CHAPTER 3

Upgrading Cisco Unity Connection 2.x to the Shipping 8.6 Version

This chapter contains the following sections:

About Upgrades to Connection 8.6

Note the following considerations about upgrading a Connection server to version 8.6:

- If you have never upgraded the Connection server before, the upgrade copies the new version to an empty partition.
- If you have upgraded the Connection server before, the upgrade copies the new version to the inactive partition, which usually contains a version of Connection older than the version that is running on the active partition. (If you previously upgraded to a later version and then reverted to the older version, the inactive partition includes a version of Connection later than the version that is currently running.) The software that was on the inactive partition before you started the upgrade is overwritten.
- Depending on your current version, you may be required to upgrade twice to reach the desired version. In that case, the current version is no longer available when the upgrade is complete because the partition that contains the current version will be overwritten by the second upgrade.

- If you are upgrading a Cisco MCS 7825-H3 server (or the equivalent HP DL320G5), Connection must reformat the hard disk to convert from hardware-based RAID to software-based RAID. When the upgrade is complete, only the latest version of Connection will be available on the hard disk.

Status of Connection Features During an Upgrade from Connection 2.x to Connection 8.6

During an upgrade from Connection 2.x to Connection 8.6, Connection is completely disabled for the entire duration of the upgrade.

Features that You Must Reconfigure When You Upgrade from Connection 2.x to Connection 8.6

Beginning with Connection 8.5, the following features were enhanced:

- Accessing Exchange email by using text to speech.
- Accessing Exchange calendars by phone, which allows you to hear a list of upcoming meetings, send a message to the meeting organizer or the meeting participants, and so on.
- Importing Exchange contacts, which can be used in Connection personal call transfer rules and when users place outgoing calls by using voice commands.

If you are using any of these features in Connection 2.x, the features stop working after the upgrade. You must reconfigure them as unified messaging features to use them again. The task list tells you when in the upgrade process to reconfigure these features.

Duration of an Upgrade to Connection 8.6

Part of an upgrade to Connection 8.6 is a major upgrade to the Linux operating system on the Connection server, which significantly slows the upgrade process. Under ideal conditions, upgrading a Connection server will take four hours or longer. Under less than ideal conditions, for example, if you are upgrading from a network drive over a slow network connection or upgrading during business hours, an upgrade could take several hours longer.

In addition, if you are upgrading Connection on a Cisco MCS 7825-H3 server (or the equivalent HP DL320G5), the upgrade also converts from hardware-based RAID to software-based RAID, which requires copying Connection data and voice messages to an external drive. Under ideal conditions, upgrading a non-clustered 7825-H3 server will take six hours or longer.

You can reduce the duration of an upgrade by having users delete old voice messages and empty their deleted items folder a few days before you start the upgrade. Deleting messages reduces the duration of all upgrades by at least a little bit because it reduces the amount of data that is exported. Deleting messages potentially has a much larger effect on the MCS 7825-H3 and HP DL320G5 servers because the messages themselves are being exported, not just data about the messages.

Note By default, when users delete Connection voice messages, the messages are moved to the Connection deleted items folder, which is also exported during the upgrade. (Messages are moved to the deleted items folder regardless of how the users deleted the messages, for example, the telephone user interface,

Microsoft Outlook when the Connection 8.5 single inbox feature is configured, or an email application when IMAP access to Connection is configured.) If Connection is configured to move deleted messages to the deleted items folder, users must delete messages and also empty their Connection deleted items folder to reduce the number of messages that are exported during the upgrade.

Enabling FIPS Mode When Users Have Been Migrated from Cisco Unity

If both of the following are true, enabling FIPS mode in Connection 8.6 will prevent a Connection user from signing in to the telephone user interface (TUI) to play or send voice messages or to change user settings:

- The user was created in Cisco Unity 5.x or earlier, and migrated to Connection.
- The Connection user still has a TUI PIN that was assigned in Cisco Unity 5.x or earlier.

