



# CHAPTER 7

## Software Upgrades

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You can use the Software Upgrades options to perform the following types of installations and upgrades:

- **Install/Upgrade**—Use this option to upgrade the application software, install Cisco Unified Communications Manager Locale Installers and dial plans, and upload and install device packs, phone firmware loads, and other COP files.
- **TFTP File Management**—Use this option to upload various device files for use by the phones to the TFTP server. The TFTP server files that you can upload include custom phone rings, callback tones, and phone backgrounds.

This chapter contains the following sections:

- [Pre-Upgrade Tasks, page 7-1](#)
- [Software Upgrade and Installation, page 7-2](#)
- [Post-Upgrade Tasks, page 7-7](#)
- [Stalled Upgrades, page 7-8](#)
- [Reverting to a Previous Version, page 7-8](#)
- [Dial Plan Installation, page 7-10](#)
- [Locale Installation, page 7-11](#)
- [Managing TFTP Server Files, page 7-13](#)

## Pre-Upgrade Tasks

Before you begin the upgrade, perform the following tasks:

- Read the release notes for the new release and be sure you understand the new features and how the upgrade interacts with the other products associated with your system, such as JTAPI, IPMA, RTMT, IPCC, firewalls, and so on.

For Cisco Unified Communications Manager, the release notes are located at

[http://cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_notes\\_list.html](http://cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html)

- Ensure that you have the necessary license files for the new release. For more information, see the *Cisco Unified Communications Manager Administration Guide*.
- Before you begin the upgrade, back up your system. For more information, see the *Disaster Recovery System Administration Guide*.

- Disable the Cisco Extension Mobility service by navigating to **Cisco Unified Serviceability > Tools > Service Activation**. For more information, see the *Cisco Unified Serviceability Administration Guide*.

**Note**

Be aware that when you deactivate the Cisco Extension Mobility service, Cisco Extension Mobility users will not be able to log in and log out of phones that support Cisco Extension Mobility.

**Caution**

Failure to deactivate the Cisco Extension Mobility service could cause the upgrade to fail.

After you complete the pre-upgrade tasks, continue with the [“Software Upgrade and Installation” section on page 7-2](#).

## Software Upgrade and Installation

With this version of Cisco Unified Communications Manager, you can install upgrade software on your server while the system continues to operate. Two partitions exist on your system: an active, bootable partition and an inactive, bootable partition. The system boots up and operates entirely on the partition that is marked as the active partition.

**Note**

If you have users logging in and logging out of Cisco Extension Mobility, this could cause the upgrade to fail. Before starting the upgrade, you must disable the Cisco Extension Mobility service. For more information, see the [“Pre-Upgrade Tasks” section on page 7-1](#).

When you install upgrade software, you install the software on the inactive partition. The system continues to function normally while you are installing the software. When you are ready, you activate the inactive partition and reboot the system with the new upgrade software. The current active partition will then get identified as the inactive partition when the system restarts. The current software remains in the inactive partition until the next upgrade. Your configuration information migrates automatically to the upgraded version in the active partition.

All servers in a cluster must run the same release of Cisco Unified Communications Manager. The only exception is during a cluster software upgrade, during which a temporary mismatch is allowed.

If for any reason you decide to back out of the upgrade, you can restart the system to the inactive partition that contains the older version of the software. However, any configuration changes that you made since upgrading the software will get lost.

**Note**

You can only make changes to the database on the active partition. The database on the inactive partition does not get updated. If you make changes to the database after an upgrade, you must repeat those changes after switching the partition.

You can install a patch or upgrade version from a DVD (local source) or from a network location (remote source) that the Cisco Unified Communications Manager server can access.

**Note**

Be sure to back up your system data before starting the software upgrade process. For more information, see the *Disaster Recovery System Administration Guide*.

