



## Upgrading to Prime Collaboration 9.5

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This section details the procedure to upgrade from Prime Collaboration 9.0 to Prime Collaboration 9.5. If you are running Prime Collaboration in converged mode, then you should detach Prime Collaboration Assurance and Provisioning, and then upgrade Assurance and Provisioning separately. See [Cisco Prime Collaboration 9.5 Administration Guide](#) for details about how to detach Prime Collaboration Assurance and Provisioning.

### Upgrading Prime Collaboration Assurance

You can upgrade to Prime Collaboration 9.5 from a small, medium, large, or very large deployment using the upgrade application bundle available on Cisco.com. You can upgrade on a Prime Collaboration 9.0 installation which has none, any, or all of the three available Prime Collaboration patches installed.

#### Before you Begin

Before you upgrade to Prime Collaboration 9.5, you must review the System Requirement section in the [Cisco Prime Collaboration 9.5 Quick Start Guide](#). You must also run the upgrade utility to ensure that there is no data loss after upgrading to Prime Collaboration 9.5. See [Running the Pre-Upgrade Script](#) for details.

Prime Collaboration 9.5 includes Prime Collaboration Analytics. If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Prime Collaboration Analytics will be disabled.

If you meet the system requirements before the evaluation period expires (that is, within 60 days of upgrade), you can evaluate Analytics. To do this you must run a script to enable Analytics. See [Enabling or Disabling Analytics](#) for details about enabling and disabling Analytics.

You may choose to enable Prime Collaboration Analytics in the evaluation mode at a later point of time, within the evaluation period. However, the evaluation period for Prime Collaboration Analytics will not be extended from initial upgrade date.

After the evaluation period is over, you must add the Analytics license for Analytics to work. Before you add the Analytics license, you must ensure that you have met the system requirements.

#### Important Notes

- The same deployment model requires more memory and/or CPU in Prime Collaboration 9.5.

- If you upgrade to Prime Collaboration 9.5 without changing the system requirements, then both Prime Collaboration Assurance and Analytics will be installed, however, Analytics will be disabled by default.
- If you upgrade to Prime Collaboration 9.5 after updating the system requirements to match the Prime Collaboration 9.5 requirements for the corresponding deployment model, then both Prime Collaboration Assurance and Analytics will be installed, and Analytics will be enabled by default.

See Prime Collaboration Analytics Licensing in [Cisco Prime Collaboration 9.5 Quick Start Guide](#) for details about Analytics support on different deployment models.


**Caution**

We recommend that you take a snapshot of the VMware instance before you start the upgrade so that you have a clean backup in place to be used if the database is corrupted during the upgrade.

We do not recommend that you upgrade directly to a different Prime Collaboration 9.5 deployment model than what you currently have in Prime Collaboration 9.0, for instance, from Prime Collaboration 9.0 small deployment model to Prime Collaboration 9.5 medium deployment model.

For example, the recommended path to upgrade from a Prime Collaboration 9.0 small deployment model to Prime Collaboration 9.5 medium deployment model is:

- Move from Prime Collaboration 9.0 small deployment model to Prime Collaboration 9.0 medium deployment model, and then upgrade to Prime Collaboration 9.5 medium.

Or,

- Upgrade to Prime Collaboration 9.5 small deployment model first, and then move to Prime Collaboration 9.5 medium. See [Cisco Prime Collaboration 9.5 Quick Start Guide](#) for details about the procedure to move from one deployment model to another within a version.

Running commands that are not documented in this Guide might result in errors.

## Running the Pre-Upgrade Script

The pre-upgrade script is included in the `PCAssuranceUpgrade_Util.zip` file available on Cisco.com. This zip file contains scripts that need to be run before and during the upgrade.

The pre-upgrade script needs to be run before you do the actual upgrade. This is to ensure that there is no data loss after the upgrade.

To run the pre-upgrade script:

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- Step 1** Download the upgrade utility (`PCAssuranceUpgrade_Util.zip`) from Cisco.com.
  - Step 2** Copy it to the `/opt` directory in the Prime Collaboration Server.
  - Step 3** Unzip the `PCAssuranceUpgrade_Util.zip` file.
  - Step 4** Run the `/opt/upgrade_util/preupgrade.sh` script
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After this is done, proceed to the upgrade procedure described in [Performing a Prime Collaboration Assurance Upgrade](#).

## Performing a Prime Collaboration Assurance Upgrade

To upgrade to Prime Collaboration 9.5 Assurance:

**Step 1** Shut down the Prime Collaboration 9.0 VM, and then update the CPU and RAM settings to ensure that you meet the system requirements. See the [Before you Begin](#) section for details.

**Step 2** Download the application bundle. You can place the application bundle either on an FTP server or the localdisk directory in the Prime Collaboration server.

If you intend to place the application bundle in the localdisk directory:

- a. SFTP the application bundle to the /root directory.



**Note** Use Port 26 when you do SFTP to the Prime Collaboration server

- b. Connect to the server via vSphere client, and copy the application bundle to the localdisk directory. To do this, enter:

```
cp <application bundle name> /localdisk
```

**Step 3** Log in to the Prime Collaboration server as admin, through vSphere client.



**Note** We recommend you to use vSphere client instead of SSH to avoid failure in the upgrade process because of network issues.

**Step 4** Enter the following commands to create a repository:

```
admin# configure terminal
```

```
admin(config)# repository <repository name>
```

*repository name* is the name of repository that you create.

