



Reverting to the Previous Configuration After an Upgrade Attempt

In the unlikely event of an upgrade failure, or if you prefer an earlier version of Cisco CallManager, perform the following steps to return the Cisco IP Telephony Applications Server to the configuration that was in effect prior to the upgrade.

Reconfiguring If You Did Not Remove a Drive Before the Upgrade

This procedure assumes that you have a good backup file on a tape device or network directory. Refer to *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide* at <http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>.

Perform the following procedure:

Procedure

- Step 1** Perform the following procedure, depending on whether you are reverting the publisher database server or the subscriber server(s):
- Publisher Database Server**
- Step 2** Reinstall the operating system by using Cisco-provided operating system version 2000.2.4 or later. You must perform this task by using the Cisco-provided disks that shipped with Cisco CallManager server.
- Step 3** Using the disks that originally shipped with Cisco CallManager, reinstall Cisco CallManager on your server. Do not install or configure the backup utility that automatically displays during the installation.
- Step 4** If you want to do so, install and configure the Cisco IP Telephony Backup and Restore System (BARS).
- Step 5** Perform the necessary upgrade(s) to match the most recent successful backup.



Note To revert to the pre-upgrade configuration, you must restore the version of Cisco CallManager that was in effect when the last successful backup occurred.

Step 6 Restore the data.

Subscriber Server(s)

Step 7 Reinstall the operating system by using Cisco-provided operating system version 2000.2.4 or later. You must perform this task by using the Cisco-provided disks that shipped with Cisco CallManager server.

Step 8 Using the disks that originally shipped with Cisco CallManager, reinstall a version of Cisco CallManager on your server.

Do not install or configure the backup utility that automatically displays during the installation.

Step 9 If you want to do so, install and configure the Cisco IP Telephony Backup and Restore System (BARS). You install and configure the backup utility on the subscriber when a Cisco IP telephony application, for example, CRS, exists on the subscriber server.

Reconfiguring If You Removed a Drive Before the Upgrade

This process may take from 15 minutes to 60 minutes, depending on the size of the drive.

Perform the following procedure:

Procedure

Step 1 Shut down the server.

Step 2 Remove the existing hard drive from Slot 0. Insert the hard drive that was removed prior to the upgrade into Slot 0.



Note On the MCS-7845, perform this additional step. Remove the existing hard drive from Slot 2 and insert the hard drive that you removed prior to the upgrade into Slot 2.

Step 3 Slightly pull the drive in Slot 1; for the MCS-7845, also slightly pull the drive in Slot 3. Do not completely remove the drives from the server.

Step 4 Power on the system.



Note Step 5 does not apply for MCS-7835I-2.4 and MCS-7835I-3.0 servers.

Cisco MCS

Step 5 Perform the following procedure for all Cisco MCS where you removed a drive:

- a. To enable interim recovery mode on the MCS-7830, MCS-7835, or MCS-7845, press **F2**.



Note The MCS-7835H-2.4 (or later) and MCS-7845H-2.4 (or later) default to F2, and the process automatically continues after a 10-second delay.

- b. This step applies only for the MCS-7830, MCS-7835, or MCS-7845. When prompted, press **F1** to continue.
- c. Push the drive that was slightly pulled in [Step 3](#) into Slot 1.
- d. For the MCS-7830, MCS-7835, or MCS-7845, choose **Start > Compaq Systems Tools > Compaq Array Configuration Utility**.
- e. Watch the status bar in the lower, right corner to determine when drive mirroring completes.
- f. This step applies only for the MCS-7845. After the mirroring process completes in Slot 1, push the drive into Slot 3 that was pulled in [Step 3](#).
- g. Verify that the process completed successfully.

MCS-7835I-2.4 or MCS7835I-3.0 or IBM xSeries Server

- Step 6** Press **F5**.
- Step 7** Press **Ctrl + I**.
- Step 8** Using the arrow keys, choose **Advanced functions**.
- Step 9** Using the arrow keys, choose **Copy the configuration from drives to the controller**.
- Step 10** Press **Y** for Yes.
Processing begins.
- Step 11** Press any key to continue.
- Step 12** Using the arrow keys, press **Exit**.
- Step 13** Press **Ctrl + Alt + Del**.
- Step 14** Log in to the server by using the Administrator password.
- Step 15** Push the drive that was slightly pulled in [Step 3](#) into Slot 1.



Note Error messages display about the drive state. Proceed with the process. Do not remove the drive.

This process takes about 35 to 40 minutes, depending on the server.

- Step 16** Choose **Start > Programs > ServeRaid Manager > ServeRaid Manager**. You can view the progression of the drive mirroring.
- Step 17** Verify that the process completed successfully.

Reverting the Hard Drive After Drive Mirroring Completes

If you want to revert a hard drive after drive mirroring and you have made changes that affect the domain trust relationship, you must remove the server from the domain and then add it back to the domain. You must have rights to join the server to the domain before you perform this procedure.

Procedure

- Step 1** Choose **Start > Settings > Control Panel > System**.
- Step 2** Click the **Network Identification** tab.

- Step 3** Click the **Properties** button.
 - Step 4** Click the **Workgroup** radio button and enter **WRKGRP** in the corresponding field.
 - Step 5** Click **OK**.
 - Step 6** When prompted to do so, reboot the server.
 - Step 7** Log in to the server by using the Administrator password.
 - Step 8** Perform [Step 1](#) through [Step 3](#).
 - Step 9** Click the **Domain** radio button and enter the domain name for the server.
 - Step 10** Click **OK**.
 - Step 11** When prompted to do so, reboot the server.
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Reverting Upgraded Cisco IP Telephony Applications After You Revert Cisco CallManager

After you revert the entire cluster to a previous version of Cisco CallManager, you must revert integrated Cisco IP telephony applications. You must revert these integrated applications to the version that is compatible with the reverted Cisco CallManager. To revert the application, perform the following procedure:

Procedure

- Step 1** In the *Cisco CallManager Compatibility Matrix*, identify the telephony product and compatible version that matches the cluster reversion. Go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm to locate this document.
- Step 2** From the application server or the client workstation, if applicable, browse into the reverted server that is running Cisco CallManager Administration and log in with administrative privileges.



Tip To browse into the server, enter `https://<CM-server-name>/CCMAdmin/main.asp`, where `<CM-server-name>` equals the name of the server, in the Address bar in the web browser.

- Step 3** From the Application menu, choose **Install Plugins**.
 - Step 4** Click the appropriate plugin, as seen in the following list:
 - **Cisco Telephony Service Provider** for Cisco SoftPhone
 - **Cisco JTAPI** for any application that interfaces with Cisco CallManager by using JTAPI.
 - Step 5** To complete the installation, Follow the prompts in the window.
 - Step 6** Perform this procedure on all servers where the application is installed.
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