A user signs in to the TUI by entering an ID (usually the user's extension) and a PIN. The ID and PIN are assigned when the user is created; either an administrator or the user can change the PIN. To prevent administrators from accessing PINs in Connection Administration, PINs are hashed. In Cisco Unity 5.x and earlier, Cisco Unity hashed the PIN by using an MD5 hashing algorithm. In Cisco Unity 7.x and later, and in Connection, the PIN is hashed by using an SHA-1 algorithm, which is much harder to decrypt and is FIPS compliant. (MD5 is not FIPS compliant.)

When a user calls Connection and enters an ID and PIN, Connection checks the database to determine whether the user's PIN was hashed with MD5 or SHA-1. Connection then hashes the PIN that the user entered and compares it with the hashed PIN in the Connection database. If the PINs match, the user is logged in.

In Connection 8.6 and later, if you enable FIPS mode, Connection no longer checks the database to determine whether the user's PIN was hashed with MD5 or SHA-1. Instead, Connection simply hashes the PIN with SHA-1 and compares it with the hashed PIN in the Connection database. If the PIN was hashed with MD5, the PIN that the user entered and the PIN in the database will not match, and the user is not allowed to sign in.

If any Connection user accounts were originally created in Cisco Unity 5.x or earlier, you may not care whether their PINs were MD5 hashed. If users never log in by using the TUI, it does not matter that their PIN is invalid. If you do have user accounts for which the PIN may have been hashed with MD5, here are some suggestions for replacing the MD5-hashed passwords with SHA-1–hashed passwords:

- Use the latest version of the User Data Dump utility to determine how many users still have MD5-hashed PINs. For each user, the Pin_Hash_Type column contains either **MD5** or **SHA1**. To download the latest version of the utility and to view the Help, see the User Data Dump page on the Cisco Unity Tools website at http://ciscounitytools.com/Applications/CxN/UserDataDump/UserDataDump.html.

Note Earlier versions of the User Data Dump utility do not include the Pin_Hash_Type column.

- Before you enable FIPS mode, check the User Must Change at Next Sign-In check box on the Password Settings page in Connection Administration. Then encourage users to sign in to Connection and change their PINs.
- If you still have users who have not changed their PINs, you can run the Bulk Password Edit utility. Bulk Password Edit lets you selectively change PINs (for example, for all users who still have PINs that were hashed with MD5) to random values. The utility also exports data on the changes to a .csv

file. The .csv file includes the name, alias, email address, and new PIN for each user whose PIN was changed. You can use the .csv file to send an email to each user with the new PIN. The utility is available on the Cisco Unity Tools website at http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html.

Task List for Upgrading Connection 2.x Software to the Shipping 8.6 Version

Do the following tasks to upgrade an existing Connection 2.x server to the shipping 8.6 version.

1. *If you are upgrading Connection on a Cisco MCS 7825-H3 server or the equivalent HP DL320G5:* Confirm that you have a 128 GB or larger USB flash drive or external hard disk.

   During the upgrade, disk drives in the Connection server are converted from hardware-based RAID to software-based RAID. Before the RAID conversion, the USB drive is reformatted, and data and voice messages on the Connection server are copied to the drive. After the RAID reconfiguration, data and voice messages are copied back to the disk drives in the Connection server.

   Caution Do not use a USB drive that contains data that you want to keep. During the upgrade, the USB drive is reformatted, and all existing data on the drive is destroyed.

