CISCO

Upgrade Guide for ICM and CTI OS
for Cisco Unified Contact Center Enterprise
Release 8.5(2)

April 2012

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Preface

Purpose

This guide provides information necessary to upgrade ICM and CTI OS components of your Cisco Unified Contact Center Enterprise installation to release 8.5(2). It is intended for system administrators and engineers responsible for install and upgrade of Cisco Unified CCE.

Audience

Organization

It contains these sections:

Chapter	Description
Unified CCE 8.5(2) Overview	An overview of the Unified CCE 8.5(2) release and the upgrade process.
Deployment Sequence for Upgrading ICM and CTI OS Components	Provides a roadmap for installing and uninstalling 8.5(2).
Upgrading ICM Components to 8.5(2)	Information and the procedures for installing and uninstalling ICM 8.5(2). Information on how to localize ICM to a different language.
Upgrading CTI OS to 8.5(2)	Information and the procedures for installing and uninstalling CTI OS 8.5(2).
Silent Installation and Recovery from Installer Failures	Information and procedures for installing ICM and CTI OS silently. Information on how to recover from installer failure.

Chapter	Description
Installing Additional 8.5(2) Software	Where to get information on installing Unified CCE 8.5(2) components not covered in this guide.

Related Documentation

Related Documentation

See the following for additional information on installing and using Cisco Unified Contact Center Enterprise, release 8.5(2):

- **Cisco CTI OS System Manager's Guide for Unified CCE, Release 8.5(2)** (http://www.cisco.com/en/US/products/sw/custcosw/ps14/tsd_products_support_series_home.html)

- **Cisco CAD Installation Guide, IP Contact Center Enterprise Edition, Release 8.5(2)** (http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html)

- **Staging Guide for Cisco Unified Contact Center Enterprise Edition** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html)

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: - Choose **Edit > Find**. - Click **Finish**.
italic font	Italic font is used to indicate the following: - To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. - For emphasis. Example: *Do not* use the numerical naming convention. - A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) - A book title. Example: See the*Cisco CRS Installation Guide*.

Convention	Description
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems,Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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Chapter 1

Unified CCE 8.5(2) Overview

About Unified CCE 8.5(2)

Cisco Unified Contact Center Enterprise (CCE) Release 8.5(2) is a minor release upgrade to Unified CCE Release 8.0(x). It introduces both new features and bug fixes. A minor release is an incremental set of software fixes and a limited set of new functionality delivered in an automated installer. A minor release includes all maintenance releases available at the minor release's ship date. (The exception being where the minor release development and testing schedule overlaps with that of a maintenance release.) Engineering specials released prior to the minor release's code freeze date are also included.

Release 8.5(2) (or higher) is a required Maintenance Release if you installed UCCE Release 8.0(1a) on a Windows Server 2008 R2 system.

What is Covered in this Guide

This guide provides instructions on how to upgrade Unified CCE components to version 8.5(2):

- **Unified ICM** Unified ICM components consist of CallRouters, Loggers, Administration & Data Servers, Administration Clients, Peripheral Gateways, Outbound Dialers, and the CTI Server.

- **Unified CTI OS** CTI OS consists of the CTI OS Server, CTI OS agent and supervisor desktops, the CTI OS Data Store server, the Siebel Communications Server (where the CTI OS driver is loaded), and CTI OS developer workstations.

Installation or upgrade to Release 8.5(2) of other components that may be part of your Unified CCE solution are covered in their own installation or upgrade guides. These components may include:

- Cisco Unified Customer Voice Portal (Unified CVP)

- Cisco Unified Communications Manager (Unified CM)

  Cisco Unified Contact Center Management Portal (Unified CCMP)

- Cisco Unified Agent Desktop (Unified CAD)

- Cisco Intelligence Center (Unified CUIC)

- Any other Unified CCE-related products not listed here.

Note: This document provides instructions for upgrading Release 8.0(x) or Release 8.5(1) systems running on Windows Server 2003. It does not provide instructions for Windows Server 2008 R2 systems. If you are performing a Technology Refresh on a Windows Server 2008 R2 system, then follow the Technology Refresh instructions in the **Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1a)** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html). You must use the Release 8.0(1a) install media when doing the technology refresh for Windows 2008 R2 support. The Release 8.0(1) install media does not support Windows Server 2008 R2 installs.

Baseline Requirements for the Unified ICM and CTI OS 8.5(2) Installation

Your Unified CCE system must meet the following requirements before you can run the 8.5(2) installers for ICM or CTI OS:

1. **8.0(x) Baseline Install:** The installers for Unified ICM 8.5(2) and CTI OS 8.5(2) can only be run over 8.0(x) installations. If you are running an earlier release, you must upgrade your system to 8.0(1) before you can install 8.5(2). Before you upgrade to 8.0(1), make sure your components meet the hardware and software requirements listed in the **Cisco Unified Contact Center Enterprise Edition Hardware and System Software Specifications (Bill of Materials)** (http://cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) for release 8.0(1).

2. **JRE 1.6.0_22 for ICM:** ICM 8.5(2) components require the Java Runtime Environment version 1.6.0_22. If 1.6.0_22 is not already installed, the ICM 8.5(2) installer will install it for you.

3. **JDK 1.6.0_22 for CTI OS Java Developer's Toolkit:** If you are developing with the CTI OS Developer's Toolkit for Java, you must install the Java Development Kit 1.6.0_22 on your CTI OS Developer Workstations. You can perform the JDK installation either before or after running the CTI OS 8.5(2) installer, but you must install it before you can build with the 8.5(2) Developer's Toolkit.

