Step-by-Step Guide to Upgrade UCCX Version 15

Contents

Introduction

This document describes the steps to upgrade Unified Contact Center Express (UCCX) from 12.5 SU2 to 15.0, including upgrade paths from 12.5, 12.5 SU1, and 12.5 SU3 to 15.0 and later. Follow the correct procedure to avoid upgrade failure.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Express (UCCX)
- VMware ESXi
- Cisco Smart Software Manager (CSSM)

Components Used

The information in this document is based on these software and hardware versions:

- UCCX version 12.5 SU2
- VMware ESXi 7.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Informartion

We can upgrade to Unified CCX 15.0 only from Unified CCX versions 12.5(1), 12.5(1) SU1, 12.5(1) SU2, and 12.5(1) SU3

- Perform the pre-upgrade task of installing the COP file as mentioned in the UCCX Install and Upgrade Guide, Release 15.0.:

1. Obtain the pre-upgrade COP from https://software.cisco.com/download/home/270569179.

   The following table lists the release versions and their corresponding COP files to upgrade to Release 15.0:

   Table 2. Release Versions and COP Files for Unified CCX

Version	Release 15.0 Pre-Upgrade COP Name
12.5(1)	ucos.keymanagement.v01.cop.sgn
12.5(1) SU1	ucos.keymanagement.v02.cop.sgn
12.5(1) SU2	ucos.keymanagement.v02.cop.sgn
12.5(1) SU3	No COP required.

- Make sure you perform the installation of the cop file and upgrade only from CLI.
- Make sure the UCCX is running with Linux Filesystem ext4. If it is running with ext3, rebuild the server before upgrading to version 15. Use the given command to verify filesystem version show tech system kernel modules
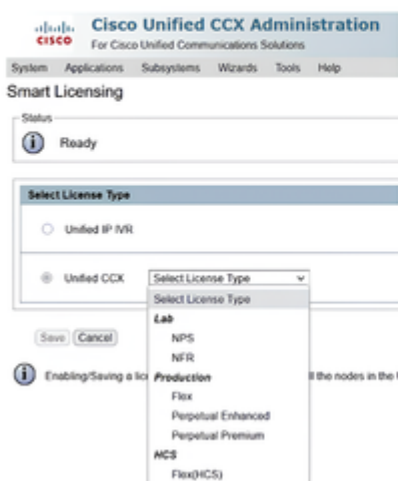
```
ip_tables          27126  3 iptable_filter,iptable_mangl
ext4              584133  4
mbcache            14958  1 ext4
jbd2              107486  1 ext4
sr_mod             22416  0
cdrom              42600  1 sr_mod
ata_generic        12923  0
pata_acpi          13053  0
```

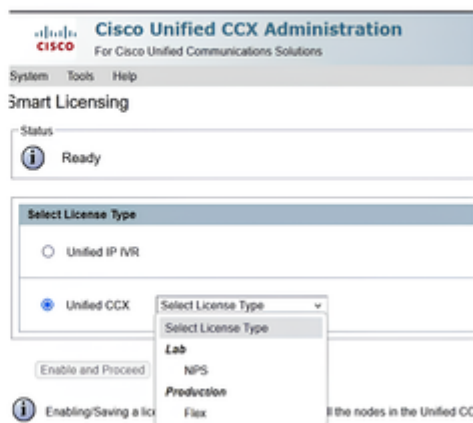- Take a Healthy DRS backup before performing the upgrade

- Smart License changes

Note: Note: Flex from Production and NPS from LAB are the license type available for fresh install and upgraded15.0 version. Perpetual premium and standard license if registered before upgrade, in backend it unregisters and asks to choose the license type again and then need to register.

- Make sure you are running the UCCX VM on Esxi version 7.0 or higher, else the upgrade to 15 fails.

Configure

Step 1: Compatibility with CUCM

Verify compatibility with CUCM and other related servers before proceeding with the upgrade as mentioned in the UCCX 15 Compatibility matrix documentation. Here are the supported CUCM Version with UCCX 15.

Cisco Unified Communications Manager (Unified CM) and Business Edition 6000 and 7000(FN 1)		
12.x	14(FN 9)	15
12.5(1)	14.0	15.0

Step 2: Pre-upgrade task

1. Make sure your current version is UCCX 12.5 SU2, then install the cop file "ucos.keymanagement.v02.cop.sgn" before upgrading to UCCX 15.

2. After downloading the Cop file "**ucos.keymanagement.v02.cop.sgn**", you can put it on your SFTP server and when you start your UCCX upgrade, you can give the IP address,

   the username of your SFTP server, user and password, and directory of SFTP so that UCCX can pick the cop from the SFTP server.