2. Review the list of features that are disabled or that have limited functionality during the upgrade. See the "Status of Connection Features During an Upgrade from Connection 2.x to Connection 8.6" section on page 3-2.
3. Review the list of features that stop working until you reconfigure them. See the "Features that You Must Reconfigure When You Upgrade from Connection 2.x to Connection 8.6" section on page 3-2.
4. *If you are enabling FIPS mode and if any Connection user accounts were migrated from Cisco Unity:* Review the discussion of telephone user interface (TUI) PINs that are not FIPS compliant and that can prevent users from signing in to the TUI. See the "Enabling FIPS Mode When Users Have Been Migrated from Cisco Unity" section on page 3-3.
5. Review the applicable *Cisco Unity Connection 8.<x> Supported Platforms List* to determine:
   - Whether the current Connection server is supported for Connection 8.6.
   - If the current Connection server is supported, whether it requires replacement hard disks.
   - If the current Connection server is supported, whether it requires additional memory.

   The document is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

   If the server is no longer supported, replace it before you obtain license files, which are tied to the MAC address of the server.

   If you are also migrating Connection from a physical server to a virtual machine, migrate to the virtual machine before you upgrade. License files for Connection when installed on a virtual machine are different from license files for Connection when installed on a physical machine.
6. See the applicable version of *Release Notes for Cisco Unity Connection* for any additional information on upgrading to the shipping version. In particular, note the items in the "Installation and Upgrade Information" section. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

7. Obtain the license files for the upgrade to Connection 8.x. Do not install them now; you do so later in the upgrade process. See the "Managing Licenses in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
8. Confirm that you have the software required for the upgrade. Note the following:
   - You must download a ciscocm.refresh_upgrade.cop (Cisco Option Package) file from Cisco.com. The .cop file patches your current version of Connection, which is required before you can upgrade to Connection 8.6. For information on downloading the .cop file from Cisco.com, see the "Installation and Upgrade Information" section of the applicable *Release Notes for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
   - If you are replacing the Connection server, you will also need Connection 7.1(3) software. However, not all Connection versions earlier than 7.1(3) can be directly upgraded to Connection 7.1(3), so you may also need software for an intermediate version that can be upgraded directly to Connection 7.1(3). For information on supported upgrades, see the "Supported Cisco Unified Communications Manager Upgrades" section of *Cisco Unified Communications Manager Software Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html.

Note For 7.x and later versions, Cisco Unity Connection and Cisco Unified CM version numbers are identical. Connection 2.x versions correspond with Cisco Unified CM 6.x versions.

Connection 7.1(3) software is required for two reasons. First, some older servers are not supported for use with Connection 8.x, and an attempt to install Connection 8.6 software on these older servers will fail. In addition, Connection software earlier than version 7.1(3) does not include the drivers required by the new servers. This prevents you from installing an earlier version of Connection on a new server, moving data to the new server by using the Disaster Recovery System, and then upgrading the new server to Connection 8.6.

- If you are replacing the Connection server or replacing hard disks in the server, you must order physical DVDs because the software that you download from Cisco.com cannot be used for a new install.

  If you are not replacing the server or replacing hard disks in the server, you can download the software for the upgrade from Cisco.com. For information on downloading the software from Cisco.com, see the "Installation and Upgrade Information" section of the applicable *Release Notes for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
- If you are not replacing the server, you may still need software for an upgrade to an intermediate version before you can upgrade to Connection 8.6 because not all Connection 2.x versions can be directly upgraded to Connection 8.6. For information on supported upgrades, see the "Supported Cisco Unified Communications Manager Upgrades" section of *Cisco Unified Communications Manager Software Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html.

Note For 7.x versions, Cisco Unity Connection and Cisco Unified CM version numbers are identical. Connection 2.x versions correspond with Cisco Unified CM 6.x versions.

9. *If the Connection server has languages other than English-United States installed and you want to continue using the languages*: Download the applicable Connection 8.6 language files. See the "Downloading Connection 8.x Language Files" section on page 10-3.

Caution If languages other than English-United States are installed and in use on the Connection server, you must install the Connection 8.6 versions of the same languages later during the upgrade. Otherwise, the Connection conversation will not function properly for all users.