This section contains the following topics:

- [Upgrading a Cluster in Parallel, page 7-3](#)
- [Supported Upgrades, page 7-3](#)
- [Upgrading to Cisco Unified Communications Manager Release 6.0\(1\) or Higher from a Release Prior to Release 6.0\(1\), page 7-4](#)
- [Upgrading to Cisco Unified Communications Manager Release 7.0\(1\) or Higher from a Release Prior to Release 6.0\(1\), page 7-4](#)
- [Obtaining the Upgrade File, page 7-4](#)
- [Upgrading from Local Source, page 7-5](#)
- [Upgrading from a Remote Source, page 7-6](#)

## Upgrading a Cluster in Parallel

When you upgrade a cluster running a supported version of Cisco Unified Communications Manager 5.x or 6.x to Cisco Unified Communications Manager 7.0(1), begin upgrading the first node first. You can begin upgrading subsequent nodes in parallel after the log updates the `install.conf` file with upgrade version information. During the upgrade of the first node, view the installation log using the Software Installation/Upgrade window in Cisco Unified Communications Operating System Administration or the command line interface (CLI). You can begin the upgrade of the subscriber nodes once the following information displays in the log:

PRODUCT\_TARGET is CCM.

PRODUCT\_NAME is Cisco Unified Communications Manager.

PRODUCT\_VERSION is <product version to which you are upgrading, such as 6.1(2)>.

**Note**

During the upgrade, the new version of this `install.config` file resides on `/partB`.

When you are ready to activate the new version, you must activate the new software on the first node before activating it on all other nodes.

## Supported Upgrades

For information about supported upgrades, see the Release Notes for your product release and the Cisco Unified Communications Manager Compatibility Matrix at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html)

## Upgrading to Cisco Unified Communications Manager Release 6.0(1) or Higher from a Release Prior to Release 6.0(1)

Starting with Cisco Unified Communications Manager Release 6.0(1), CAPF uses the Certificate Manager Infrastructure to manage its certificates and keys. Because of this, when you upgrade to Release 6.0(1) or higher from any release prior to 6.0(1), CAPF keys and certificates automatically get regenerated. You must then rerun the CTL Client application to upgrade the CTL file. For information on using CAPF with Cisco Unified Communications Manager, refer to the *Cisco Unified Communications Manager Security Guide*.

Obtain licenses for your release of Cisco Unified Communications Manager before upgrading to the newer release. You must import your new licenses after upgrading to enable the system. Refer to *Cisco Unified Communications Manager Administration Guide* for information about licensing and obtaining licenses.

## Upgrading to Cisco Unified Communications Manager Release 7.0(1) or Higher from a Release Prior to Release 6.0(1)

If you upgrade from a Cisco Unified Communications Manager release prior to release 6.0(1) to release 7.0(1) or higher, the /spare partition is not created on the server. If you upgrade from release 6.0(1) or higher to release 7.0(1) or higher, or perform a fresh installation of release 7.0(1) or higher, the /spare partition is created.

The /spare partition increases the efficiency of CTI Monitor tracing on the server.

## Obtaining the Upgrade File

Before you begin the upgrade process, you must obtain the appropriate upgrade file from Cisco.com.

### Upgrading From Cisco Unified Communications Manager 5.1(x)

If you are upgrading from Cisco Unified Communications Manager release 5.1(x), the upgrade file name uses the following format:

```
CMUpgrade_UCOS_X.X.X.X.X.sgn.iso
```

Where X.X.X.X-X represents the release and build number.

**Note**

Do not rename the patch file before you install it because the system will not recognize it as a valid file.

**Note**

Do not unzip or untar the file. If you do, the system may not be able to read the upgrade files.

### Upgrading From Cisco Unified Communications Manager 6.x and 7.x

If you are upgrading from Cisco Unified Communications Manager Release 6.x or 7.x, the upgrade file name uses the following format:

```
UCSInstall_UCOS_X.X.X.X.X.sgn.iso
```

Where X.X.X.X-X represents the release and build number.

You can access the upgrade file during the installation process from either a local DVD or from a remote FTP or SFTP server. Be aware that directory names and filenames that you enter to access the upgrade file are case-sensitive.

