C H A P T E R 1

Upgrading Unity Connection 8.6 to the Shipping 8.6 Version

This chapter contains the following sections:

About Upgrades to Unity Connection 8.6

During the upgrade process, you choose whether to restart the inactive partition after the completion of upgrade successfully. If you choose to restart, the server restarts automatically after the upgrade process is completed to run the upgraded version of Unity Connection. If you choose not to restart, you must manually switch to the upgraded version after the upgrade process is completed.

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

- If you have never upgraded the Unity Connection server before, the upgrade copies the new version to an empty partition.

- If you have upgraded the Unity Connection server before, the upgrade copies the new version to the inactive partition, which usually contains a version of Unity 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 Unity 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.

- Installing the software upgrade requires approximately two hours for each server. When upgrading a Connection cluster, an upgrade requires approximately four hours.

- Switching to the upgraded software requires a few minutes.

> **Note**   To migrate from a physical to virtual server or from virtual to virtual server, make sure the server requirements are met for Unity Connection 8.x, as mentioned in http://docwiki.cisco.com/wiki/Ongoing_Virtualization_Operations_and_Maintenance#Upgrading_the_UC_applications.

Features You Must Reconfigure During Upgrade from Unity Connection 8.6

Unity Connection 8.6 included enhancements to the following features that are among the unified messaging features in Unity Connection:

- 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 Unity Connection personal call transfer rules and when users place outgoing calls by using voice commands.

If you are upgrading from Unity Connection 8.6 and if Unity Connection is accessing Exchange email, calendars, or contacts, the features stop working until you reconfigure them. The task list tells you when in the upgrade process to reconfigure these features.

Enabling FIPS Mode for Users Migrated from Cisco Unity

If both of the following are true, enabling FIPS mode in Unity Connection 8.6 will prevent a Unity Connection user from signing in to the telephone user interface (touchtone conversation) 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 Unity Connection.
- The Unity Connection user still has a touchtone conversation PIN that was assigned in Cisco Unity 5.x or earlier.

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

In Unity Connection 8.6 and later, if you enable FIPS mode, Unity Connection no longer checks the database to determine whether the user's PIN was hashed with MD5 or SHA-1. Instead, Unity Connection simply hashes the PIN with SHA-1 and compares it with the hashed PIN in the Unity 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.

> **Note**   If any Unity Connection user accounts were originally created in Cisco Unity 5.x or earlier but users never log in by using the touchtone conversation, it does not matter that their PINs are invalid when FIPS mode is enabled.

If you have user accounts for which the PIN may have been hashed with MD5 and you want the users to be able to log in by using the touchtone conversation, 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 Unity 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 export 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 a Single Unity Connection 8.6 Server Software to the Shipping 8.6 Version

Do the following tasks to upgrade an existing Unity Connection 8.6 server to the shipping 8.6 version when no Unity Connection cluster is configured.

1. Review the list of features that are disabled or that have limited functionality during the upgrade. Switching to the upgraded software requires a few minutes.

2. Review the list of features that stop working until you reconfigure them. See the "Features You Must Reconfigure During Upgrade from Unity Connection 8.6" section on page 1-2.

3. *If you are enabling FIPS mode and if any Unity Connection user accounts were migrated from Cisco Unity:* Review the discussion of telephone user interface (touchtone conversation) PINs that are not FIPS compliant and that can prevent users from signing in to the touchtone conversation . See the "Enabling FIPS Mode for Users Migrated from Cisco Unity" section on page 1-2.

4. 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.

5. Obtain the license files for the upgrade to Unity Connection 8.6. 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*, *Release 8.x,* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/administration/guide/8xcucs agx/8xcucsag310.html.

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

⚠

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

7. *If you do not have a backup from replacing hard disks or replacing the server:* Back up the server using the Disaster Recovery System. For more information, see the applicable *Disaster Recovery System Administration Guide for Cisco Unity Connection*, *Release 8.x,* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/drs_administration/guide/8x cucdrsag.html.

8. *If you are upgrading during nonbusiness hours*: Run the CLI command **utils iothrottle disable** to speed up the upgrade.