10. *If an intermediate upgrade is required as described in Task 8.:* Upgrade Connection as necessary. See the applicable chapter:
    - For upgrading from Connection 2.x to 7.x, the "Upgrading Cisco Unity Connection 2.x to the Shipping 7.x Version" chapter of the *Upgrade Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.
    - For upgrading from Connection 2.x to a later 2.x version, the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/os_administration/guide/2xcucosagx.html.

    Do not install the Connection 8.x license files on the Connection 2.x or 7.1(3) server.

Caution You must complete the upgrade to Connection 8.6, including possible intermediate upgrades, before Connection will function again. When you obtain license files for the upgrade, Cisco sends you only 8.x license files, which cannot be used on intermediate versions.

11. *If you are using the current server for Connection 8.6 and replacing hard disks or adding memory:*
    a. Back up the server by using the Disaster Recovery System.
    b. Replace hard disks or add memory. See the "Installing a Memory Upgrade or Replacing All Hard Disks to Support Connection 8.6 (Selected Servers Only)" section on page 3-8.
    c. Reinstall the version of Connection that was installed when you backed up the server in Task 11.a. See the applicable *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.
    d. Restore data on the server by using the DRS backup that you made in Task 11.a.
    e. Skip to Task 13.
12. *If you are replacing the current server:* Replace the server. See the "Replacing a Single 7.x Server Without a Connection Cluster" section in the "Replacing Cisco Unity Connection 7.x Servers" chapter of the *Upgrade Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.
13. *If you do not have a backup from replacing hard disks or replacing the server:* Back up the server by using the Disaster Recovery System. For more information, see the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/drs_administration/guide/2xcucdrsag.html.

Caution If you are upgrading Connection on a Cisco MCS 7825-H3 server or the equivalent HP DL320G5, you cannot use the revert feature to revert to a previous version after you have upgraded to Connection 8.6. If you want to revert to a previous version, you must install that version and then restore data from a DRS backup.

14. On the Connection server, install the Cisco Option Package that is required for the upgrade to Connection 8.6. (This is the Cisco Option Package that you downloaded in Task 8.) See the "Installing the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version" section on page 3-11.
15. *If Connection is running on a Cisco MCS 7825-H3 server or HP DL320G5 server:* Connect a 128-GB or larger USB flash drive or external hard disk to the Connection server.

Caution Do not use a USB drive that contains data that you want to keep. During the upgrade, the USB drive is reformatted, and all existing data on the drive is destroyed.

16. Upgrade software on the Connection server. See the applicable section:
    - Upgrading Connection 2.x to the Shipping 8.6 Version from a Local DVD, page 3-13
    - Upgrading Connection 2.x Software to the Shipping 8.6 Version from a Network Location, page 3-14
17. Install the license files that you obtained in Task 7. See the "Managing Licenses in Cisco Unity Connection 8.x" chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
18. Install Connection 8.6 languages, if applicable. See the "Installing Connection 8.x Language Files" section on page 10-4.

    If you are installing Japanese and you want Cisco Unity Connection Administration to be localized, you must also install the Cisco Unified Communications Manager Japanese locale. See the "Locale Installation" section in the "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

    If you are installing other languages and you want the Cisco Personal Communications Assistant to be localized, you must also install the corresponding Cisco Unified Communications Manager locales. See the "Locale Installation" section in the "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
19. *If you are upgrading from Connection 2.x to Connection 8.6, and if any of the following are true:* Configure unified messaging, or review and update unified messaging settings, as applicable.
    - You were using text to speech to access Exchange email before the upgrade.
    - You were accessing Exchange calendars by phone before the upgrade.
    - You were using Exchange contacts for personal call transfer rules or voice commands before the upgrade.
    - You were accessing MeetingPlace calendars before the upgrade.
    - You want to synchronize Connection and Exchange mailboxes (single inbox).

For more information, see the applicable chapters in the *Unified Messaging Guide for Cisco Unity Connection Release 8.5 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumgx.html.

