



## CHAPTER 5

# Upgrading Cisco Unity Connection 2.x to the Shipping 8.0 or 8.5 Version

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## About the Upgrade Process to Connection 8.x

**Added November 16, 2010**

Note the following considerations about the Cisco Unity Connection upgrade process:

- When you upgrade a server, the existing version of Connection continues to run, and the version you are upgrading to is installed on a different partition:
  - 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.

- At the start of the upgrade, you choose whether to restart to the inactive partition. If you choose to restart, when the upgrade is complete, the server automatically restarts, running the upgraded version of Connection. If you choose not to restart, after the upgrade is complete, you must manually switch to the upgraded version.
- Switching to the upgraded software requires a few minutes.

## Features that You Must Reconfigure When You Upgrade to Connection 8.5

**Added November 16, 2010**

Connection 8.5 includes enhancements to the following features, which are now included among the features in Connection unified messaging:

- 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 Connection is accessing Exchange 2007, after an upgrade from Connection 2.x, the features stop working until you reconfigure them. The task list tells you when in the upgrade process to reconfigure these features.

## Task List for Upgrading Connection 2.x Software to the Shipping 8.x Version

**Revised November 16, 2010**

Do the following tasks to upgrade an existing Connection 2.x server to the shipping 8.x version.

1. Review the list of features that stop working until you reconfigure them. See the “[Features that You Must Reconfigure When You Upgrade to Connection 8.5](#)” section on page 5-2.
2. Review the applicable *Cisco Unity Connection 8.<x> Supported Platforms List* to determine:
  - Whether the current Connection server is supported for Connection 8.x.
  - If the current Connection server is supported, whether it requires replacement hard disks.
  - If the current Connection server is supported, whether you are adding a feature that requires additional memory.

The document is available at

[http://www.cisco.com/en/US/products/ps6509/products\\_data\\_sheets\\_list.html](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.

3. 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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).

4. 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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
5. Confirm that you have the software required for the upgrade. Note the following:
  - 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](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.

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.x 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.x.

- If you are replacing the Connection server or replacing hard disks in the server, you must order physical disks 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](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.x because not all Connection 2.x versions can be directly upgraded to Connection 8.x. 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](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.

6. *If the Connection server has languages other than English-United States installed and you want to continue using the languages:* Download the applicable Connection 8.0 or 8.5 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 8.0 or 8.5 versions of the same languages later during the upgrade. Otherwise, the Connection conversation will not function properly for all users.

7. *If an intermediate upgrade is required as described in Task 5.:* 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](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](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**

If the current Connection server is not supported for Connection 8.x, you must complete the upgrade from Connection 2.x to Connection 8.x, including one or more intermediate upgrades, before Connection will function again. When you obtain license files for the upgrade to version 8.x, Cisco sends you only 8.x license files, which cannot be used on intermediate versions.

8. *If you are using the current server for Connection 8.x 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.x \(Selected Servers Only\)](#)” section on page 5-6.
  - c. Reinstall the version of Connection that was installed when you backed up the server in Task 8.a. See the applicable *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/products/ps6509/prod\\_installation\\_guides\\_list.html](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 8.a.
  - e. Skip to Task 10.
9. *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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html).
10. *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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/drs_administration/guide/2xcucdrsag.html).
11. Upgrade software on the Connection server. See the applicable section:

- [Upgrading Connection 2.x Software to 8.x from a Local DVD, page 5-8](#)
- [Upgrading Connection 2.x Software to 8.x from a Network Location or from a Remote Server, page 5-10](#)
- [Upgrading Connection 7.x or 8.x Software to the Shipping 8.x Version from a Local DVD, page 4-14](#)
- [Upgrading Connection 2.x Software to 8.x from a Network Location or from a Remote Server, page 5-10](#)

12. *If you chose to do a later restart at the end of the software upgrade in Task 11.:* Switch to the upgraded partition. See the [“Switching to the Upgraded Version of Connection 8.x Software” section on page 5-11](#).

If you chose to automatically restart at the end of the software upgrade, the switch to the upgraded partition is complete.

13. Install the license files that you obtained in Task 4. 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](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
14. Install Connection 8.0 or 8.5 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/voicew/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/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/voicew/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps556/prod_maintenance_guides_list.html).