4. **JRE 1.6.0_22 for CTI OS Agent Desktops:** If your CTI OS agent and supervisor desktops include objects built with the CTI OS Developer's Toolkit for Java, you must install the Java Runtime Environment 1.6.0_22 on you're your desktop machines. You can perform the JRE installation either before or after running the CTI OS 8.5(2) installer, but you must perform the installation before you can run 8.5(2) desktops.

Note: The CTI OS 8.5(2) installer writes the JRE 1.6.0_22 installer to the following location on the agent desktop machine `<CTIOS_root>\CTIOS Client\CTIOS Toolkit\Java CIL\Sun_Distributions\`. You must run the JRE installer manually

For production environments, the maintenance window during which you install Release 8.5(2) must be sufficient to allow all components (servers and desktops) to be upgraded at the same time.

Overview of New Features and Changes

Features first introduced in Release 8.5(1) and included in this release:

- **Agent Greeting**: The Agent Greeting feature lets agents record a message that will play automatically to callers when they connect to the agent. A greeting message can welcome the caller, identify the agent, and include other useful contextual information. With Agent Greeting, each call can receive a clear, well-paced, language-appropriate, and enthusiastic introduction. It saves the agent from having to repeat the same introductory phrase for each call.

  Two new call types to support Agent Greeting have been added to the Unified CCE database schema.

- **Whisper Announcement**: The Whisper Announcement feature lets agents hear a brief, pre-recorded message just before they connect with each caller. The announcement is played only to the agent; the caller hears ringing (based on existing ring tone patterns) while the announcement plays. Release 8.5(2) introduces support for this feature with remote agents.

- **WebView Removal**: Cisco WebView is no longer supported as of Release 8.5(1). When you run the 8.5(2) installer on a machine, it checks for the presence of WebView and uninstalls it if found. It also uninstalls the WebView Third-Party Tools. This guide includes instructions for re-installing WebView in the event that you need to rollback an 8.5(2) install.

- **Cisco Support Tools Discontinued**: As of release 8.5(1), Cisco Support Tools is no longer supported with Unified Contact Center Enterprise. Installing Unified CCE 8.5(2) does not remove or disable the Support Tools Node Agent on Unified CCE components. If desired, you can disable its service or uninstall it using Windows Add Remove Programs. The Cisco Unified Real-Time Monitoring Tool (RTMT) provides serviceability tools for Unified CCE. It is installed as part of Cisco Unified Communications Manager.

- **JRE Upgrade**: When you run the 8.5(2) installer on a ICM component, it checks for the presence of J2SDK1.5.0_14 or J2SDK1.6.0_11 and removes them if found. It then installs JRE 1.6.0_22.

  Note: This applies to the ICM installer only; the CTI OS installer does not remove or install the JRE or JDK.

For more information on new features in Unified CCE 8.5(2), see the **Cisco Unified Contact Center Enterprise Edition 8.5(2) Release Notes** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html).

When to Upgrade to Unified CCE 8.5(2)

As necessary, the Unified ICM installer stops services, installs files, and modifies the Windows registry. It also determines if the basic prerequisites to installation are met. If a requirement is not met, the installer corrects the problem if it can; otherwise it gives instructions on how to correct the issue. Any issues encountered during installation are displayed on the screen. They are also written to the log file of the ICM component on which the installer is running.

To minimize impact, perform your installation during off-peak hours. You may need more than one maintenance window to upgrade your entire system. Normally, an initial maintenance window is established to get the Unfied ICM Central Controller and key Administration Servers upgraded. The remaining Administration Servers and Peripheral Gateways are upgraded as time allows.

Note:

• During the upgrade process, those remaining Administration Servers must be taken offline and remain so until they have been upgraded.

• In case of an upgrade to UCCM version 8.5 or higher, the default setting for the common device profile is changed to "IPV4+IPV6". UCCE customers need to be aware of the default setting change in Call Manager (since the setting does not allow the agent devices to work correctly) and re-configure the setting as IPv4 only to function correctly after upgrade.

• Your Unified ICM Peripheral Gateways do not necessarily have to be upgraded in the same maintenance window as the Central Controllers. For more information, see the **Cisco Unified Contact Center Enterprise Edition Hardware and System Software Specifications (Bill of Materials)** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html).

Preparing for WebView Removal

This section contains important information related to WebView removal. Please review it before installing 8.5(2).

How WebView Removal Works

When you run the Release 8.5(2) installer on a machine, it checks for the presence of WebView and uninstalls it if found. WebView is removed as follows:

What Is Removed:

• **WebView Third Party Tools:** Sybase (including the Jaguar service) and New Atlanta Servlet Exec (including the ServletExec-WEBVIEW service) are removed.

- **Jaguar Watchdog Service:** The Jaguar Watchdog service which monitors the Jaguar service state is removed.

- **WebView Windows Registry Settings:** Instance and non-instance-specific WebView registry settings are removed. Instance-specific Remote WebView registry settings for Administration & Data Servers are removed.

- **WebView AT Job:** The WebView AT job which performs routine WebView maintenance tasks is removed.

- **Web Setup:** All WebView options are removed from Unified CCE Web Setup.

What Is Not Removed:

- **Active Directory:** WebView removal does not impact Active Directory. References to WebView remain in the Unified CCE Configuration and Domain Manager tools unless removed manually.

- **WebView Report Templates:** WebView report templates (standard and custom) are not removed.

- **Databases:** WebView removal does not impact the Unified CCE database. The WebView database is not removed.

