Upgrades

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Before You Upgrade

Note

- For important notes, caveats, and other considerations, see *Cisco Unified Intelligence Center* chapter in the *Release Notes for Cisco Unified Contact Center Enterprise Solution* available at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html.

- If you are upgrading Cisco Unified Intelligence Center (co-resident) deployment, Live Data is also upgraded. As Live Data must be of the same version as Central Controller Components, Central Controller Components must be upgraded in the same window.

Unsupported Widgets

The Cisco Unified Intelligence Center 12.5 interface for Dashboards does not support the following widgets:

- Schedule Report widgets

- URL widgets containing Dashboard permalinks (Nested Dashboards)

Migration Limitations

To address injection vulnerabilities, the **Custom Widget** feature in **Dashboards** is disabled by default. If any custom widgets were added to the **Dashboards** in versions earlier to Cisco Unified Intelligence Center 12.5, those widgets are visible in the read-only mode post upgrade to version 12.5. You can opt to retain or delete them.

To enable the **Custom Widget** feature, use the CLI and**set cuic properties dashboard-customwidget-enabled** set the parameter value to "on".

For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

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Note To perform an upgrade of Cisco Unified Intelligence Center to 12.5(1), you must first perform an upgrade to 12.0(1) from the previous versions and then upgrade to 12.5(1).

Upgrade Prerequisites

Before starting the software upgrade,

- Perform the Unified CCE User Integration to import supervisors and their teams from Unified CCE into Cisco Unified Intelligence Center.

- Back up your system data using the Disaster Recovery system application. To access the DRS application, direct your browser to https://*IP address of Intelligence Center*:8443/drf. For more information, see the online help provided with the DRS application.

Upgrade and restart the Controller node first. Then upgrade and restart the members. All nodes must be on the same version of Cisco Unified Intelligence Center.

Post Upgrade Tasks

- After upgrading Cisco Unified Intelligence Center to release 12.5, ensure to perform the following:

  1. Disable the Unified CCE User Integration. (Uncheck the **Enable UCCE User Integration** check box in OAMP > Cluster Configuration > UCCE User Integration.)

  2. Install the latest Cisco Options Package (COP) file for Cisco Unified Intelligence Center 12.5 release.

  3. Enable the Unified CCE User Integration manually to import the Supervisors with the required roles. This setting is required to view gadgets in the Cisco Finesse Desktop for Supervisors. For more information on User Integration, see *Unified CCE User Integration Configuration* section in the *Administration Console User Guide for Cisco Unified Intelligence Center* at

     https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

  4. Configure CORS and reset the cluster configuration. For more information on enabling the CORS CLI and to reset the cluster configuration, see Post-Install Configuration.

Your configuration information moves automatically to the upgraded version in the active partition.

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Note After the successful upgrade, the CAs that are unapproved by Cisco are removed from the platform trust store. You can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see the Cisco Trusted External Root Bundle at https://www.cisco.com/security/pki.

- For information about adding a certificate, see **Insert a new tomcat-trust certificate** at

  https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/210541-CUCM-Certificate-Management-and-Change-N.html

Download Unified Intelligence Center Upgrade File

Procedure

Step 1   Point your browser to the Download Software page for Cisco Unified Intelligence Center: https://software.cisco.com/download/type.html?mdfid=282163829&i=rm, and click the Unified Intelligence Center Software link.

Step 2   Navigate to the folder and subfolder for the release you want.

Step 3   Select the Unified Intelligence Center installer .iso file and click **Download**.

Step 4   Click **Log in**.

Refresh Upgrade

You can perform an upgrade from 12.0(1) to 12.5(1) on the publisher and subscriber nodes of Unified Intelligence Center. Before you begin upgrade, perform a backup. For more information, see *Before You Upgrade*.

Related Topics

Before You Upgrade, on page 1

Upgrade VMware vSphere ESXi for Upgrade

If you use VMware vCenter Server in your deployment, upgrade VMware vCenter Server before upgrading VMware vSphere ESXi.

Upgrade VMWare vSphere ESXi on Side A and Side B servers to the latest version supported with this release of Packaged CCE. Packaged CCE uses standard upgrade procedures, which you can find using VMware documentation (https://www.vmware.com/support/pubs/).

Upgrade Unified Intelligence Center

Follow the steps to install the ISO file using the Unified Intelligence Center CLI.

You can also install the ISO using the upgrade procedure in the Cisco Unified Operating System Administration web interface. For more information, see *Access Unified OS Administration*.

Before you begin

Download the ISO file from the download software page for Cisco Unified Intelligence Center: https://software.cisco.com/download/home/282163829/type/282377062/release/12.0%25281%2529 to the SFTP server that can be accessed from the Cisco Unified Intelligence Center 12.0 system.

Procedure

Step 1   Log in to Unified Intelligence Center CLI and specify the System Administration username and password.

