



Uninstall Unified CCE Release 11.6(1)

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Uninstall Methods

When you uninstall Unified CCE Release 11.6(1), you must choose one of two methods of uninstallation:

- Temporary - leaves the schema unmodified
- Permanent - reverts the database schema to the previous schema version

The option to temporarily or permanently uninstall Unified CCE Release 11.6(1) appears only when you try to perform this task on a machine that is running the following components:

- Logger
- AW only
- HDS
- AW-HDS

Temporary Uninstallation

In a temporary uninstallation, the schema that was updated during the upgrade process does not revert to previous version of Unified CCE Release 11.6(1). Use this method of uninstallation when you want to rerun the Unified CCE Release 11.6(1) installer to fix initial installation issues. This method is also useful when you want to upgrade to a future maintenance release.



Note The Logger, AW, and HDS components check the version table in the ICM database schema for their corresponding schema version. If the versions of the schema and the executable do not match, the system generates an error message and the services are shut down. This error is captured in the component logs.

Permanent Uninstallation

In permanent uninstallation, both the application and the database schema change. Uninstallation will revert the system and the database to previous version of Unified CCE Release 11.x.

A permanent uninstallation is necessary if you wish to revert to previous version of Unified CCE Release 11.x.



Note Configuration data may change when you revert to previous version of Unified CCE Release 11.x:

- Newly added non-voice PQs are converted to voice PQs.
- Agent login names that exceed 32 characters are truncated.

Use the data from the previous version of Unified CCE Release 11.x configuration database or the virtual machine which you backed up before starting the upgrade process.

If you have used the ICMDBA tool to create an Outbound Option database on Logger Side B, you can manually delete the database after the uninstall by using SQL Server Management Studio (SSMS). If you have enabled Outbound Option two-way replication, you must disable replication from both Logger Side A and Logger Side B before you can delete the database.



Important If there are any database schema rollback errors encountered during permanent uninstall, the database schema may be in a corrupted state. The state prevents CCE Logger / Distributor services to start correctly due to schema mismatch. To recover from the state, the ICMDBA tool can be used to recreate the Logger or HDS database that may have failed.

Configuration data lost due to the schema rollback failure on the logger database, can be recovered by re-importing the configuration database backup that the patch installer would have taken, during 11.5(1) upgrade.

Configuration data lost due to the schema rollback failure on the logger database, can be recovered by re-importing the configuration database backup that the patch installer would have taken, during 11.6(1) upgrade.

Configuration data lost due to the schema rollback failure on the logger database, can be recovered by re-importing the configuration database backup that the patch installer would have taken, during 12.6(1) upgrade.



Note Routing Scripts which has dynamic queues configured for skill group node will not be accessible after permanent rollback to previous version of Unified CCE Release 11.x.

Rollback Caveats

The section provides following information about permanent Rollback to version 11.0(x):

1. Routing Scripts which have dynamic queues configured for skill group node are not accessible after permanent rollback to previous version of Unified CCE Release 11.x.
2. SSO global and agent/supervisor level configuration, if set, will be removed after rollback to 11.0(x).
3. Agent or Supervisor login names in UPN format gets converted to user account name (netbios name) only. Any login name which exceeds 32 characters gets truncated.
4. If the deployment type has been set to the newly introduced UCCE 2000 Agents Rogger deployment type, then the installer would prevent any rollback to the previous version, unless the deployment type is changed to a deployment type like UCCE 4000 Agents, that is supported in the previous release.
5. Unified CCE 11.6(1) has configuration limits enhanced for some of the deployment types. The configuration limits do not get reverted back after performing a rollback to previous version. One would have to reset the previous deployment type again using CCE Admin tool to reset the configuration limit.

For more information on **Configurition Limit change in 11.6(1)**, see *Solution Design Guide for Cisco Unified Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html

6. Newly Added non-voice PQs are converted to voice PQs rollback to 11.0(x).
7. If Outbound Option is enabled with or without high availability on LoggerB side, permanent uninstallation of 11.6(1) is not allowed. Disable outbound option on LoggerB database before performing uninstallation of 11.6(1).
8. Upgraded Java 1.8_0_121 are not removed after uninstallation.

Revert Tomcat

For detailed information on the results from each step, see the `../UpgradeTomcatResults/UpgradeTomcat.log` file.



Note Stop Unified CCE services on the VM before using the Tomcat Utility.

Procedure

- Step 1** From the command line, navigate to the directory where you copied the Upgrade Tomcat Utility.
- Step 2** Enter this command to run the tool: **java -jar UpgradeTomcatTool-<version>.jar -revert**
For example:

```
java -jar UpgradeTomcatTool-<version>.jar -revert
```
- Step 3** When prompted, enter **yes** to continue with the reversion.
- Step 4** Repeat these steps for all unified CCE component VMs.

Uninstall Unified CCE Release 11.6(1)

This procedure assumes that you are uninstalling the Unified CCE Release 11.6(1) upgrade from a machine that is running the database.

If you have enabled the optional feature Outbound Option High Availability, you must disable it before you can uninstall the upgrade. From Unified CCE Web Setup, choose **Component Management > Loggers**. Select a logger that is enabled for High Availability, and click **Next** until the **Additional Options** page appears. Uncheck the **Enable High Availability** check box. Perform this action for each logger enabled for Outbound Option High Availability.

Procedure

- Step 1** Log in to your system as a user with administrative privileges.
- Step 2** Choose **Control Panel > Programs and Features > Cisco ICM Minor Release ICM 11.6(1) > Uninstall**. The **InstallShield Wizard** launches.
- Step 3** Select either permanent or temporary uninstallation.

- a) If you choose temporary uninstallation, follow the on-screen instructions to temporarily uninstall the application.
- b) If you choose permanent uninstallation and you have enabled Outbound Option High Availability, a message appears informing you that you disable High Availability before you can proceed with the uninstallation. Disable High Availability, and then restart the upgrade uninstallation process.

If you have set **UCCE: 2000 Agents Rogger** deployment, a message appears. The message informs you to change the deployment type before you uninstall the Unified CCE Release 11.6.

- Step 4** On the **Database Schema Rollback** window, specify if you want to proceed with the uninstallation.

Option	Action
Yes	Go to step 5
No	The uninstallation process cancels

- Step 5** On the confirmation window, click **Yes**.
- Step 6** (Optional) On the **Installation Messages** window, click **Next**.

Post Installation Window specifies if any service is set to manual than a pop-up window displays a notification that some services were automatically changed to manual as part of the uninstallation. Make sure that both A and B sides of your system operate properly after uninstalling Unified CCE Release 11.6(1). Then, set the ICM services that were changed during the uninstallation back to their original setting (Automatic).

- Step 7** At the prompt, restart the machine.

The Unified CCE Release 11.6(1) application is uninstalled from your machine.