Suggested Practices for WebView Removal

Here are some basic guidelines to smooth the process of WebView removal.

1. **Notify your WebView users:** Moving to a new reporting tool is a major change for your users. Make sure your current WebView users are notified well in advance that WebView will no longer be available in Unified CCE 8.5(2).

2. **Ensure Unified IC is fully-functioning:** Before you take down WebView, ensure that its successor, Cisco Unified Intelligence Center, is deployed and operating to your satisfaction.

3. **Back up your custom report templates:** Unified IC cannot directly import your custom WebView reports. However, with some massaging, their SQL can serve as a basis for recreating those in Unified IC. While installing 8.5(2) does not delete your custom report template files, it may be easy to lose track of them. Before you install Release 8.5(2), back them up to a safe location for possible future use.

4. **Collect rollback information:** There is certain information you'll need to restore WebView if you need to roll back to Release 8.0. Before you install Release 8.5(2), record the information described in Collecting Rollback Information.

5. **Remove standalone WebView servers last:** Avoid removing WebView from your standalone WebView servers until you are certain that a rollback to 8.0 will not be needed.

This will save you work in case a rollback to 8.0 *does* become necessary. If desired, you can simply take them offline.

Note: When you *are* ready to remove standalone WebView servers, it is not necessary to run the Release 8.5(2) installer on those machines. You can remove it by other means, such as reformatting the disk or reinstalling the operating system.

WebView Removal and Silent Install of Release 8.5(2)

Silent install is not supported on machines that have WebView installed; one of the WebView Third Party Tools (Sybase) requires a live response in order to be removed.

Collecting Rollback Information for WebView

Before you install Release 8.5(2) on any machine, collect and record the following information. If a rollback to 8.0 becomes necessary, you will need it to restore WebView.

1. Record the DNS name or IP address of the following:

   – Each machine that hosts WebView.

   – Each machine that hosts an Administration & Data Server with Remote WebView enabled.

   – For each WebView instance, the Historical Data Server (HDS) and the WebView Database Server. You can look up this information from Unified CCE Web Setup > WebView component on machines that host WebView.

2. For each Administration & Data Server instance that has Remote WebView enabled, record the Remote WebView Server names. You can look up this information from Unified CCE Web Setup > Administration & Data Server component on machines that host an Administration & Data Server.

Where to Get Unified CCE Release 8.5(2) Software

You can get Unified CCE software by:

- Downloading it from cisco.com. To download, log in to cisco.com and go to **Support > Download Software** (http://www.cisco.com/cisco/web/download). Select Voice and Unified Communications and then navigate to the specific Unified CCE version and product you want.

- Ordering a Unified CCE DVD media kit. To order a media kit, log in to cisco.com and go to the **Product Upgrade Tool** (http://tools.cisco.com/gct/Upgrade/jsp/productUpgrade.jsp) .

Adding Unified ICM Components After Release 8.5(2) Installation

After you install Unified ICM Release 8.5(2), any new core components you add to your system (through Unified ICM Web Setup) are versioned at Release 8.5(2). There is no need to upgrade them separately as was required with some earlier versions of Unified ICM.

Adding Unified ICM Components After Release 8.5(2) Installation

Chapter 2

Deployment Sequence for Upgrading ICM and CTI OS Components

This section gives the sequence in which ICM and CTI OS Release 8.5(2) should be installed (or uninstalled) on your existing system components. Use it to plan your deployment.

Note: Detailed instructions on how to run the installers on individual components follow in later sections. For additional details regarding deployment on CTI OS components, see Upgrading CTI OS to Release 8.5(2).

This chapter contains the following topics:

Installation Sequence

Follow this sequence of steps to deploy Release 8.5(2) on your ICM and CTI OS components.

Note: These instructions include steps to backup your ICM databases. Database backup prior to upgrade is a best practice.

Step 1 Make sure your system meets the baseline requirements for Release 8.5(2) installation.

Step 2 Disable configuration changes. To do this:

    a.   On the side A and B CallRouters, in the Windows registry, set
`HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.`
`\ICM\<instancename>\<RouterSide>\Router\CurrentVersion\Configuration\Global\DBMaintenance`
to 1.

  b. To verify that configuration has been disabled, use the Unfied CCE Configuration Manager to make a change of any sort and try to save it. The following message displays of configuration is disabled:

Failed to update the database. Exclusive access to the CallRouter denied because configuration changes are currently disabled in the router registry.

Step 3 Use Microsoft SQL Server Management Studio to backup the databases for:

- The side A and side B Logger

- The Historical Data Server (Administration & Data Server)

Step 4 Use ICMDBA to backup the configuration data from one of the sides. To do this:

  a. Create a directory on a local drive. Verify that the drive has enough disk space to store the backup.

  Note: Configuration data can vary in size from 15 MB to as much as 150 MB for large deployments. If you are not sure of the size of your configuration, plan for at least double the size of the higher number--that is, 300 MB.

  b. Launch ICMDBA and expand **Instances** to locate your Customer Instance. Drill down through your Customer Instance to the database.

  c. From the menu bar, select **Data > Export**. The Export data window opens.

  d. Click **Browse** to navigate to the directory you created to store the backup.

  e. Click **Export** and then **Start**.

  f. To verify a successful backup, navigate to the directory you created and verify that the data files exist. The size of the combined files should reflect the size of your Unified CCE configuration.

Step 5 Upgrade side A. To do this:

  a. On the side A Central Controller, stop all ICM services. Then run the Release 8.5(2) installer.