In an effort to prevent upgrades from adversely affecting system performance during business hours, the upgrade process is throttled and may take several hours to complete. If you are upgrading during a maintenance window, you can speed up the upgrade by disabling the throttling. This decreases the time required for the upgrade to complete but adversely affects Unity Connection performance. For more information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

9. Upgrade the Unity Connection software. See the applicable section:

- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Local DVD, page 1-11

- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Network Location, page 1-12

10. *If you disabled the upgrade throttle in Task 8.*: Run the CLI command **utils iothrottle enable** to re-enable the throttle. For more information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

11. If the Unity Connection server has languages other than English-United States installed, and you want to continue using the languages: See the "Installing Unity Connection Language Files" section on page 9-4.

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 user locale.

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 user 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.

12. *If you are upgrading from Unity Connection 8.6 to the shipping Unity Connection 8.6 version, 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 Unity 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.

13. *If you configured single inbox in Task 12. and you want full single-inbox functionality:* Do the following tasks:

    a. If Outlook on user workstations is currently configured to access Unity Connection voice messages via IMAP, delete the IMAP profile from Outlook.

    b. Install or upgrade to Cisco Unity Connection ViewMail for Microsoft Outlook Release 8.5 on user workstations, and configure ViewMail to access Unity Connection voice messages in Exchange.

Task List for Upgrading a Unity Connection 8.6 Cluster Software to the Shipping 8.6 Version

Revised August 18, 2012

As the upgrade software is installed, the publisher and subscriber servers continue answering calls and replication occurs. After the upgrade is complete, you switch the two servers, one at a time, to the upgraded software.

Note the following details about how Unity Connection functions during the switch:

- When you switch the publisher server to the upgraded software, the subscriber server answers all calls, but replication does not occur and messages may not be available.

- When you switch the subscriber server to the upgraded software, the publisher server answers all calls, but replication does not occur and messages may not be available.

- About 15 minutes after both servers are switched to the upgraded software, both servers answer calls, replication resumes, and messages are available.

Note the following considerations about the upgrade process:

- Messages that are recorded while switching to the upgraded software are not replicated. This means that, depending on the Connection server that is accessed, a user may briefly not be able to retrieve new messages. After the upgrade process is complete, messages are replicated. When replication is complete, all messages are available regardless of which Unity Connection server is accessed.

- MWIs and notifications may not be sent. MWIs and notifications synchronize only after the upgrade process is complete.

To follow the upgrade process through the CLI interface, see the utils system upgrade command at 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.

Do the following tasks to upgrade the publisher and subscriber servers in a Unity Connection 8.6 cluster to the shipping Unity Connection 8.6 version.

1. *If you are upgrading to Unity Connection 8.6:* Confirm the status of publisher and subscriber servers as active. To confirm the server status, navigate to **Cisco Unity Connection Serviceability> Tools> Cluster Management**. In addition, you need to confirm the running state of database replication, run the CLI command **show cuc cluster status.** 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.

   Note the following:

   – The status of publisher server should be **Primary** and subscriber server should be **Secondary**.

   – You should always upgrade the publisher server first, and then the subscriber server.

2. Review the list of features that are disabled or that have limited functionality during the upgrade. Switching to the upgraded software requires a few minutes.

3. Review the list of features that stop working until you reconfigure them. See the "Features You Must Reconfigure During Upgrade from Unity Connection 8.6" section on page 1-2.

4. *If you are enabling FIPS mode and if any Unity Connection user accounts were migrated from Cisco Unity:* Review the discussion of telephone user interface (touchtone conversation) PINs that are not FIPS compliant and that can prevent users from signing in to the touchtone conversation . See the "Enabling FIPS Mode for Users Migrated from Cisco Unity" section on page 1-2.

5. 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.

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

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

7. *If you are upgrading from Unity Connection 8.6 and you are adding memory to the current Unity Connection server:* See the "Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 8.6 (Selected Servers Only)" section on page 1-8.

8. *If you do not have a backup from replacing hard disks or replacing the server:* Back up the publisher server by using the Disaster Recovery System. For more information, see the applicable *Disaster Recovery System Administration Guide for Cisco Unity Connection*, *Release 8.x,* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/drs_administration/guide/8x cucdrsag.html.

9. *If you are upgrading during nonbusiness hours*: On the publisher server, run the CLI command **utils iothrottle disable** to speed up the upgrade.

