Upgrade

Supported Upgrade Paths

The following table lists the supported upgrade paths to Cisco Finesse Release 12.0(1).

Current Version	Upgrade Path
Release 11.0(1)	Upgrade to Release 12.0(1)
Release 11.5(1)	Upgrade to Release 12.0(1)
Release 11.6(1)	Upgrade to Release 12.0(1)

Note Cisco Finesse ISOs are bootable. For example, if you must rebuild your secondary server, you can upgrade your primary server to the latest release and then perform a fresh installation with the Finesse ISO on your secondary server.

Aligned Partitions Support

Cisco Finesse supports aligned partitions with a fresh installation.

If you perform an upgrade from a previous release, the platform detects the unaligned partitions and displays the following error:

```
ERROR-UNSUPPORTED: Partitions unaligned
```

You can run Cisco Finesse with the unaligned partitions, as there is no functional impact to Finesse. However, you cannot experience the benefits of aligned partitions unless you perform a fresh installation.

To support aligned partitions following an upgrade, do the following:

1. Upgrade Cisco Finesse.

2. Perform a backup on the primary Finesse server using the Disaster Recovery System (DRS) application. To access the DRS application, direct your browser to https://*FQDN of Finesse server*:8443/drf.

3. Perform a fresh installation of Cisco Finesse.

4. Access the DRS application and perform a restore from your backup.

For more information about DRS backup and restore, see the *Cisco Finesse Administration Guide* and the detailed online help provided with the DRS application.

Perform Upgrade

You must upgrade the primary Finesse node first and then the secondary Finesse node. Both the primary and secondary Finesse nodes must be running the same version before the upgrade.

Before you begin

- Upgrade Finesse during off-peak hours or during a maintenance window to avoid service interruptions.

- Perform a DRS backup on the primary Finesse server. To access the DRS application, direct your browser to https://*FQDN of Finesse server*:8443/drf. For more information, see the online help that is provided with the DRS application.

- For large deployments, allocate extra vRAM and other resources to avoid impacting the performance of the upgraded version. For more information on the virtualization details, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-finesse.html.

- Place the Cisco Finesse ISO file on an FTP or SFTP server that you can access from your Finesse system or burn the ISO file to DVD.

- The Finesse desktop has a new look due to the Multi-Tab gadget-based layout. To save the existing layout, before upgrading, sign in to the cfadmin (https://*FQDN of Finesse server:8445*/cfadmin) and copy the custom layout from **Desktop Layout** > **Manage Desktop Layout** and save it as a text file in your local file system.

- Icons (both custom and in-built) that appear on the Finesse desktop and the left navigation bar are now customizable. Finesse specific tabs with no change in labels automatically display their respective in-built icons. Tabs that are created or modified have a default icon. You can customize these icons in the desktop layout through the administration portal of Finesse. You can upload custom icons into the Finesse third-party gadget. For more information see, *Default Layout XML* section in *Cisco Finesse Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html.

- For upgraded layouts, the "hidden=false" attribute is introduced for non-voice state control gadgets. For example, the existing non-voice control gadget URLs is migrated to the new URL. **<gadget hidden="true">https://localhost/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget>**

- For upgraded layouts, TeamMessage and Desktop Chat will not appear by default. The XML must be copied from the default layout and added to the respective custom layouts.

- After you upgrade to Cisco Finesse 12.0(1), the name, format, and folder references of the Cisco-provided gadgets are changed automatically. Automatically modified gadget details are as follows:

- From `/desktop/gadgets/QueueStatistics.jsp` to `/desktop/scripts/js/queueStatistics.js`

- From `desktop/gadgets/TeamPerformance.jsp` to `desktop/scripts/js/teamPerformance.js`

- From `/desktop/gadgets/CallControl.jsp` to `/desktop/scripts/js/callcontrol.js`

Note Gadgets within commented sections are not modified automatically. After the upgrade, if you want to use the gadets that are in the commented sections, you must manually modify the name, format, and path of the gadgets.

- The **maxRow** is changed from being a query parameter to an attribute. During an upgrade, it is removed from the URL of the Team Performance gadget and is added as an attribute. After the upgrade, the height of the rows in the Team Performance gadget remains the same.

- In upgrade scenarios, by default, the first two call variables are displayed in the agent call pop over and in the supervisor active call details. You can modify the configuration of the pop over variables to improve the agent and supervisor experience.