  Note: These instructions assume that your CallRouter and Logger are co-located on the same machine. If they are not, perform this step on each server.

  b. On the primary Administration & Data Server associated with the sideA Central Controller, stop all ICM services. Run the Release 8.5(2) installer.

  c. Reboot the side A Central Controller and the primary Administration & Data Server.

  d. On the side B Central Controller, stop all ICM services. This causes default routing to occur.

         e.   On the side A Central Controller and the primary Administration & Data Server, start all ICM services.

         f.   Verify side A is operational (for example, by making a test call) . If sideA is not operating properly, stop all side A services, return side B to service, and perform an uninstallation on side A. Resolve any issues encountered, then restart the installation process.

Step 6   Upgrade side B. To do this:

         a.   On the side B Central Controller, run the Release 8.5(2) installer.

         b.   On the primary Administration & Data Server associated with the side B Central Controller, stop all ICM services. Run the Release 8.5(2) installer.

         c.   Reboot the side B Central Controller and the primary Administration & Data Server.

         d.   Start the side B Central Controller and the primary Administration & Data Server services.

         e.   Verify side B operation.

Step 7   Re-enable configuration changes. To do this:

         a.   On the side A and B CallRouters, in the Windows registry, set
`HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.`
`\ICM\<instancename>\<RouterSide>\Router\CurrentVersion\Configuration\Global\DBMaintenance`
to 0.

         b.   Verify that configuration changes are possible.

Step 8   Upgrade the PGs, CTI OS Server, and desktop clients.

        Note: The PG and CTI OS components must be upgraded in the same maintenance window. Running them in mixed version mode is not supported.

         a.   Stop all ICM services on the PGs and CTI OS Server. Install ICM Release 8.5(2) and CTI OS Release 8.5(2), respectively. You must do this before you perform any of the steps below. The remaining steps can then be performed in any order.

         b.   On each of your remaining Administration & Data servers, stop all ICM services. Run the Release 8.5(2) installer.

         c.   On each of your Administration Clients, run the Release 8.5(2) installer.

         d.   If your deployment includes Network Gateways or Compucall Server Gateways, stop all ICM services on each of these machines. Run the Release 8.5(2) installer.

         e.   On each of your CTI OS Desktops, stop the desktop.Then run the CTI OS Release 8.5(2) installer.

        Note: Agent and Supervisor Desktops do not have to be upgraded in the same maintenance window as the Peripheral Gateway and CTI OS servers.

Step 9   After installation is complete, set any services whose startup type was changed during installation from **Automatic** to **Manual** back to **Automatic**. If you are not sure which services were changed, examine the setup logs located in C:\Temp\MinorRelease ICM8.5(2).

Step 10   If you are upgrading a system with Administration Workstations (AW) and with the Re-skill feature enabled, perform the following steps to re-extract the ipccAdmin-shreable.zip and ipccAdmin.zip files to the Tomcat folder.

  a.   Go to <Drive>:\icm\tomcat\webapps and take a backup of uiroot.

  b.   Use the Websetup tool to edit the Distributor component. (You do not need to make any changes, just open it and resave it.)

  c.   Use ICM Service Control to cycle the Distributor off and on and go to Services.msc to cycle the Tomcat server off and on.

  d.   Launch the Re-skill tool and confirm that it has access to the newly extracted files by performing an agent re-skill operation .

Uninstallation Sequence

Follow this sequence of steps if you need to uninstall Release 8.5(2) from your ICM and CTI OS components.

Step 1   Uninstall Release 8.5(2) from the PGs, CTI OS Server, and desktop clients.

  a.   On the PGs and CTI OS Server, stop all ICM services. Uninstall ICM Release 8.5(2) and CTI OS Release 8.5(2), respectively.

  b.   On each of your CTI OS Desktops, stop the desktop. Uninstall Release 8.5(2).

Step 2   Disable configuration changes.

  a.   On the side A and B CallRouters, in the Windows registry, set
         **HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.
         \ICM\<instancename>\<RouterSide>\Router\CurrentVersion\Configuration\Global\DBMaintenance**
         to 1.

  b.   To verify configuration has been disabled, using the Unified CCE Configuration Manager make a change of any sort and try to save it. The following message displays if configuration has been disabled:

  Failed to update the database. Exclusive access to the CallRouter denied because configuration changes are currently disabled in the router registry.

Step 3   Uninstall Release 8.5(2) from side A. To do this:

  a.   On the primary Administration & Data Server associated with the sideA Central Controller, stop all ICM services. Then uninstall Release 8.5(2).

> **Note:** These instructions assume that your CallRouter and Logger are co-located on the same machine. If they are not, perform this step on each server.

    b.   On the side A Central Controller, stop all ICM services. Uninstall Release 8.5(2).

    c.   Reboot the side A Central Controller and the primary Administration & Data Server.

    d.   On the side B Central Controller, stop all ICM services. This causes default routing to occur.

    e.   On the side A Central Controller and the primary Administration & Data Server, restart ICM services.

    f.   Verify side A is operational (for example, by making a call).

Step 4   Uninstall Release 8.5(2) from side B. To do this:

    a.   On the primary Administration & Data Server associated with the side B Central Controller, stop all ICM services.

    b.   On the side B Central Controller, uninstall Release 8.5(2).

    c.   Reboot the side B Central Controller and the primary Administration & Data Server. Restart ICM services on both machines

    d.   Verify side B is operational.

