CVP Upgrade Path on Windows Server 2016 or Windows Server 2019**

Upgrade Path from Older Release to New Release	Platform Change	Conversion Process	Description
Unified CVP 12.5(1) to 12.6(2)	No	Direct upgrade to Unified CVP 12.6(2) through MR.	Platform change is not required because Unified CVP 12.6(2) is supported on Windows Server 2016 and Windows Server 2019.
Unified CVP 12.6(1) to 12.6(2)	No	Direct upgrade to Unified CVP 12.6(2) through MR.	Platform change is not required.

## Unified CVP Upgrade Strategies

You can upgrade Unified CVP in a maintenance window. However, when there are a large number of Unified CVP servers to upgrade, it may not be possible to upgrade all of them in one maintenance window. Using the upgrade strategies, you can help large Unified CVP deployments distribute the upgrade process. In addition, you can divide the server upgrades into multiple steps that can be completed over several maintenance windows.

Unified CVP upgrade strategies are described in the following sections.

### Unified CVP Units

A Unified CVP unit is a single virtual machine and may comprise VXML Servers and Call Servers. For Unified CVP deployments that have multiple Unified CVP units, ensure that you upgrade one unit at a time. For example, you can upgrade a Unified CVP unit of related servers in a maintenance window. This deployment may be useful for call centers. There may be a need to migrate to Session Initiation Protocol (SIP) to continue call processing and minimize the risks.

### Multiphased Approach

Multiphased approach is a strategy to upgrade a subset of Unified CVP Servers and resume call processing. Using the multiphased upgrade approach, you can divide the upgrades in phases over time. If a Unified CVP deployment has multiple Unified CVP units, you can upgrade each unit using the multiphased approach.

Depending on the deployment, choose one of the following multiphased approaches:

- Upgrade all servers of a certain type in a maintenance window.
- Upgrade a subset of a server type in a maintenance window.
- Upgrade a subset of a server type from a Unified CVP unit in a maintenance window.

Use multiphased approach to upgrade the components in the following sequence:

1. Operations Console
2. Unified CVP Reporting Server
3. Unified CVP Server



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**Note** It is not necessary to upgrade all servers in a category in a single maintenance window; however, you must upgrade all Unified CVP components of one type before moving to the next set of components in the Unified CVP deployment or the Unified CVP unit.

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## Important Considerations for Upgrade

- Upgrade Unified CVP during off-peak hours or during a maintenance window to avoid service interruptions.
- Do not make any configuration changes during the upgrade, because the changes are lost after the upgrade.
- Ensure that a Unified CVP unit remains offline until you upgrade all the components in that unit.
- Upgrade Unified CVP components in a sequence for a successful deployment. A change in upgrade sequence results in loss of call data and error or inability to configure properties that are introduced in the new version.
- Push the TCL and VXML files (from the location `C:\Cisco\CVP\GWDownloads\`) to their respective ingress and VXML gateways after the Unified CVP Operations Console is upgraded, but before any other Unified CVP components are upgraded.

## Upgrade Unified CVP Components

Install the Unified CVP 12.6(2) MR on the following components:

- Unified CVP Server
- Operations Console
- Remote Operations
- Unified CVP Reporting Server

Follow the given steps to install the Unified CVP 12.6(2) MR on each of the above components:

## Procedure

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**Step 1** Run (double click) **CVP12.6.2.exe**. A welcome screen is displayed.

**Step 2** Click **Next** to proceed.

**Step 3** Review and accept the **Software License Agreement**, and click **Next**.

A warning message is displayed to backup all custom audio files. Click **OK** to proceed.

**Step 4** Click **Install** to start the MR installation.

**Note** As soon as the MR set up begins, the following warning may be displayed if any of the 12.5 ESs are installed:

```
Following engineering special(s) installed in the system, are not merged into
CVP12.6(2)
<list of ES installed>
```

```
Continuing with the upgrade may result in loss of functionality provided by above
engineering special(s).
```

```
Review available engineering special(s) built on CVP12.6(2), for corresponding
patches that would need to be applied separately.
```

```
Do you want to continue the upgrade?
```

Click **Yes** to proceed.

For information on Engineering Special (ES) when upgrading to Cisco Unified Customer Voice Portal to 12.6(2), see *Important Notes* section in the *Cisco Unified Customer Voice Portal* Chapter of the [Release Notes for Cisco Contact Center Enterprise Solutions Release](#).

**Step 5** Click **Finish** to complete the MR installation. Reboot the machine after the installation.

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# Upgrade Unified Call Studio

## Procedure

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**Step 1** Open Call Studio, right-click any existing project in the Navigator view, choose **Export**.

The **Export** wizard opens.

**Step 2** Navigate to **General > File System**, and click **Next**.

**Note** From the list displayed by the Export wizard, select multiple projects to export them simultaneously.

**Step 3** Browse to the directory where the projects will be exported and click **OK** and then click **Finish**.

**Step 4** Uninstall the Call Studio software.

For more information, see the Unified CVP/Call Studio Uninstallation section.