Procedure

Step 1 Upgrade VMware Settings

Before you upgrade to Cisco Finesse, Release 12.0(1), modify the following virtual machine (VM) settings for Red Hat Enterprise Linux version and Video Card as follows:

a) Select the VM and choose **Edit Settings**.
b) In the **Options** tab, select **General Options**. Update the Guest Operating System from Red Hat Enterprise Linux 4 (32 bit) to CentOS 6 (64 bit).
c) Click **OK**.
d) Right click the VM and choose **Edit Settings**. In the Hardware tab, update **Video** > **Total Video Memory** > **8MB**.
e) Power on the VM.

Step 2 SSH to your Finesse system and sign-in with the platform administration account.

Step 3 Access the CLI and run the **utils system upgrade initiate** command.

Step 4 Follow the instructions that are provided by the **utils system upgrade initiate** command.

If you choose to install from a remote source (FTP or SFTP server), provide the location and credentials for the remote file system.

If you choose to install from the local CD/DVD drive, ensure that the drive is connected to the Finesse virtual machine (VM) as follows:

a) Right-click the VM and choose **Edit Settings**.
b) Click the **Hardware** tab.
c) In the left pane, select **CD/DVD Drive**.
d) In the right pane, under Device Status, check the **Connected** and **Connect at power on** check boxes.

    e) Under Device Type, select **Datastore ISO File**.

    f) Click **Browse** and navigate to the Finesse ISO file.

    g) Click **OK**.

Finesse also prompts you for SMTP Server information, but it is not mandatory. If you do not have an SMTP Server, you can skip the SMTP prompt.

Step 5   At the **Automatically switch versions if the upgrade is successful** prompt, type **yes**. The upgrade is not active until a switch version is performed.

    Note   Once the switch version is complete, the system reboots.

Step 6   At the Start installation (yes/no) prompt, type **yes** to start the Refreshupgrade.

Step 7   If you are installing from the local CD/DVD drive, when the upgrade enters the BIOS screen, on the Boot tab, move CD-ROM Drive to the top, save your settings, and exit.

Step 8   After the upgrade is complete, disconnect the CD/DVD drive.

    a) Right-click the VM and choose **Edit Settings**.

    b) Click the **Hardware** tab.

    c) Select **CD/DVD Drive 1**.

    d) Clear the **Connected** and **Connect at power on** check boxes.

    e) Click **OK**.

Step 9   Update the network adapter type and operating system settings on the VM.

    a) Stop the VM.

    b) Right-click the VM and choose **Edit Settings**.

    c) Delete the existing network adapter and add a new adapter of type VMXNET3.

    d) Save the changes.

    e) Power on the VM.

Step 10   Perform the preceding steps on the secondary Finesse server.

Step 11   Sign in to the Finesse desktop to verify that the upgrade was successful (https://*FQDN of Finesse server:8445*/desktop).

    Note   After Finesse restarts, wait approximately 20 minutes before you attempt to sign in to the desktop. Finesse services may take a few minutes to reach the STARTED state.

What to do next

- After the system upgrade, ensure that all agents, supervisors, and administrators clear their browser cache.

- If you had a modified desktop layout before the upgrade, perform the following steps to ensure you obtain the latest changes:

    1. Sign in to the Finesse administration console and click the **Desktop Layout** tab.

    2. On the Manage Desktop Layout gadget, click **Restore Default Layout**.

    3. Click **Save**.

    4. Using the text file of the desktop layout that you saved before the upgrade as a reference, modify the layout to include the changes that you made to the previous layout.

5. Click **Save** to save your changes.

- In the Manage Reasons (Not Ready) gadget, check for Not Ready reason codes with code values that are not unique. Edit any that you find to give them unique values.

- In the Manage Reasons (Sign Out) gadget, check for Sign Out reason codes with code values that are not unique. Edit any that you find to give them unique values.

- Reset the third-party account password as it is a Unix user account. Use the **utils reset_3rdpartygadget_password** command to reset the third-party account password. You may reset to the previously configured password or change to a new password.

Perform Rollback

If a problem occurs with the upgrade, you can roll back to the earlier release.

Procedure

Step 1 Perform a switch-version on the primary node.

a) Access the CLI and enter the command **utils system switch-version**.

b) Enter **yes** to confirm.

The system attempts to switch back to the original version and reboots if the switch is successful.

Step 2 Repeat Step 1 on the secondary node.

Step 3 1 hour after the switch version is complete, use the following command on both nodes to confirm that the replication is successful: **utils dbreplication runtimestate**.

The replication is successful if the output shows a replication status of 2.

Note If the replication is unsuccessful, run the following database replication commands on the primary node:

utils dbreplication stop all

utils dbreplication reset all

After you enter these commands, wait again for 1 hour (or more depending on the volume of data) before again using the **utils dbreplication runtimestate** command to confirm the replication is successful.