Step 5   Uninstall Release 8.5(2) from additional ICM components. To do this:

    a.   On each of your remaining Administration & Data servers, stop all ICM services. Then uninstall Release 8.5(2).

    b.   On each of your Administration Clients uninstall Release 8.5(2).

    c.   If your deployment includes Network Gateways and/or Compucall Server Gateways, on each of these machines stop all ICM services. Uninstall Release 8.5(2).

Step 6   Re-enable configuration changes.

    a.   On the side A and B CallRouters, in the Windows registry, set
`HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\ICM\<instancename>\<RouterSide>\Router\CurrentVersion\Configuration\Global\DBMaintenance`
to 0.

    b.   Verify that configuration changes are possible.

Step 7   After uninstallation is complete, set any services whose startup type was changed during installation from **Automatic** to **Manual** back to **Automatic**. If you are not sure which services were changed, examine the setup logs located in C:\Temp\MinorRelease ICM8.5(2).

Chapter 3

Upgrading ICM Components to Release 8.5(2)

Before you install ICM Release 8.5(2), make sure that your current installation meets the prerequisites listed in these documents:

- The baseline requirements for this release.

- **Cisco Unified Contact Center Enterprise Edition Hardware and System Software Specifications (Bill of Materials)** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html)

Also review the **Cisco Unified Contact Center Enterprise Edition, Release 8.5(2) Release Notes** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html) and the Release 8.5(2) Installation Sequence section.

This chapter contains the following topics:

About the ICM Release 8.5(2) Installer

There is only one ICM installer. When you run it, it automatically detects all ICM components installed on the current machine and upgrades each to Release 8.5(2).

Note: The Release 8.5(2) installer checks for the presence of WebView on a machine and uninstalls it if found, along with the WebView Third-Party Tools. Make sure that you have reviewed the information in Preparing for WebView Removal (page 8) before you install Release 8.5(2).

How to run the Release 8.5(2) Installer on ICM Components

To upgrade your ICM system to Release 8.5(2), run the ICM Release 8.5(2) installer on each of your components as follows:

Step 1   Log onto the machine as a user with administrative privileges.

Step 2   After downloading the installer or placing the Unified ICM Release 8.5(2) installation media in the drive, launch the installer. As it starts up the installer determines:

- If you (the logged on user) have local administrative rights.

- If the correct ICM product/version is installed.

If either of these checks fails the install exits. Otherwise, the Welcome to the InstallShield Wizard dialog box opens.

Step 3   Follow the prompts to start the installation.

The installer stops whatever local services it needs to stop and then starts laying down files. Shutting down services might take a while. This is normal behavior.

Step 4   When the installation is complete select **Yes, I want to restart my computer now** (the default), then click **Finish**.

Step 5   After reboot, set any Unified CCE services whose startup type was changed during installation from **Automatic** to **Manual** back to **Automatic**. If you are not sure which services were changed, examine the setup logs located in C:\Temp\MinorRelease ICM8.5(2).

Installing the Language Pack

Installing the language pack is a separate process from installing the Release 8.5(2) release. Note that you only need to install the language pack if you are changing your installation from one language to another. If you are keeping the same language, the Release 8.5(2) installer will automatically update your language-specific files.

The language pack for Release 8.5(2) supports these languages:

1. French

2. French Canadian

3. Japanese

4. Korean

5. Simplified Chinese

6. US English

Installing the Language Pack

To change to a different language, run the language pack on your:

- Administration & Data servers

- Administration Clients

On each of these machines:

Step 1   Install ICM Release 8.5(2).

Step 2   Localize the server's operating system to the desired language.

Step 3   Run the language pack at **<install drive>:\icm\bin\LanguagePack.exe**. The language pack installer will prompt you to select the language you want.

Note: To install Unified CCE on a multilingual version of Windows Server 2003, follow the procedure described in How to Set Up Windows Multilingual User Interface (MUI) Pack on Windows Server 2003 (page 21).

How to Check the Language Setting

If you have installed Unified CCE on a multilingual version of Windows Server 2003, you need to make sure that the language you selected during the Language Pack installation matches the language setting in Windows regional options.

To check that there is a match, do the following:

Step 1   Select **Start > Settings > Control Panel > Regional and Language Options**.

Step 2   Click the Advanced tab.

Step 3   Under **Select a language to match the language version of the non-Unicode programs** you want to use, the language displayed in the pull-down list will be the same as the language you selected during the Language Pack installation.

How to Set Up Windows Multilingual User Interface (MUI) Pack on Windows Server 2003

To localize the Windows system, do the following:

Step 1	Set up an English Windows 2003 server with SP 2.
Step 2	Run the Windows MUI from Microsoft distributed CD media. Your language is included on one of the four installer CDs.
Step 3	On the Language Selection dialog box, select a language.
Step 4	Under Default User Settings, do the following:

    a.   Select the default user setting for the localized language.

    b.   Select the **Match the language for non-Unicode programs with the default user language** check box.

    c.   Select the **Match the default shell UI font with the default user language** check box.

Step 5	When the installation completes, reboot your machine.
Step 6	Select **Start > Settings > Control Panel > Regional and Language Options**. In the Regional Options tab under Standards and Formats, select a country to match its date format.
Step 7	In the Languages tab under **Language used	menus and dialogs**, select a localized language.
Step 8	Click **OK** and log off the Windows system.
	The Windows system is now in the localized language.

How to Uninstall Unified CCE Release 8.5(2)

In the event that a problem occurs, you can uninstall Unified CCE Release 8.5(2). This will revert it to its previous state, to include any service releases that had been installed.

Note: Silent uninstalls are not supported.