**Step 5** Enter the following commands:

- If the application bundle is available in an FTP server:
  - admin(config-Repository)# url sftp://ftpserver/directory (for example)
  - admin(config-Repository)# user admin password plain cisco (for example)
- If you have placed the application bundle at localdisk directory under the root directory of the Prime Collaboration server:
  - admin(config-Repository)# url disk:
- admin(config-Repository)# exit
- admin(config)# exit

**Step 6** Stop the services. To do this, run:

```
application stop cpcm
```

**Step 7** Enter the following command:

```
admin# application upgrade <application bundle name> <repository name>
```

application bundle name—The application bundle name, for example,

CSC0cm-appbundle-9.5.0.34267.x86\_64.tar.gz

repository name—Name of the repository where you have placed the application bundle.

For example, if the repository name is *test*, you need to run:

```
admin# application upgrade CSC0cm-appbundle-9.5.0.34267.x86_64.tar.gz test
```

**Step 8** Enter **yes** to save the current ADE-OS running configuration.

The upgrade process takes approximately an hour to complete.

To verify whether the upgrade is successful, run the following command:

```
show version
```

This displays the Prime Collaboration Assurance version details.

After the upgrade completes wait for ten mins for the system to be up.

**Step 9** Run the `/opt/upgrade_util/postupgrade.sh` the script.

This script is included in the `PCAssuranceUpgrade_Util.zip` file, which you had unzipped before running the pre-upgrade script. See [Running the Pre-Upgrade Script](#) for details.

**Step 10** Stop the processes. To do this, run `application stop cpcm`

Wait for ten minutes.

**Step 11** Start the process. To do this, run `application start cpcm`

Again, wait for ten minutes.

**Step 12** Rediscover the devices, before you start using Prime Collaboration to manage your network.

In case of issues, check the `/var/log/ade/ADE.log` and `/var/log /cpcmupgrade.log` files

In case of an `Application failed to start` error in the upgrade console, you need to stop all the processes and issue the start command again.

## Upgrading Prime Collaboration Provisioning

You can upgrade to Prime Collaboration 9.5 from a small, medium, large, or very large deployment using the upgrade application available on Cisco.com.

### Before you Begin

Before you upgrade, you must ensure that the following operations, if running, are complete:

- Infrastructure synchronization
- Domain synchronization
- Subscriber synchronization

See the Synchronizing Processors and Domains section in the [Cisco Prime Collaboration 9.5 Provisioning Guide](#) for details about how to check synchronization status.

If you perform an upgrade while any of these operations are running, the database could become corrupted.

Also, you must ensure that there are no active batch projects or orders in released state.

If you are upgrading on a large deployment, you need to upgrade only the application server.

If you want to upgrade to a different deployment model from your existing one, you may first run the Prime Collaboration upgrade process and then perform the OVA upgrade, or vice versa.

**Caution**

We recommend that you take a snapshot of the VMware instance before you start the upgrade so that you have a clean backup in place to be used if the database is corrupted during the upgrade.

## Performing a Prime Collaboration Provisioning Upgrade

To upgrade to Prime Collaboration 9.5 Provisioning:

- Step 1** Download the application bundle. You can place the application bundle either on an FTP server or the localdisk folder in the Prime Collaboration server.
- Step 2** Log in to the Prime Collaboration server as admin, through vSphere client.

**Note**

We recommend you to use vSphere client instead of SSH to avoid failure in the upgrade process because of network issues.

- Step 3** Enter the following commands to create a repository:

```
admin# configure terminal
admin(config)# repository <repository name>
```

- Step 4** Enter the following commands:

- If the application bundle is available in an FTP server:

```
admin(config-Repository)# url ftp://111.222.333.444 (for example)
admin(config-Repository)# user admin password plain cisco (for example)
```

- If you have placed the application bundle at localdisk directory under the root directory of the Prime Collaboration server:

```
admin(config-Repository)# url disk:
admin(config-Repository)# exit
admin(config)# exit
```

- Step 5** Enter the following command:

```
admin# application upgrade <application bundle name> <repository name>
```

application bundle name—The application bundle name, for example, CSCOpm-appbundle-9.5.0-245.x86\_64.tar.gz

The upgrade process takes approximately an hour to complete.

- Step 6** Reboot the VMware instance.

**Note**

In the case of a distributed environment, after the upgrade, you must restart the database server first, and then the application server.

If a session is already open in the browser, you must clear the browser cache and refresh the browser before you start using the upgraded application.

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# Enabling or Disabling Analytics

You can enable or disable Analytics only during the evaluation period.

Analytics will not be enabled if you do not meet the system requirements. See [Before you Begin](#) for more details. After you ensure that the system requirements are met, you need to enable Analytics.

To enable Analytics,

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- Step 1** Login as root user to Prime Collaboration Assurance server.
  - Step 2** Run the script `enable_adv_reporting.sh` available at `/opt/emms/emsam/advance_reporting/bin`.
  - Step 3** Enter yes, when prompted with confirmation message to run the script.
  - Step 4** After you run the enable script, you need to stop and start the daemons for the changes to take effect.
    - `cpcmcontrol.sh stop`
    - `cpcmcontrol.sh start`
  - Step 5** See if the Analytics tab is enabled in the GUI.
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You can disable Analytics if you do not want to evaluate the product.

To disable Analytics:

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- Step 1** Login as root user to Prime Collaboration Assurance server.
  - Step 2** Run the script `disable_adv_reporting.sh` available at `/opt/emms/emsam/advance_reporting/bin`.
  - Step 3** Enter yes, when prompted with confirmation message to run the script.
  - Step 4** After you run the disable script, you need to stop and start the daemons for the changes to take effect.
    - `cpcmcontrol.sh stop`
    - `cpcmcontrol.sh start`
  - Step 5** See if Analytics tab is removed from the GUI.
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Check the `disable.log` or `enable.log` under `$EMSAM_HOME/advance_reporting` directory, in case the script fails.