3. First, install the COP file "**ucos.keymanagement.v02.cop.sgn**" on both Publisher and Subscriber one by one from CLI using the command: **utils system upgrade initiate**

4. Verify that if it is installed sucessfully by running the CLI command: **show version active**

Step 3: Modify Guest OS and vRAM as per OVA requirement

1. Shutdown UCCX Publisher

2. Change Guest OS to either Alma Linux 8(64 bit) or Other Linux(64 bit)

3. Modify vRAM from 10GB to 16GB for 100 agent profile. For a 400 agent profile, you must configure 24GB of vRAM. Check the UCCX Virtualization guide.

Supported Versions of Community Enterprise Operating System(Alma Linux) = 8 (64-bit)
Click for "IOPS"

Component & Capacity Point	VM Configuration Requirements click to download OVA file					
	vCPU	Physical CPU Base Frequency	vRAM	vDisk	vNIC	
100 Agents See notes	2	2.00 GH	16 GB	1x 146GB	1	
400 Agents See notes	4	2.50 GH	24 GB	2x 146GB	1	

4. Power on the server

5. Perform the same on Subscriber

Step 4: Update vmtools to Open

1. Ensure that the VM type is open-vm-tools. Use the utils vmtools status command to know the type of vm-tools. Run the **utils vmtools switch open** command to change the VM type

```
admin:
admin:
admin:utils vmtools switch
       utils vmtools switch native
       utils vmtools switch open

admin:utils vmtools switch open
```

2. The command updates the vm-tools and restarts the VM. After the restart, run **utils vmtools status** and verify the VM type.

```
admin:
admin:utils vmtools status
The vmtools installed on this server is running
Version: 10.1.5.59732
Type: open-vm-tools
admin:
```

Step 5: Upgrade to UCCX 15

1. Download the ISO for UCCX 15 : (**UCSInstall_UCCX_15_0_1_UCOS_15.0.1.10000-27.sgn.iso**)

2. After downloading the UCCX ISO file for 15, you can put it on your SFTP server.

3. We always recommend upgrading UCCX via CLI and here are the commands to upgrade UCCX via CLI **utils system upgrade initiate** (First On Publisher).

✎ **Note**: Do not perform the switch version

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4. Once the upgrade is completed on Pub, run **utils system upgrade initiate** on Subscriber.

> ✎ **Note**: Do not perform the switch version

5. Run these commands to verify the active and inactive partitions after the upgrade.

   show version active - To see the present version

   show version inactive -To see the new version

Step 6: Perform Switch version

> ✎ **Note**: Always ensure that all the third-party Wallboard server and WFM servers that query the Unified CCX database externally are powered off prior to the switch version process. These servers can cause conflict in database operations.

   utils system switch-version (First on pub).

   Make sure all the services are up on Pub. Then do the same on Sub.

   utils system switch-version (Then on sub).

   Wait for the services to come up.

Step 7: Verify License

CCX Administration > System > License Management

- If a Perpetual Premium or Standard license was previously used before upgrade, the system first unregister it in the backend. Then be prompted to select a license type again and proceed with registration.
- If a Flex license was used prior to the upgrade, the system continue with the Flex license afterward.

Step 8: Check Database Replication

1. Check the replication status after the upgrade:

   To check Platform Replication (first on pub then on sub)= **utils dbreplication runtimestate**

   To check Enterprise Replication (first on pub then on sub)= **utils uccx dbreplication status**

2. Reset the same from Publisher if it is not set up correctly

   Platform Replication - **utils dbreplication reset all**

   Enterprise Replication - **utils uccx dbreplication reset all**

Supported Upgrade path from 12.5(1), 12.5(1) SU1 and 12.5(1) SU3

Here are the upgrade path information other Supported versions

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12.5(1) SU2	ucos.keymanagement.v02.cop.sgn
12.5(1) SU3	No COP required.

ucos.keymanagement.v01.cop.sgn

ucos.keymanagement.v02.cop.sgn

Before upgrading to version 15, install the appropriate pre-upgrade COP file on the current version and then exact same steps outlined in this document earlier.

Related Information

Cisco Unified Contact Center Express Install and Upgrade Guide, Release 15.0

Virtualization for Cisco Unified Contact Center Express

Release Notes for Cisco Unified Contact Center Express Solution, Release 15.0

Unified CCX Software Compatibility Matrix for 15

Cisco Unified Contact Center Express Administration and Operations Guide, Release 15.0