Step 1	Log onto your system as a user with local administrative privileges.
Step 2	Launch Windows **Add or Remove Programs**.
Step 3	Select **Cisco ICM Minor Release 8.5(2)** .
Step 4	Click **Change/Remove**, and then follow the prompts.
Step 5	When the uninstall program completes, reboot the system.
Step 6	After reboot, set any Unified CCE services whose startup type was changed during installation from **Automatic** to **Manual** back to **Automatic**. If you are not sure which services were changed, examine the setup logs located in C:\Temp\MinorRelease ICM8.5(2).

Chapter 4

Upgrading CTI OS to Release 8.5(2)

CTI OS Upgrade Prerequisites

Before you install CTI OS Release 8.5(2) make sure that the prerequisites listed in these documents have been met:

- The Baseline Requirements for this release.

- **Cisco Unified Contact Center Enterprise Edition Hardware and System Software Specifications (Bill of Materials)** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html)

Also review the **Cisco Unified Contact Center Enterprise Edition, Release 8.5(2) Release Notes** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html) and the Release 8.5(2) Installation Sequence section. The *Solution Reference Network Design (SRND) for Unified Contact Center Enterprise* may provides additional limitations and restrictions.

About the CTI OS Release 8.5(2) Installer

There is only one CTI OS installer. When you run it, it automatically detects all CTI OS components installed on the current machine and upgrades each to Release 8.5(2).

CTI OS Deployment Checklist

Follow these steps to deploy a CTI OS minor release:

- Schedule a maintenance period for installation: Because upgrading CTI OS requires bringing down your system, schedule the upgrade for a maintenance period when your CTI OS system is out of production.

- Inventory CTI OS hosts targeted for upgrade: Take an inventory of CTI OS servers, desktops, and developer workstations on which this release will be installed. Inventory the call centers defined in the Siebel configuration database that will use this CTI OS Driver release. Inventory the CTI OS Data Stores used by the CTI OS Driver for Siebel that will use this release.

- Install the release on all CTI OS hosts in your system: Install the release on each:

  – CTI OS Server

  – CTI OS Agent and Supervisor desktop

  – Siebel Communications Server where the CTI OS Driver is loaded

  – Host where the CTI OS Data Store is loaded

  – Developer workstation where CTI OS SDK is loaded

- Test and troubleshoot the installation: After installation, test your CTI OS hosts and overall system to ensure they are working properly.

Also review the **Cisco Unified Contact Center Enterprise Edition, Release 8.5(2) Release Notes** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html) and the Release 8.5(2) Installation Sequence section. The *Solution Reference Network Design (SRND) for Unified CCE* may provides additional limitations and restrictions.

Deployment Order for Redundant Components

Follow these guidelines when installing this release on duplexed or otherwise redundant components:

- Siebel Communications Servers: Installing this release on multiple Siebel Communications servers can be done simultaneously.

- CTI OS Data Stores: If you are installing this release on multiple CTI OS Data Store hosts, you must install it on each host, one at a time.

- CTI OS Servers: If you are installing this release on multiple CTI OS systems, you must install it on each host one at a time.

  – Logout all the agents from both servers (side A and side B).

  – Stop all CTI OS services on each side A and side B.

  – Install the release on side A, following the steps described in How to Install CTI OS Release 8.5(2).

- Restart the CTI OS services on side A. Ensure the newly patched system is running with no errors and comes back online.

- Once you have confirmed that side A is working correctly, install the release on side B following the steps described in How to Install CTI OS Release 8.5(2).

- Restart the CTI OS services on side B. Ensure the newly patched system is running with no errors and comes back on-line.

How to Install CTI OS Release 8.5(2)

To upgrade to CTI OS Release 8.5(2), perform the following on each CTI OS host.

Step 1   Log into the host under an account that has administrator privileges for the machine.

Step 2   If you are upgrading a:

CTI OS Server or CTI OS Data Store host, use the Unified CCE Service Control utility to stop all CTI OS services running on the node, and then close the Service Control utility.

- CTI OS Desktop, logout the agent and close the client desktop.

- CTI OS Driver for Siebel, stop all Siebel clients and close the browser or Siebel application at each host desktop.

- CTI OS SDK, stop all the programming environments and any client applications using any of the components in the CTI OS SDK.

Step 3   Start the CTI OS Release 8.5(2) installer and follow the prompts. If you are prompted to allow the installer to replace files, select Yes.

Note: As it is starting up, the CTI OS installer may disappear from the screen for approximately one minute. When it returns there may be a grey screen displayed for approximately ninety seconds. During these periods, the system displays no other visual indicators that the installer is running. This is normal behavior and does not signify a "hung" installer. Allow at least three minutes before suspecting a hung installer. If after this period you do suspect that the installation has hung, use Windows Task Manager to check its status and, if necessary, end the process. Do not launch a new instance of the installer before ending the previous one. Doing so could result in a faulty installation. If you mistakenly launch multiple instances of the installer, close all instances and then start the process again.

Step 4   When prompted, click Finish to complete the installation and then reboot the machine.

Step 5   If you upgraded a:

- CTI OS Server or CTI OS Data Store, use the CTI OS Service Control utility to restart all CTI OS services.

Note: If the host is part of a duplexed CTI OS system, do not perform this step. Instead, restart the CTI OS services in the order indicated in the "Deployment Order for Redundant Components" section.

- CTI OS Desktops, restart the desktops.

- CTI OS Driver for Siebel, restart the Siebel clients.

- CTI OS SDK, restart the programming environment.

How to Test Your CTI OS Install

After upgrading CTI OS, test your system to make sure it is working properly. For each:

- CTI OS Server, ensure the system is running with no errors and comes back online.