15. *If you are upgrading to Connection 8.0 and if Connection 2.x users had access to Exchange contacts and calendars:* Adjust the email addresses in external service accounts for each user. See the [“Adjusting Email Addresses in External Service Accounts for Connection 8.0 Users with Access to Exchange Information”](#) section on page 5-11.
16. *If you are upgrading from Connection 2.x to Connection 8.5 or later, 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](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 8.5 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.
17. *If you configured single inbox in Task 16, 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.x (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.x require a hard-disk replacement to support Connection 8.x. 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](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](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](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.

## Upgrading Connection 2.x Software to 8.x 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.

### To Upgrade from Connection 2.x Software to 8.x from a Local DVD

- Step 1** Insert the DVD 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** Select the upgrade version that you want to install, and select **Next**.
- Step 8** On the next page, monitor the progress of the upgrade.

If you close your web 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 9** Select the applicable restart action:

After upgrade, automatically restart to upgraded partition	Select <b>Reboot to Upgraded Partition</b> .
After upgrade, restart to upgraded partition at a later time	Select <b>Do Not Reboot After Upgrade</b> .

- Step 10** Select **Next**.
- Step 11** If you selected the **Do Not Reboot After Upgrade** option in [Step 9](#), select **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

If you selected the **Reboot to Upgrade Partition** option, note the following:

- Connection services are stopped.
- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.



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

# Upgrading Connection 2.x Software to 8.x from a Network Location or from a Remote Server

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 8.x from a Network Location or from a Remote Server

- 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.
- 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**.
- Step 12** 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 13** Select the applicable restart action:

<b>After upgrade, automatically restart to upgraded partition</b>	Select <b>Reboot to Upgraded Partition</b> .
<b>After upgrade, restart to upgraded partition at a later time</b>	Select <b>Do Not Reboot After Upgrade</b> .

**Step 14** Select **Next**.

**Step 15** If you selected the **Do Not Reboot After Upgrade** option in [Step 13](#), select **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

If you selected the **Reboot to Upgrade Partition** option, note the following:

- Connection services are stopped.
- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.



**Note**

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

## Switching to the Upgraded Version of Connection 8.x Software

If you chose not to have Connection automatically switch to the upgraded partition at the end of the upgrade, do the following procedure when you are ready to switch partitions.

### To Switch to the Upgraded Version of Connection 8.x Software

**Step 1** Sign in to Cisco Unified Operating System Administration.

**Step 2** From the Settings menu, select **Version**.

**Step 3** On the Version Settings page, select **Switch Versions**. The following actions occur:

- Connection services are stopped.
- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.

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

## Adjusting Email Addresses in External Service Accounts for Connection 8.0 Users with Access to Exchange Information

The procedure in this section is required for upgrades from Connection 2.x to Connection 8.0 only. (Database entries for external service accounts carry forward in version 8.x.)

With Connection 2.x configured to access Exchange contacts and calendar information, certain features of the Connection 8.0 calendar integration may not function correctly, for example, sending a voice message to the organizer of or participants in a meeting.

To prevent the problem, do the following procedure in external service accounts for each user who has access to Exchange contacts and calendar information.

#### To Adjust the Email Address in External Service Accounts for a User with Access to Exchange Information

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **Users**.
  - Step 2** On the Search Users page, select the alias of a user.
  - Step 3** On the Edit User Basics page, from the Edit menu, select **External Service Accounts**.
  - Step 4** On the External Service Accounts page, select the display name of a service for which the Service Type is Exchange 2007 or Exchange 2003 and the User Access to Calendar is enabled.
  - Step 5** On the Edit External Service Account page, in the Email Address field, enter the primary SMTP address for the user Exchange mailbox and select **Save**.
  - Step 6** Select **Test** to verify the entry in the Email Address field.
  - Step 7** Repeat [Step 4](#) through [Step 6](#) for all remaining services for the user for which the Service Type is Exchange 2007 or Exchange 2003 and the User Access to Calendar is enabled.
  - Step 8** Repeat this procedure for all remaining users who have access to Exchange contacts and calendar information.
-