## Upgrading from Local Source

To upgrade the software from local DVD, follow this procedure:

### Procedure

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- Step 1** If you do not have a Cisco-provided upgrade disk, create an upgrade disk by burning the upgrade file that you downloaded onto a DVD as an ISO image. Just copying the .iso file to the DVD will not work.
- Step 2** Insert the new DVD into the disc drive on the local server that is to be upgraded.
- Step 3** Log into Cisco Unified Communications Operating System Administration by entering its URL in a browser:
- http://server-name/cmplatform**
- where *server-name* is the name or IP address of the server.
- Step 4** Navigate to **Software Upgrades > Install/Upgrade**.  
The Software Installation/Upgrade window displays.
- Step 5** Choose **DVD/CD** from the **Source** list.
- Step 6** Enter the path to the patch file on the CD or DVD in the Directory field.  
If the file is in the root directory, or if you created an ISO image DVD, enter a slash (/) in the Directory field.
- Step 7** To continue the upgrade process, click **Next**.
- Step 8** Choose the upgrade version that you want to install and click **Next**.
- Step 9** In the next window, monitor the progress of the download.
- 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 steps:
- Choose **Do not reboot after upgrade**.
  - Click **Next**.  
The Upgrade Status window displays the Upgrade log.
  - When the installation completes, click **Finish**.
  - To restart the system and activate the upgrade, choose **Settings > Version**; then, click **Switch Version**.

The system restarts running the upgraded software.

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## Upgrading from a Remote Source

To upgrade the software from a network location or remote server, use the following procedure.

**Note**

Do not use the browser controls, such as Refresh/Reload, while accessing Cisco Unified Operating System Administration. Instead, use the navigation controls provided by the interface.

**Procedure**

- Step 1** Put the upgrade file on an FTP or SFTP server that the server you are upgrading can access.
- If you are upgrading from release 5.1(x), the upgrade requires a set of files, called a patch set. Put the patch set files on the FTP or SFTP server by using one of these methods:
- If you have a Cisco-provided upgrade disk, copy the contents of the disk to the remote server.
  - If you downloaded the upgrade file, create an ISO image DVD from the upgrade file, then copy the contents of the DVD to the remote server.
- Step 2** Log into Cisco Unified Communications Operating System Administration by entering its URL in a browser:
- http://server-name/cmplatform**
- where *server-name* is the name or IP address of the server.
- Step 3** Navigate to **Software Upgrades > Install/Upgrade**.
- The Software Installation/Upgrade window displays.
- Step 4** Choose **Remote Filesystem** from the **Source** list.
- Step 5** Enter the path to the directory that contains the patch file on the remote system in the **Directory** field.
- If the upgrade 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 upgrade file is in the patches directory, you must enter `/patches`.
- If the upgrade file is located on a Windows server, remember that you are connecting to an FTP or SFTP server, so use the appropriate syntax, including:
- Begin the path with a forward slash (/) and use forward slashes throughout the path.
  - The path must start from the FTP or SFTP root directory on the server, so you cannot enter a Windows absolute path, which starts with a drive letter (for example, C:).
- Step 6** In the **Server** field, enter the server name or IP address.
- Step 7** In the **User Name** field, enter your user name on the remote server.
- Step 8** In the **User Password** field, enter your password on the remote server.
- Step 9** Select the transfer protocol from the **Transfer Protocol** field.
- Step 10** To continue the upgrade process, click **Next**.
- Step 11** Choose the upgrade version that you want to install and click **Next**.
- If you are upgrading from Cisco Unified Communications Manager Release 5.1(x), the upgrade requires a set of files called a patch set. Choose the upgrade version to install from the list. The upgrade version name does not include any file extensions, because it represents a patch set.
  - If you are upgrading from Cisco Unified Communications Manager Release 6.x or 7.x, the upgrade file has the extension `sgn.iso`.

**Step 12** In the next window, monitor the progress of the download.



**Note** If you lose your connection with the server or close your browser during the upgrade process, you may see the following message when you try to access the Software Upgrades menu again:

Warning: Another session is installing software, click Assume Control to take over the installation.