- CTI OS Agent and Supervisor desktop, ensure the phone is running with no errors by logging in an agent, taking a call, and checking agent state control.

- Siebel Communications Server where the CTI OS Driver is loaded, ensure the CTI OS Driver for Siebel is running with no errors by logging in an agent, taking a call, and checking agent state control.

- CTI OS Data Store, ensure the system is running with no errors and comes back online.

- Developer workstation where CTI OS SDK is loaded, ensure the SDK works by building one of the examples included in the SDK and logging in an agent, taking a call, and checking agent state control

How to Uninstall CTI OS Release 8.5(2)

You can uninstall CTI OS Release 8.5(2) from any host on which it is installed. Because uninstalling CTI OS requires stopping CTI OS services and clients, it must be done during a maintenance period when your system is out of production.

To function properly, all CTI OS components and clients must be running the same version. So if you remove Release 8.5(2) from one node in a system and do not plan to reinstall it, you must remove it from all other hosts as well.

Silent uninstalls are not supported.

To uninstall CTI OS Release 8.5(2), perform the following on each CTI OS host.

Step 1   Log into the host under an account that has administrator privileges for the machine.

Step 2   If you are uninstalling CTI OS Server or CTI OS Data Store using the CTI OS Service Control utility, stop all CTI OS services running on the host.

Step 3   Use Windows Add or Remove Programs to uninstall any engineering specials installed on CTI OS Release 8.5(2).

Step 4   Use Windows Add or Remove Programs to uninstall CTI OS Release 8.5(2).

Step 5   Restart all CTI OS services and clients on the host.

How to Test Your CTI OS Install

Chapter 5

Silent Installation and Recovery from Installer Failures

How to Perform a Silent Install

You can install Unified CCE core components and CTI OS silently In a silent install, responses and information that would normally be entered by a person are instead provided to the installation from a response file. You create a response file by first running the installer manually in record mode. The responses and information you give are recorded and written to a response file. (Response files are given the same name as the setup file, but with a *.iss* extension.) To enter record mode, start the installer from a command prompt and pass in a **-r** parameter. For example, if the name of the installer is named *setup.exe*, then a response file *setup.iss* is created when the installer is launched using the command **setup.exe -r**.

Once the response file is created, another installation can be performed launching the installer with the command: **setup.exe -s**.

Note: Silent installations can be problematic when performed with incorrect response files, and their use is discouraged. If you choose to use this method, be certain that your execution environment is configured identically to the environment where the response file was created. Slight variations in the configuration can cause unexpected errors or different installation paths that do not align with the expected response file structure.

Guidelines for Silent Installations:

• If it is installed, stop Cisco Security Agent prior to both recording your response file and running silent installs.

• The machine on which you create your response file should have a configuration that closely matches the machines on which you will run silent installs. This minimizes the potential for unexpected dialogs being triggered during the installation that could terminate the installation. For example, if the response file is created on a machine with CTI OS services set to Manual

and then run on a machine with those services set to Automatic, an additional dialog will open during the install (alerting you that the services have been set from Automatic to Manual). This unexpected dialog will cause the install to terminate, potentially leaving the system in an invalid state that requires manual recovery.

- If, during the creation of the response file, you choose not to reboot the machine after the install completes, remember to manually reboot any silently installed system prior to starting the services.

- Always verify that the installer log matches the expected results. An incomplete installation can have serious consequences if not properly identified.

Running a silent installation is a two step process:

1. First, create a response file by running setup from a command prompt with two command line arguments.

   Example: **"c:\ctios8.5.1.exe" -r -f1c:\myanswerfilename.iss**

   The **-r** flag is for recording the response file.

   The **-f1** flag is the full path and filename for the resulting response file to be created.

   Note: There is no space between the **-f1** and the start of the file path. If no **-f1** flag is present, the response file is written to a default location. Note that the second character in the switch is the number one, not the letter L.

   When you have stepped through all of the setup process (which completes a full installation the product on the machine recording the response file) the resulting response file can be copied to any additional machine to be used during a silent installation.

2. Invoke a silent installation by running setup from a command prompt with the same syntax as above, with one exception: use **-s** instead of **-r** to indicate the install should run silently using the response file found at **-f1filepath**.

   Example: **"c:\ctios8.5.1.exe" -s -f1c:\myanswerfilename.iss -f2c:\silentinstall.log**

   The **-f2** flag causes a log file to be created.

Verify that the silent installation completed successfully by checking the installer log file to make sure no errors were reported, and that the installer ran to completion. If your silent installation does not run, check the logfile for **ResultCode=-5**. It indicates the installer could not find your response file; recheck your path and file names.

Refer to **HOW TO: Create a Silent Installation** (http://kb.flexerasoftware.com/selfservice/ microsites/search.do?cmd=displayKC&docType=kc&externalId=Q101901&sliceId=)HOW TO: Create a Silent Installation (MacroVision Knowledge Base document ID: Q101901) for detailed information on how to create a silent installation.

WebView Removal and Silent Install of Release 8.5(2)

Silent install is not supported on machines that have WebView installed; one of the WebView Third Party Tools (Sybase) requires a live response in order to be removed.

Recovering from Installer Failures

There are situations where the installer might fail for reasons that cannot be anticipated or controlled. This could include:

- A power outage

- System lockup due another process failing

- A virtual machine hanging or shut down accidentally

- An incorrect or incomplete silent install response file

- The installer completes successfully, but for some reason you are unable to un-install using Windows **Add/Remove Programs**

Under "normal" conditions, when a failure in an InstallShield program occurs, the installer can be aborted. An abort event is processed by InstallShield and the setup program attempts to undo the changes it has made. Changes include file deployments, registry modifications, and other modifications to Windows shell objects.