**Step 5** Install the Call Studio software.

For more information, see the Install Unified Call Studio section.

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After an upgrade, all custom elements need to be recompiled using OpenJDK 1.8.x before using them in Call Studio.



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**Note** The SolarWinds TFTP software and AnyConnect (while a VPN connection is enabled) are the known causes for the Call Studio debugger errors. To resolve the Call Studio debugger errors:

- If you are using SolarWinds, stop the SolarWinds TFTP software and run the debugger.
  - If you are using AnyConnect, disconnect the VPN connection and run the debugger.
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## Postupgrade Tasks

After you upgrade the Unified CVP components, synchronize the metadata files using the Sync-up tool.

Initiate metadata synchronization only if you are using CVP Rest API. For more information, see [Initiate Metadata Synchronization for Unified CVP Rest API, on page 6](#).

**Important**

- After upgrade, restart the **WebServicesManager** service to use system CLI.
- If you are using a VRU connection port other than the default port (5000), then click **Save and Deploy** of Unified CVP Call Server from OAMP.
- If you have added the certificates in *.ormkeystore*, then add them again in *.keystore*.
- Perform the following steps for Smart Licensing to work after upgrading to Unified CVP 12.6(2):
  1. Redeploy all Call Servers and VXML Servers from OAMP.
  2. Restart the services.
- VMWare Tools do not get updated automatically after upgrading to Unified , CVP 12.6(2) on Windows Server 2016/2019 and rebooting the machine.

**Workaround:** Perform the following steps to update the VMWare Tools manually:

1. Right-click on the VM.
  2. Go to **Guest OS** and select **Upgrade VMWare Tools**.
- After you upgrade to Unified CVP 12.6(2), the `WebServiceCredentials` schema gets updated with the encryption method.

To encrypt the wsm password in OAMP, do the following:

1. Stop Cisco CVP **OPSConsoleServer** and Cisco CVP **WebServicesManager** services.
2. Navigate to `C:\Cisco\CVP\bin\.`
3. Execute the `mgr-init.bat -wsm <wsadmin password>` command from the command prompt.
4. Restart the Cisco Unified CVP Operations Console and Cisco CVP WebServicesManager.

The encryption key, which is a part of OAMP, is absent from the `WebServicesCredentials.xml` files on the CVP Call Server, VXML Server, and Reporting Servers.

**Workaround:** To synchronize the `WebServicesCredentials.xml` with the encryption method, it is necessary to redeploy all the Call Servers, VXML Servers, and Reporting Servers.

## Initiate Metadata Synchronization for Unified CVP Rest API

In the Unified CVP REST API architecture, information of media files on Media Server and VXML applications on a VXML server is saved on a WSM Server as metadata in Derby database. This metadata information is created, updated, and deleted by the REST API calls. There may be situations where the metadata may go out of sync with files on VXML Servers and Media Servers. Examples are addition and deletion of Unified CVP Servers, deployment of apps and media files by a tool other than the REST API, and Unified CVP Media Server or the VXML server upgraded from a version where the REST API was not supported.

A command line tool “`metasynch.cmd`” is available at `C:\Cisco\CVP\wsm\CLI` to enable synchronization of metadata with the files on VXML Servers and Media Servers. The tool internally uses the Synch up API to perform the synchronization. It takes three arguments- WSM user name, WSM user password, and server type (MEDIA, VXML or VXML\_STANDALONE). Based on the server type information, all servers of the

respective server type are synchronized. If the server type argument is not provided, metadata is synchronized with all media servers and VXML servers configured in OAMP.

In case of an upgrade, the media files and VXML applications are present in the Media Servers and VXML Servers but corresponding metadata information is not present in the WSM Server. The absence of metadata information limits a user from using the REST API to access, update, and delete existing media files and VXML applications on the Media Server and the VXML Server.



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**Note** Wsmadmin (CLI) users or any other serviceability/readonly role users cannot login or use OAMP/NOAMP/CLI until an Administrator or Super Administrator role user updates their password post an install/upgrade.

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## Synchronize Metadata Files Using Sync-Up Tool

To invoke `metasynch.cmd`, complete the following steps.

### Procedure

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**Step 1** On the Unified CVP OAMP Server, navigate to the `C:\Cisco\CVP\wsm\CLI` location.

**Step 2** Run the `metasynch.cmd` file with following arguments:

- `wsm username`
- `wsm password`

#### Example:

```
metasynch.cmd wsmusername wsmpassword MEDIA
```

Usage : metasynch [options] username password [servertype]

servertype : MEDIA/VXML/VXML\_STANDALONE

options : -help -? print this help message

**Note** The server type argument should be MEDIA, VXML, or VXML\_STANDALONE type. If the server type argument is not provided, the metadata is synched with all the VXML applications on VXML servers and all media files on Media servers. Logs for synch command tool can be found at the following location:

```
C:\Cisco\CVP\wsm\CLI\log\SyncTool.log
```

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