If you are sure you want to take over the session, click **Assume Control**.

If Assume Control does not display, you can also monitor the upgrade with the Real Time Monitoring Tool.

**Step 13** If you want to install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**. The system restarts and runs the upgraded software.

**Step 14** If you want to install the upgrade and then manually reboot to the upgraded partition at a later time, do the following steps:

- 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**; then, click **Switch Version**.

The system restarts running the upgraded software.

## Post-Upgrade Tasks

After the upgrade, perform the following tasks:

- Enable the Cisco Extension Mobility service by navigating to **Cisco Unified Serviceability > Tools > Service Activation**. For more information, see the *Cisco Unified Serviceability Administration Guide*.



**Note** If you do not enable the Cisco Extension Mobility service, Cisco Extension Mobility users will not be able to log in and log out of phones that support Cisco Extension Mobility.

- Verify phone functions by making the following types of calls:
  - Voice mail
  - Interoffice
  - Mobile phone
  - Local
  - National
  - International

- Shared line
- Test the following phone features:
  - Conference
  - Barge
  - Transfer
  - C-Barge
  - Ring on shared lines
  - Do Not Disturb
  - Privacy
  - Presence
  - CTI call control
  - Busy Lamp Field
- If necessary, reinstall the Real Time Monitoring Tool.

## Stalled Upgrades

During the installation of upgrade software, the upgrade may seem to stall. The upgrade log stops displaying new log messages. When the upgrade stalls, you must cancel the upgrade, disable I/O throttling, and restart the upgrade procedure. When you successfully complete the upgrade, you do not need to reenable I/O throttling.

To disable I/O throttling, enter the CLI command **utils iothrottle disable**.

To display the status of I/O throttling, enter the CLI command **utils iothrottle status**.

To enable I/O throttling, enter the CLI command **utils iothrottle enable**. By default, iothrottle remains enabled.

If the system does not respond to the cancellation, you must reboot the server, disable I/O throttling, and restart the upgrade process procedure.

## Reverting to a 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.

This section contains the following topics:

- [Reverting a Cluster to a Previous Version, page 7-8](#)
- [Reverting the Publisher Node to a Previous Version, page 7-9](#)
- [Reverting a Subscriber Node to a Previous Version, page 7-10](#)
- [Resetting Database Replication When Reverting to an Older Product Release, page 7-10](#)

## Reverting a Cluster to a Previous Version

To revert a cluster to a previous version, follow these major steps:

	Task	For Additional Information
<b>Step 1</b>	Revert the publisher node.	<a href="#">“Reverting the Publisher Node to a Previous Version” section on page 7-9.</a>
<b>Step 2</b>	Revert all backup subscriber nodes.	<a href="#">“Reverting a Subscriber Node to a Previous Version” section on page 7-10</a>
<b>Step 3</b>	Revert all primary subscriber nodes.	<a href="#">“Reverting a Subscriber Node to a Previous Version” section on page 7-10</a>
<b>Step 4</b>	If you are reverting to an older product release, reset database replication within the cluster.	<a href="#">“Resetting Database Replication When Reverting to an Older Product Release” section on page 7-10</a>

## Reverting the Publisher Node to a Previous Version

### Procedure

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- Step 1** Open Cisco Unified Communications Operating System Administration directly by entering the following URL:
- `https://server-name/cmplatform`**
- where *server-name* is the host name or IP address of the Cisco Unified Communications Manager server.
- Step 2** Enter your Administrator username and password.
- Step 3** Choose **Settings>Version**.
- The Version Settings window displays.
- Step 4** Click the **Switch Versions** button.
- After you verify that you want to restart the system, the system restarts, which might take up to 15 minutes.
- Step 5** To verify that the version switch was successful, you can follow these steps:
- Log into Open Cisco Unified Communications Operating System Administration again.
  - Choose **Settings>Version**.
- The Version Settings window displays.
- Verify that the correct product version is now running on the active partition.
  - Verify that all activated services are running.
  - Log into Cisco Unified Communications Manager Administration by entering the following URL and entering your user name and password:
- `https://server-name/ccmadmin`**
- Verify that you can log in and that your configuration data exists.
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## Reverting a Subscriber Node to a Previous Version