The InstallShield engine does not include native capabilities for either file backup during install or file return during uninstallation. These additional tasks are scripted enhancements made to the Windows based installer. If there is a catastrophic failure during the installation (or any other state that blocks the uninstall program from running) the file return needs to be performed manually.

Warning: Do not attempt to repair a system by modifying the Windows registry and running the installation a second time. You will lose the ability to return the system to its pre-installation state. If the installer is run a second time, it backs up the recently installed versions of files, overwriting the original backup files.

Backup files are stored in child directories of the original files. The child directory name is the minor release version number with each numerical component separated by an underscore. For example, files patched in the C:\icm\bin directory are copied to a directory name like: C:\icm\bin_ICM_8_5_1_0_0_0_44.

A list is kept in a text file for every backup directory created. This file is written to the product root directory (example: C:\icm_ICM_8_5_1_0_0_0_44\Return_ICM_8_5_1_0_0_0_44.txt).

How to Manually Return a Failed Installation to the Pre-installation State

Perform the following steps to manually return a failed installation:

Note: Use this process only if the Add/Remove Programs uninstallation procedure fails.

Step 1   Locate all the backup directories using the return list file.

Step 2   Copy all of the files in each backup directory to its immediate parent directory.

Step 3   Delete the backup directories and all their contents.

Note: While the deletion of the backup directories is functionally optional, it helps to keep the system clean. In the event you do delete the backup files here, it might be worthwhile to store them in a safe location elsewhere.

Step 4   Clean up the registry by removing the installer information.

For example, the installer information for ICM_8_5_1_0_0_0_44 is removed by deleting this key and all its contents (HKLM\SOFTWARE\Cisco Systems, Inc.\Patch\ICM\8.5\Patch\ICM_8_5_1_0_0_0_44).

Step 5   If a new language selection was made during the install, the language selection must also be reset by modifying registry named values under the key HKLM\SOFTWARE\Cisco Systems, Inc.\ICM\SystemSettings.

a.   Copy the value of "Last Language" to "Language".

b.   Copy the value of "Last LanguageAbbrev" to "LanguageAbbrev".

While the previous instructions restores most Unified CCE core components, more needs to be done for a WebView deployment. WebView places many additional requirements on the installer, such as copying files from a base repository to each WebView instance, updating templates, cleaning out caches, etc. There is no easy way to manually recover the WebView changes. However, if the manual recovery previously described is followed, the installer might be safely applied again, and recover the WebView deployment. When a successful installation of this minor release is deployed, the uninstallation program can be run normally to restore the WebView state to pre-installation configuration.

How to Re-Install WebView After a Failed Installation

Follow these steps if it becomes necessary to re-install WebView following a rollback to version 8.0.

Note: You will need the information you recorded in Collecting Rollback Information for WebView (page 10).

Step 1   On each machine that previously hosted WebView, re-install the unified CCE 8.0(1) WebView Third Party tools

Step 2   On each machine that previously hosted WebView, use Unified CCE Web Setup to re-add the WebView Server component. Specify the address of the Historical Data Server (HDS) Host and the WebView Database Server Host.

Step 3   On each machine that previously hosted Remote WebView, use Web Setup to re-enable Remote WebView on the Administration & Data Servers where it was previously enabled.

Note: For detailed information on installing WebView, see the **WebView Installation and Administration Guide for Cisco Unified Contact Center Enterprise, Release 8.0(1)** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html).

Recovering from Installer Failures

Chapter 6

Installing Additional Release 8.5(2) Software

This chapter discusses installing and uninstalling:

- Cisco Unified Customer Voice Portal (CVP) Release 8.5(2)

- Cisco Unified Communications Manager (CM) Release 8.5(2)

- Cisco Unified Information Center (CUIC) Release 8.5(2)

- Cisco Agent Desktop (CAD) Release 8.5(2)

- Cisco Unified Contact Center Management Portal (CCMP) Release 8.5(2)

This chapter contains the following topics:

Cisco Unified Customer Voice Portal (Unified CVP) Release 8.5(x)

Installation of Unified CVP Release 8.5(x) is not covered in this guide. See the **Cisco Unified Customer Voice Portal documentation** (http://cisco.com/go/cvp) for instructions.

For additional information concerning CVP Release 8.5(x) see the **Release Notes** (http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_release_notes_list.html)for this CVP release.

Cisco Unified Communications Manager (Unified CM) Release 8.5(x)

Installation of Unified CM Release 8.5(x) is not covered in this guide. See the **Cisco Unified Communications Manager documentation** (http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html) for instructions.

Cisco Unified Intelligence Center (Unified IC) Release 8.5(x)

Installation of Unified IC Release 8.5(x) is not covered in this guide. See the **Cisco Unified Intelligence Center documentation** (http://www.cisco.com/en/US/products/ps9755/index.html) for instructions.

Cisco Agent Desktop (CAD) Release 8.5(x)

Installation of CAD Release 8.5(x) is not covered in this guide. See the **Cisco Agent Desktop documentation** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/index.html) for instructions.

Cisco Unified Contact Center Management Portal (CCMP) Release 8.5(2)

Installation of Unified CCMP Release 8.5(2) is not covered in this guide. ee the **Cisco Unified Contact Center Management Portal documentation** (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/index.html) for instructions.

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