Windows Server and SQL Server Upgrade

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Contact Center Enterprise Notes for Windows Server and SQL Server Upgrade

This article outlines the procedure for existing customers with CCE 12.0 on Windows Server 2012 R2 and SQL Server 2014 to upgrade to Windows Server 2016 and SQL Server 2017. This upgrade procedure is applicable for UCCE, PCCE, and HCS-CC solutions.

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Upgrading to Windows Server and SQL Server

The Engineering Specials (and Maintenance Releases) on CCE 12.0 going forward is based on the Windows Server 2016 and SQL Server 2017 platform.

The existing 12.0(1) customers on Windows Server 2012 R2 and SQL Server 2014 must perform this upgrade.

- Before upgrading, refer to the 12.0 Virtualization for Unified Contact Center Enterprise guide for ESXi requirement.

- Change the guest operating system to Microsoft Windows Server 2016 (64 bit). To do so, right-click the virtual machine, select Edit settings > Options > General Options and select the guest operating system as Microsoft Windows Server 2016 (64 bit) and ensure the VM is powered off during this procedure.

- Ensure that the virtual machine has enough space before the upgrade. Operating System upgrade to Windows Server 2016 requires minimum of 32-GB primary hard disk space. If the virtual machine is a Logger/Distributor machine, the upgrade to SQL Server 2017 Standard or Enterprise edition requires an extra 6 GB.

- During Windows Server 2016 upgrade, ensure Windows Server 2016 (Desktop Experience) and Keep personal files and apps options are selected.

- SQL Server upgrade is not applicable for CVP, ECE, CCMP, and CCDM.

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<tr>
<th>Component</th>
<th>Required Patch</th>
<th>Upgrade Procedure</th>
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<tr>
<td>Router, Logger, Distributor, and PGs</td>
<td>ES-18</td>
<td>Ensure to follow the steps in Installing Unified CCE 12.0(1) ES18 section in the following link to perform the upgrade</td>
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</table>
## Component | Required Patch | Upgrade Procedure
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| | | procedure. It is recommended to perform the steps in the given sequence.  

2. Ensure to follow the steps in Installing CVP 12.0(1) ES5 section in the following link after Windows Server 2016 upgrade.  

| ECE | | 1. Stop all ECE services on all servers.  
3. Start all ECE services on all servers.  
4. (Optional)  
It is recommended that you apply ES-01 patch. If you have not applied ES-01 patch before upgrading your Windows Server, then apply the ES-01 patch by following the procedure documented in the following link.  
https://www.cisco.com/web/software/286310764/146516/ECE_12.0.1_ES1_Readme.txt

| CCMP/CCDM | | 1. Ensure CCMP/CCDM 12.0.1 on Windows Server 2012 R2 is up and running.  
2. Stop all the services of CCMP/CCDM 12.0.1 on Windows Server 2012 R2 (Side A and Side B).  
3. Disable the CCMP/CCDM services by changing the start type from Automatic to Disabled in all the CCMP/CCDM servers.  
5. Enable the CCMP/CCDM services by changing the start type from Disabled to Automatic in all the CCMP/CCDM servers.  
6. Start all the CCMP/CCDM 12.0.1 services (Side A and Side B).