### Procedure

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- Step 1** Open Cisco Unified Communications Operating System Administration directly by entering the following URL:  
**https://server-name/cmplatform**  
where *server-name* is the host name or IP address of the Cisco Unified Communications Manager server.
- Step 2** Enter your Administrator user name and password.
- Step 3** Choose **Settings>Version**.  
The Version Settings window displays.
- Step 4** Click the **Switch Versions** button.  
After you verify that you want to restart the system, the system restarts, which might take up to 15 minutes.
- Step 5** To verify that the version switch was successful, you can follow these steps:
- Log into Open Cisco Unified Communications Operating System Administration again.
  - Choose **Settings>Version**.  
The Version Settings window displays.
  - Verify that the correct product version is now running on the active partition.
  - Verify that all activated services are running.
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## Resetting Database Replication When Reverting to an Older Product Release

If you revert the servers in a cluster to run an older product release, you must manually reset database replication within the cluster. To reset database replication after you revert all the cluster servers to the older product release, enter the CLI command **utils dbreplication reset all** on the publisher server.

When you switch versions by using Cisco Unified Communications Operating System Administration or the CLI, you get a message that reminds you about the requirement to reset database replication if you are reverting to an older product release.

## Dial Plan Installation

You can install dial plan files from either a local or a remote source by using the same process that is described earlier in this chapter for installing software upgrades. See the [“Software Upgrade and Installation” section on page 7-2](#) for more information about this process.

After you install the dial plan files on the system, log in to Cisco Unified Communications Manager Administration and then navigate to **Call Routing > Dial Plan Installer** to complete installing the dial plans.

# Locale Installation

Cisco provides locale-specific versions of the Cisco Unified Communications Manager Locale Installer on [www.cisco.com](http://www.cisco.com). Installed by the system administrator, the locale installer allows the user to view/receive the chosen translated text or tones, if applicable, when a user works with supported interfaces.

## User Locales

User locale files provide translated text and voice prompts, if available, for phone displays, user applications, and user web pages in the locale that the user chooses. User-only locale installers exist on the web.

## Network Locales

Network locale files provide country-specific phone tones and gateway tones, if available. Network-only locale installers exist on the web.

Cisco may combine multiple network locales in a single locale installer.

**Note**

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The Cisco Media Convergence Server (MCS) or Cisco-approved, customer-provided server can support multiple locales. Installing multiple locale installers ensures that the user can choose from a multitude of locales.

Changes do not take effect until you reboot every server in the cluster. Cisco strongly recommends that you do not reboot the servers until you have installed all locales on all servers in the cluster. Minimize call-processing interruptions by rebooting the servers after regular business hours.

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## Installing Locales

You can install locale files from either a local or a remote source by using the same process that is described earlier in this chapter for installing software upgrades. See the [“Software Upgrade and Installation” section on page 7-2](#) for more information about this process.

**Note**

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To activate the newly installed locales, you must restart the server.

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See the [“Cisco Unified Communications Manager Locale Files” section on page 7-11](#) for information on the Cisco Unified Communications Manager locale files that you must install. You can install more than one locale before you restart the server.

## Cisco Unified Communications Manager Locale Files

When installing Cisco Unified Communications Manager locales, you must install the following files:

- User Locale files—Contain language information for a specific language and country and use the following convention:  
`cm-locale-language-country-version.cop`

- Combined Network Locale file—Contains country-specific files for all countries for various network items, including phone tones, annunciators, and gateway tones. The combined network locale file uses the following naming convention:

cm-locale-combinednetworklocale-*version*.cop

## Error Messages

See [Table 7-1](#) for a description of the messages that can occur during Locale Installer activation. If an error occurs, you can view the messages in the installation log.