Note the following:

- External services in Connection 2.x are converted to unified messaging services. The unified messaging services are enabled, but the default settings may not be the ideal settings for your Active Directory and Exchange configuration.
- Connection 8.6 no longer uses user passwords that are stored in the Connection database to access Exchange. Instead, Connection accesses Exchange through one or more unified messaging accounts that you create in Active Directory.

20. *If you configured single inbox in Task 19. and you want full single-inbox functionality:* Install or upgrade to Cisco Unity Connection ViewMail for Microsoft Outlook Release 8.5 on user workstations, and configure ViewMail to access Connection voice messages in Exchange.

Installing a Memory Upgrade or Replacing All Hard Disks to Support Connection 8.6 (Selected Servers Only)

Note If you are upgrading a server that does not require a memory upgrade or a hard-disk replacement, skip this section.

Some servers that are running Cisco Unity Connection 2.x and are qualified for use with Connection 8.6 require a hard-disk replacement to support Connection 8.6. In addition, some servers require additional memory if you are going to add selected features (for example, intrasite or intersite networking) to the upgraded server.

For information on your Connection server, see the applicable server-specific table in the *Cisco Unity Connection 8.<x> Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Warning **Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.** Statement 1

Warning **Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages.** Statement 2

Warning **This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.** Statement 88

Warning **During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.** Statement 94

Warning **The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.** Statement 117

Warning **Do not work on the system or connect or disconnect cables during periods of lightning activity.** Statement 1001

Warning **Read the installation instructions before connecting the system to the power source.** Statement 1004

Warning **To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:**
• This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
• When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
• If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

Warning **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.** Statement 1015

Warning **This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security.** Statement 1017

Warning **To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.** Statement 1021

Warning **To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.** Statement 1023

Warning **This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available.** Statement 1024

Warning **Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.** Statement 1029

Warning **Only trained and qualified personnel should be allowed to install, replace, or service this equipment.** Statement 1030

Warning **Ultimate disposal of this product should be handled according to all national laws and regulations.** Statement 1040

(For translations of the preceding safety warnings, see *Regulatory Compliance and Safety Information for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html.)

To Install a Memory Upgrade or Replace All Hard Disks (Selected Servers Only)

Step 1 Remove the cover.

Step 2 If you are not installing a memory upgrade, skip to Step 3.

Install the memory modules in the applicable slots or locations, depending on the server model, as documented in the *Cisco Unity Connection 8.<x> Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Caution If you install new memory modules in the wrong slots, the server and operating system may not recognize that they have been installed, and Cisco Unity Connection performance may suffer.

Step 3 If you are not replacing hard disks, skip to Step 4.

Replace all of the hard disks in the server:

Caution You must remove existing hard disks and install exactly as many hard disks as you remove, or Cisco Unity Connection installation will fail.

a. Make note of the current locations of the hard disks in the server, including which hard disk is in which hard disk slot. If the replacement fails and you want to revert to the current configuration, you must put the existing hard disks back into their current locations.

b. Remove the drive trays from the server.

c. Remove the old hard disks from the drive trays.

d. Insert the new hard disks into the drive trays.

e. Reinstall the drive trays in the locations that you made note of in Step a.

Step 4 Reattach the cover.

Installing the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version

Note

- Installing the Cisco Option Package will temporarily affect access to Connection administration applications and to the command-line interface.

Do the applicable procedure:

- To Install, from a Local DVD, the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version, page 3-11
- To Install, from a Network Location, the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version, page 3-12

To Install, from a Local DVD, the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version

Step 1 Insert the DVD that contains the ciscocm.refresh_upgrade.cop Cisco Option Package (.cop) file into the disc drive on the Cisco Unity Connection server.

Step 2 Sign in to Cisco Unified Operating System Administration.

Step 3 From the Software Upgrades menu, select **Install/Upgrade**.

Step 4 On the Software Installation/Upgrade page, in the Source field, select **DVD/CD**.

Step 5 In the Directory field, enter a forward slash (**/**).

Step 6 Select **Next**.

Step 7 Choose the software that you want to install, and select **Next**.