Step 2   Enter the command `utils system upgrade initiate` to initiate the ISO installation.

Step 3   Select **Remote File System** from source list page.

Step 4   Enter the remote path to the directory on the SFTP server where you have downloaded the ISO file.

> **Note**   If the ISO file is located on a Linux or UNIX server, you must enter a forward slash (/) at the beginning of the directory path. For example, if the COP file is in the patches directory, enter **/patches**. If the ISO file is located on a Windows server, check with your system administrator for the correct directory path.

Step 5   Enter the SFTP server name or IP address and then enter the credentials.
It is optional for you to enter the SMTP Host Server name.

Step 6   Select the transfer protocol as SFTP. The system displays the list of ISO files available in the SFTP location.

Step 7   Select the number corresponding to the ISO file that you want to install, and press **Enter**.

Step 8   Enter the relevant option when you are prompted `Switch to new version if the upgrade is successful (yes/no)`.

- Enter **yes** to automatically switch the version.

- Enter **no** if you need to manually switch the version after all the nodes are upgraded (refer step 10 for more details).

> **Note**   Verify if the node is upgraded to 12.5, after successful switch version (where active version is 12.5 and inactive version is 12.0).

Step 9   Enter **yes** when you are prompted `Start Refresh Upgrade (yes/no)`.

Step 10   In cluster setup, first complete the upgrade on the publisher node and perform the upgrade on the subscriber node. After successful upgrades, switch the version using the command `utils system switch-version` first on the publisher node and later on the subscriber nodes.

> **Note**   Verify if the nodes are upgraded to 12.5, after successful switch version of the publisher node and subscriber nodes (where active version is 12.5 and inactive version is 12.0).

Related Topics

Upgrade VMware Tools

Use this procedure to upgrade VMware tools from the VMware vSphere Client followed by the CLI command.

To upgrade VMware tools for Cisco Unified Intelligence Center:

Procedure

Step 1   Power on the virtual machine.

Step 2 Right-click the VM and select **Guest** > **Install/Upgrade VMware Tools**.

Step 3 Select the **Interactive Tools Upgrade** option and click **OK**.

Step 4 Open the administrator console and log in to command prompt.

Step 5 Run the command *utils vmtools refresh* and confirm.
The server automatically reboots twice. This process takes a few minutes.

Step 6 After reboot, from the vSphere client, select the VM and click the **Summary** tab.

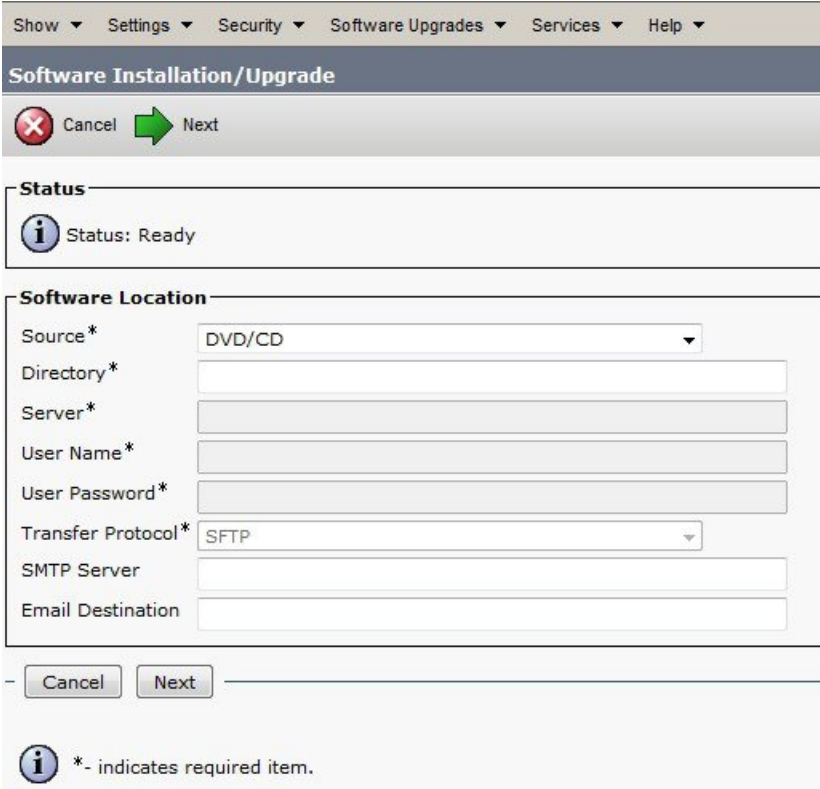**Step 7** Check for the **VMware Tools** status is "Running (Current)".

Access Unified OS Administration

To perform an upgrade from the Cisco Unified OS Administration application, follow the steps.

Procedure

Step 1 Enter `https://x.x.x.x/cmplatform`, where x.x.x.x is the IP address of the node.

