Upgrading Cisco Unity Connection SRSV

Introduction

You need to upgrade from the current version of Cisco Unity Connection SRSV to a higher version to use the new features. When you upgrade a server, the new version of Unity Connection SRSV is installed in a separate disk partition known as inactive partition. To activate the new version, you need to perform switch version. Following are the two ways to switch to the new version:

- Automatic Switching: Allows you to automatically switch to the new version of Unity Connection SRSV as part of the upgrade process.

- Manual Switching: Allows you to manually switch to the new version of Unity Connection SRSV after the successful completion of upgrade.

Note During the switch version of the Unity Connection SRSV, it is recommended to stop the automatic provisioning/vmupload feature at the central Unity Connection. To stop the automatic provisioning/vmupload feature, uncheck the Enabled check box on the Branch Listing page in Cisco Unity Connection Administration.

Upgrade Types

The Unity Connection SRSV upgrade files are available as ISO image files. You can use either of the following interfaces to upgrade Unity Connection SRSV:

- Command Line Interface (CLI). For more information, see Upgrade Unity Connection SRSV Using CLI, on page 3 section.

- Cisco Unified OS Administration web interface. For more information, see Upgrade Unity Connection SRSV From a Local DVD or a Network Location, on page 3 section.

You must save the COP files on a network location FTP/SFTP server accessible during the upgrade. ISO image can be saved on a local DVD or on a network location. The performance of the upgrades can be monitored through CLI or Cisco Unified Operating System Administration interfaces.

Status of Unity Connection Features During Unity Connection SRSV Upgrade

During the switch version of the Unity Connection SRSV, the telephone user interface (touchtone conversation) features and web features of Unity Connection are completely disabled for approximately 1 hour.

Duration of Upgrade

Under ideal network conditions, an upgrade process takes approximately four hours to upgrade to the Unity Connection SRSV server. Depending on the data size of the server, the switch version process may take two more hours to successfully upgrade to a new version.

If you are upgrading in a slow network condition, the upgrade process may take longer time than expected. It is always recommended to upgrade during off-peak hours or during a maintenance window to avoid service interruptions.

Task List for Upgrading Unity Connection SRSV

1. Review the list of features that are disabled or that have limited functionality during the upgrade. See the Status of Unity Connection Features During Unity Connection SRSV Upgrade, on page 2.

2. Run the CLI command **run cuc preupgrade test** to verify the prerequisites before starting the upgrade.

3. Upgrade the Unity Connection SRSV software. For more information, see the Upgrade Process, on page 3 section.

4. Switch to the upgraded software on the Unity Connection SRSV server. For more information, see the Switch Version, on page 4 section.

5. Make sure that the central Unity Connection server and Unity Connection SRSV have same release version.

6. After switch version, perform manual synchronization through central Unity Connection server and restart the Connection Conversation Manager service on Unity Connection SRSV branch.

   For information on manual synchronization between central and branch sever, see Configuring Unity Connection SRSV Settings section.

7. If Secure SIP call is configured on the system using SIP Integration then after successful upgrade, generate and upload RSA based Tomcat certificates. To learn how to regenerate certificates, see section Settings

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Upgrade Process

for RSA Key Based certificates of the chapter "Setting Up a Cisco Unified Communications Manager SIP Trunk Integration" of the *Cisco Unified Communications Manager SIP Integration Guide for Cisco Unity Connection Release 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/integration/cucm_sip/b_14cucintcucmsip.html.

Note   Verify that the value entered in **X.509 Subject Name** field on SIP Trunk Security Profile Configuration page of Cisco Unified Communication Manager is the FQDN of the Unity Connection server

Upgrade Process

Upgrade Unity Connection SRSV Using CLI

To upgrade Unity Connection SRSV using CLI, follow the upgrade process through the CLI interface. For more information, see the "Utils System Upgrade" section in the Command Line Interface Reference Guide for Cisco Unified Communications Solutions at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cli_ref/8_6_1/cli_ref_861.html

Note   You can check the status of the upgraded software by running the CLI command show cuc version. The upgrade is complete when the inactive partition has the upgraded software and the active partition has the old software.

Upgrade Unity Connection SRSV From a Local DVD or a Network Location

Step 1   Perform either of the following tasks:

  • Copy the ISO file to a folder on an FTP or SFTP server accessible to Unity Connection.

  • Insert the DVD with the ISO file of the Unity Connection server that you want install into the disk drive of the server

Step 2   In Cisco Unified Operating System Administration, expand Software Upgrades and select Install/Upgrade.

Step 3   On the Software Installation/Upgrade page, in the Source field, select any one of the following:

  • Remote Filesystem: Select this option to upgrade from remoter server and follow the procedure from Upgrade Unity Connection SRSV From a Local DVD or a Network Location.

  • DVD/CD: Select this option to upgrade from disk drive and move to Upgrade Unity Connection SRSV From a Local DVD or a Network Location

Step 4   Enter the values in the following fields:

  • Directory

  • Server

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- User Name
- User Password
- Transfer Protocol

Step 5   Select the upgrade version that you want to install and select Next. The upgrade file is copied to the hard disk of the Unity Connection server. When the file is copied, a screen displaying the checksum value appears.

Step 6   Verify the checksum.

Step 7   On the next page, monitor the progress of the upgrade.

> **Caution**   If you loose your connection with the remote server or close your browser during this step, you may see the following warning when you try to view the Software Installation/Upgrade page again:

> **Warning**   Another session is installing software, click Assume Control to take over the installation. To continue monitoring the upgrade, select Assume Control.

Step 8   Select Next.

> **Note**   During the initial phase of upgrade, the Installation Log text box in Cisco Unified Operating System Administration is updated with the information on the progress of the upgrade. To confirm the completion of upgrade, open the console of the Unity Connection server and make sure that a message indicating the completion of upgrade appears on the screen along with the login prompt.

Step 9   To verify if the upgrade is successful, run the following CLI commands:

- show cuc version: Displays the version of Unity Connection server in both active and inactive partitions. The upgraded Unity Connection version is in the inactive partition.

- utils system upgrade status: Displays the status of the upgrade that you performed. This command should display the message for successful upgrade along with the upgraded version.

Switch Version

After completing the upgrade process, you need to manually switch over to the upgraded version of the Unity Connection SRSV. For a single Unity Connection SRSV server, you can select either manual switch version or automatic switch version.

You can perform the switch version by running the utils system switch-version CLI command. The system automatically reboots after the switch version.

If you select not to automatically switch to the upgraded partition at the end of the upgrade, perform the following procedure when you are ready to switch partitions.

Switching to the Upgraded Version of Unity Connection SRSV

Step 1   In Cisco Unified Operating System Administration, expand Settings and select Version.

Step 2   On the Version Settings page, select Switch Versions to start the following activities:

- Unity Connection SRSV services are stopped.

- Data from the active partition is copied to the inactive partition. Note that the messages are stored in a common partition, therefore they are not copied.

- The Unity Connection SRSV server restarts and switches to the newer version.