**Table 7-1** *Locale Installer Error Messages and Descriptions*

Message	Description
[LOCALE] File not found: <language>_<country>_user_locale.csv, the user locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains user locale information to add to the database. This indicates an error with the build process.
[LOCALE] File not found: <country>_network_locale.csv, the network locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains network locale information to add to the database. This indicates an error with the build process.
[LOCALE] Communications Manager CSV file installer installdb is not present or not executable	This error occurs because a Cisco Unified Communications Manager application called installdb must be present; it reads information that is contained in a CSV file and applies it correctly to the Cisco Unified Communications Manager database. If this application is not found, it either was not installed with Cisco Unified Communications Manager (very unlikely), has been deleted (more likely), or the server does not have Cisco Unified Communications Manager installed (most likely). Installation of the locale will terminate because locales will not work without the correct records that are held in the database.

**Table 7-1** *Locale Installer Error Messages and Descriptions (continued)*

Message	Description
[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maDialogs_<ll>_<CC>.properties.Checksum.	These errors could occur when the system fails to create a checksum file; causes can include an absent Java executable, /usr/local/thirdparty/java/j2sdk/jre/bin/java, an absent or damaged Java archive file, /usr/local/cm/jar/cmutil.jar, or an absent or damaged Java class, com.cisco.ccm.util.Zipper. Even if these errors occur, the locale will continue to work correctly, with the exception of Cisco Unified Communications Manager Assistant, which cannot detect a change in localized Cisco Unified Communications Manager Assistant files.
[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maMessages_<ll>_<CC>.properties.Checksum.	
[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maGlobalUI_<ll>_<CC>.properties.Checksum.	
[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt.Checksum.	
[LOCALE] Could not find /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt in order to update Unified CM Assistant locale information.	
[LOCALE] Addition of <RPM-file-name> to the Cisco Unified Communications Manager database has failed!	This error occurs because of the collective result of any failure that occurs when a locale is being installed; it indicates a terminal condition.

## Supported Cisco Unified Communications Products

For a list of products that Cisco Unified Communications Manager Locale Installers support, see the *Cisco IP Telephony Locale Installer for Cisco Unified Communications Manager*, which is available at this URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-locale-51>

## Managing TFTP Server Files

You can upload files for use by the phones to the TFTP server. Files that you can upload include custom phone rings, callback tones, and backgrounds. This option uploads files only to the specific server to which you connected, and other nodes in the cluster do not get upgraded.

Files upload into the `tftp` directory by default. You can also upload files to a subdirectory of the `tftp` directory.

If you have two Cisco TFTP servers that are configured in the cluster, you must perform the following procedure on both servers. This process does not distribute files to all servers, nor to both Cisco TFTP servers in a cluster.

To upload and delete TFTP server files, follow this procedure:

**Procedure**

- 
- Step 1** From the Cisco Unified Communications Operating System Administration window, navigate to **Software Upgrades > TFTP File Management**.

The TFTP File Management window displays and shows a listing of the current uploaded files. You can filter the file list by using the Find controls.

- Step 2** To upload a file, follow this procedure:

- a. Click **Upload File**.

The Upload File dialog box opens.

- b. To upload a file, click **Browse** and then choose the file that you want to upload.

- c. To upload the file to a subdirectory of the `tftp` directory, enter the subdirectory in the **Directory** field.

- d. To start the upload, click **Upload File**.

The Status area indicates when the file uploads successfully.

- e. After the file uploads, restart the Cisco TFTP service.



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**Note** If you plan to upload several files, restart the Cisco TFTP service only once, after you have uploaded all the files.

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For information about restarting services, refer to *Cisco Unified Serviceability Administration Guide*.

- Step 3** To delete files, follow this procedure:

- a. Check the check boxes next to the files that you want to delete.

You can also click **Select All** to select all of the files, or **Clear All** to clear all selection.

- b. Click **Delete Selected**.
- 



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**Note** If you want to modify a file that is already in the `tftp` directory, you can use the CLI command **file list tftp** to see the files in the TFTP directory and **file get tftp** to get a copy of a file in the TFTP directory. For more information, see the *Command Line Interface Reference Guide for Cisco Unified Solutions*.

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