The .cop file is copied to the hard disk on Connection server. When the file is copied, a screen displays the checksum value.

Step 8 Verify the checksum.

Step 9 Select **Next** to begin the installation.

During the installation, the value of the Status field is **Running**. When the installation is complete, the value of the Status field changes to **Complete**.

Note the following:

- All command-line interface sessions are terminated automatically.
- The Cisco Tomcat Service can take several minutes to restart automatically.

Step 10 Logout from the Cisco Unified Operating System Administration application to reflect the successful installation of the .cop file.

Step 11 Confirm the running state of Cisco Tomcat Service, run the CLI command **utils service list**. For more information, see the applicable section in the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html

To Install, from a Network Location, the Cisco Option Package that Is Required to Upgrade from Connection 2.x to the Shipping 8.6 Version

Step 1 Copy the ciscocm.refresh_upgrade.cop Cisco Option Package (.cop) file to a folder on an FTP or SFTP server that the Cisco Unity Connection server can access.

Step 2 Sign in to Cisco Unified Operating System Administration.

Step 3 From the Software Upgrades menu, select **Install/Upgrade**.

Step 4 On the Software Installation/Upgrade page, in the Source field, select **Remote Filesystem**.

Step 5 In the Directory field, enter the path to the folder that contains the .cop file.

If the .cop file is located on a Linux or Unix server, you must enter a forward slash (/) at the beginning of the folder path. (For example, if the .cop file is in the cop folder, you must enter **/cop**.)

If the .cop file is located on a Windows server, you must use the applicable syntax for an FTP or SFTP server such as:

- The path must begin with a forward slash (/) and contain forward slashes throughout instead of backward slashes (\).
- The path must start from the FTP or SFTP root folder on the server and must not include a Windows absolute path, which starts with a drive letter (for example, C:).

Step 6 In the **Server** field, enter the server name or IP address.

Step 7 In the **User Name** field, enter the alias that will be used to sign in to the remote server.

Step 8 In the **User Password** field, enter the password that will be used to sign in to the remote server.

Step 9 In the **Transfer Protocol** field, select the applicable transfer protocol.

Step 10 Select **Next**.

Step 11 Choose the software that you want to install, and select **Next**.

The .cop file is copied to the hard disk on Connection server. When the file is copied, a screen displays the checksum value.

Step 12 Verify the checksum.

Step 13 Select **Next** to begin the installation.

During the installation, the value of the Status field is **Running**. When the installation is complete, the value of the Status field changes to **Complete**.

Note the following:

- All command-line interface sessions are terminated automatically.
- The Cisco Tomcat Service can take several minutes to restart automatically.

Step 14 Logout from the Cisco Unified Operating System Administration application to reflect the successful installation of the .cop file.

Step 15 Confirm the running state of Cisco Tomcat Service, run the CLI command **utils service list**. For more information, see the applicable section in the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html

Upgrading Connection 2.x to the Shipping 8.6 Version from a Local DVD

To upgrade Connection from a local DVD, you can do either of the following:

- Use a DVD shipped from Cisco.
- Download a signed .iso file from Cisco.com, and burn a disc image of the downloaded software. Burning a disc image extracts the files from the .iso file that you downloaded and writes them to a DVD.

Warning **ConnectionBe aware that when you mount an ISO file through the VM console, VMware does not eject the disc at the end of the install process.**

Tip Always mount your DVD ISO file from the Edit Settings menu in VMware.

To Upgrade Connection 2.x to the Shipping 8.6 Version from a Local DVD

Step 1 Insert the DVD that contains Connection into the disc drive on the Cisco Unity Connection server.

Step 2 Sign in to Cisco Unified Operating System Administration.

If you are upgrading the subscriber server in a Connection cluster, you can only access Cisco Unified Operating System Administration by browsing to:

http://<Connection_servername>/cmplatform

Step 3 From the Software Upgrades menu, select **Install/Upgrade**.