Step 2 Sign in using the username and password of the system administrator account.

Step 3 Select **Software Upgrades** > **Install/Upgrade** to display the Software Installation/Upgrade page.

Figure 1: Software Upgrade Page

Step 4	Select source: Upgrade From DVD/CD or Upgrade From Remote Filesystem.

Upgrade From DVD/CD

Follow these steps if a DVD/CD is the source for your install or upgrade.

Procedure

Step 1	Prepare a writeable DVD and insert it into the disc drive on the server that is to be upgraded.
Step 2	Select DVD/CD from the Source list on the **Software Upgrades** > **Install/Upgrade page**.
Step 3	In the Directory field, enter the path to the upgrade file.
	If the file is in the root directory, enter a slash (/) in the Directory field.
Step 4	To continue the upgrade process, click **Next**.
Step 5	Choose the upgrade version that you want to install and click **Next**.
Step 6	In the next window, monitor the progress of the download.
Step 7	When the download completes, Click **Next**.
Step 8	If you want to install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**. The system restarts running the upgraded software.
Step 9	If you want to install the upgrade and then manually reboot to the upgraded partition at a later time, do the following:

    a) Choose **Do not reboot after upgrade**.
    b) Click **Next**. The Upgrade Status window displays the Upgrade log.
    c) When the installation completes, click **Finish**.
    d) To restart the system and activate the upgrade, choose **Settings** > **Version**, and then click **Switch Version**.

    The system restarts running the upgraded software.

Step 10	Run the utility to update the VMware settings. See *Upgrade VMWare Settings Utility*.
Step 11	Clear the browser cache and cookies manually before you start working on the new version of Unified Intelligence Center. For more information about clearing the cache and cookies, see your browser-specific documentation.

Related Topics

Frequently Asked Questions

Upgrade From Remote Filesystem

Follow these steps if Remote Filesystem is the source for your install or upgrade.

Procedure

Step 1	Choose **Remote Filesystem** from the Source list on the **Software Upgrades** > **Install/Upgrade** page.
Step 2	Enter the path to the directory that contains the patch file on the remote system in the Directory field.

If the upgrade file is on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the upgrade file is in the patches directory, enter **/patches**. If the upgrade file is on a Windows server, check with your system administrator for the correct directory path.

Step 3	In the **Server** field, enter the server name or IP address.
Step 4	In the **User Name** field, enter your username on the remote server.
Step 5	In the **User Password** field, enter your password on the remote server.
Step 6	Select the transfer protocol from the **Transfer Protocol** field.
Step 7	To continue the upgrade process, click **Next**.
Step 8	In the next window, monitor the progress of the download.
Step 9	When the download completes, click **Next**.
Step 10	If you want to install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**. The system restarts running the upgraded software.
Step 11	If you want to install the upgrade and then manually reboot to the upgraded partition at a later time, do the following:

a) Choose **Do not reboot after upgrade**.
b) Click **Next**. The Upgrade Status window displays the Upgrade log.
c) When the installation completes, click **Finish**.
d) To restart the system and activate the upgrade, choose **Settings** > **Version**, and then click **Switch Version**.

The system restarts running the upgraded software.

Note   It takes about half an hour to complete the Switch Version and the restart.

Step 12	Run the utility to update the VMware settings. See *Upgrade VMWare Settings Utility*.
Step 13	Clear the browser cache before you start working on the new version of Unified Intelligence Center. For more information about clearing the cache and cookies, see your browser-specific documentation.

Related Topics
Frequently Asked Questions

Revert to Previous Version

After upgrading, you can revert to the software version that was running before the upgrade, by restarting your system and switching to the software version on the inactive partition

Note   All nodes must be running the same version of Unified Intelligence Center. Reverting is an all-or-none operation when you operate a cluster of Unified Intelligence Center nodes.

Procedure to Revert to Previous Version

Revert to previous version can be performed in two ways. You can use the CLI command `utils system switch-version` on each node or you can also use the user interface in the Unified OS Administration.

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Note   Once you have upgraded Unified Intelligence Center to version 12.5, you can only revert to the previous version, which is 12.0. This implies that if you upgraded from earlier version to 12.0 and then to 12.5, you cannot revert to versions earlier than 12.0.

Follow these steps to revert using Unified OS Administration:

Procedure

	Command or Action	Purpose	
Step 1	Open Unified OS Administration page entering the following URL: `https://server-name/cmplatform`, where server-name is the hostname or IP address of the node.		
Step 2	Sign in using the system administrator credentials.		
Step 3	Choose **Settings** > **Version**. This opens the Version Settings screen, which shows the software version on both the active and inactive partitions. To switch versions and restart, click **Switch Versions**. When the system restarts, it boots to the now-active (formerly inactive) partition with your migrated data in place.	**Note**	It takes about half an hour to complete the Switch Version and the restart.