Step 4 On the Software Installation/Upgrade page, in the Source field, select **DVD/CD**.

Step 5 In the Directory field, enter a forward slash (**/**).

Step 6 Select **Next**.

Step 7 Select the upgrade version that you want to install, and select **Next**. The upgrade file is copied to the hard disk on the Connection server. When the file is copied, a screen displays the checksum value.

Step 8 Verify the checksum.

Step 9 On the next page, monitor the progress of the upgrade.

If you lose your connection with the remote server or close your browser during this step, you may see the following message 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**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

Step 10 Select **Next**.

During the initial phase of the upgrade, the Installation Log text box in Cisco Unified Operating System Administration is updated with information on the progress of the upgrade, but updates stop after the server automatically restarts for the first time. To determine when the upgrade is complete, view the console for the Connection server: the console screen displays a message indicating that the installation is complete, and the login prompt for the command-line interface appears.

Step 11 To verify the success of the upgrade, run the CLI command **show cuc version**. The upgrade succeeded if the active partition has the upgraded version and the inactive partition has the old version.

Upgrading Connection 2.x Software to the Shipping 8.6 Version from a Network Location

To upgrade Connection from a network location, you must download a signed .iso file from Cisco.com, and copy the .iso file to an FTP or SFTP server. Connection does not allow you to upgrade by copying either the contents of a DVD shipped from Cisco or the extracted contents of a downloaded .iso file to an FTP or SFTP server. This helps prevent someone from attempting to upgrade by using software that has been tampered with.

To Upgrade Connection 2.x Software to the Shipping 8.6 Version from a Network Location

Step 1 Copy the upgrade file to a folder on an FTP or SFTP server that the Cisco Unity Connection server can access.

Step 2 Sign in to Cisco Unified Operating System Administration.

If you are upgrading the subscriber server in a Connection cluster, you can only access Cisco Unified Operating System Administration by browsing to:

http://<Connection_servername>/cmplatform

Step 3 From the Software Upgrades menu, select **Install/Upgrade**.

Step 4 On the Software Installation/Upgrade page, in the Source field, select **Remote Filesystem**.

Step 5 In the **Directory** field, enter the path to the folder that contains the upgrade file.

If the upgrade file is located on a Linux or Unix server, you must enter a forward slash (/) at the beginning of the folder path. (For example, if the upgrade file is in the upgrade folder, you must enter **/upgrade**.)

If the upgrade file is located on a Windows server, you must use the applicable syntax for an FTP or SFTP server such as:

- The path must begin with a forward slash (/) and contain forward slashes throughout instead of backward slashes (\).
- The path must start from the FTP or SFTP root folder on the server and must not include a Windows absolute path, which starts with a drive letter (for example, C:).

Step 6 In the **Server** field, enter the server name or IP address.

Step 7 In the **User Name** field, enter the alias that will be used to sign in to the remote server.

Step 8 In the **User Password** field, enter the password that will be used to sign in to the remote server.

Step 9 In the **Transfer Protocol** field, select the applicable transfer protocol.

Step 10 Select **Next**.

Step 11 Select the upgrade version that you want to install and select **Next**. The upgrade file is copied to the hard disk on the Connection server. When the file is copied, a screen displays the checksum value.

Step 12 Verify the checksum.

Step 13 On the next page, monitor the progress of the upgrade.

If you lose your connection with the remote server or close your browser during this step, you may see the following message 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**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

Step 14 Select **Next**.

During the initial phase of the upgrade, the Installation Log text box in Cisco Unified Operating System Administration is updated with information on the progress of the upgrade, but updates stop after the server automatically restarts for the first time. To determine when the upgrade is complete, view the console for the Connection server: the console screen displays a message indicating that the installation is complete, and the login prompt for the command-line interface appears.

Step 15 To verify the success of the upgrade, run the CLI command **show cuc version**. The upgrade succeeded if the active partition has the upgraded version and the inactive partition has the old version.