In an effort to prevent upgrades from adversely affecting system performance during business hours, the upgrade process is throttled and may take several hours to complete. If you are upgrading during a maintenance window, you can speed up the upgrade by disabling the throttling. This decreases the time required for the upgrade to complete but adversely affects Unity Connection performance. For more information, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

⚠

Caution   You cannot disable throttling while an upgrade is running. If you decide to disable throttling after you start an upgrade, you must stop the upgrade, disable throttling, and restart the upgrade from the beginning.

10. Upgrade the Unity Connection software on the publisher server. See the applicable section:

- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Local DVD, page 1-11
- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Network Location, page 1-12

⚠

Caution   Do not restart the publisher server and do not switch to the upgraded software during this task. Otherwise, the Unity Connection cluster will not function correctly.

If the phone system is routing calls to the subscriber server, outside callers and Unity Connection users can leave voice messages, but the messages are not immediately delivered to user mailboxes.

11. *If you are upgrading during nonbusiness hours*: On the subscriber server, run the CLI command **utils iothrottle disable** to speed up the upgrade.

12. On the subscriber server, confirm that the publisher server has **Primary** status and that the subscriber server has **Secondary** status.

13. Confirm that the publisher server is taking calls and delivering voice messages to users.

14. Upgrade the Unity Connection software on the subscriber server. See the applicable section:

- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Local DVD, page 1-11
- Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Network Location, page 1-12

⚠

Caution   Do not restart the subscriber server and do not switch to the upgraded software during this task. Otherwise, the Unity Connection cluster will not function correctly.

If the phone system is routing calls to the publisher server, outside callers and Unity Connection users can leave voice messages. Messages are immediately delivered to user mailboxes.

15. Switch to the upgraded software on the publisher server. See the "Switching to the Upgraded Version of Unity Connection 8.x Software" section on page 3-17.

16. On the publisher server wait for the services to start and then switch on the subscriber server. See the "Switching to the Upgraded Version of Unity Connection 8.x Software" section on page 3-17.

17. On the publisher server, confirm that the publisher server has **Primary** status and that the subscriber server has **Secondary** status.

18. On the subscriber server, confirm that the publisher server has **Primary** status and that the subscriber server has **Secondary** status.

19. Install Unity Connection 8.6 languages obtained in Task 6. , if applicable. See the "Installing Unity Connection Language Files" section on page 9-4.

    Install languages on the publisher server first, then on the subscriber server.

    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.

    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.

20. *If you are upgrading from Unity Connection 8.6 to the shipping Unity Connection 8.6 version, 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 Unity 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.

21. *If you configured single inbox in Task 20. and you want full single-inbox functionality:* Do the following tasks:

    a. If Outlook on user workstations is currently configured to access Unity Connection voice messages via IMAP, delete the IMAP profile from Outlook.

    b. Install or upgrade to Cisco Unity Connection ViewMail for Microsoft Outlook Release 8.5 on user workstations, and configure ViewMail to access Unity Connection voice messages in Exchange.

Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity 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.

For information on your Unity Connection server, see the applicable server-specific table in the *Cisco Unity Connection 8.x Supported Platforms List* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.html.

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

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

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.**

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.**

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.**

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

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

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.

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.**

⚠️
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.

⚠️
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.

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

⚠️
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.

⚠️
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.

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

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

(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 to Support Unity Connection 8.6 (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/c/en/us/td/docs/voice_ip_comm/connection/8x/supported_platforms/8xcucspl.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 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 Unity Connection installation fails.

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.

Step 4   Reattach the cover.

Upgrading Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Local DVD

Revised March 05, 2013

To upgrade Unity 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   **Unity 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 follow the upgrade process through the CLI interface, see the utils system upgrade command at 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.

⚠️

Caution   If you are upgrading a cluster, do not start the upgrade on the subscriber server until after the upgrade of the publisher server is complete, or all Unity Connection functionality on both servers will be disabled until the upgrade of the publisher server completes. In addition, the upgrade of the subscriber server will fail, and you will have to upgrade the subscriber server again.

To Upgrade Unity Connection 8.6 Software to the Shipping 8.6 Version from a Local DVD

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

Step 2   Sign in to Cisco Unified Operating System Administration.

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

http://<Unity 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 Unity 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 Unity 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 Unity Connection 7.x, 8.5, or 8.6 Software to the Shipping 8.6 Version from a Network Location

Revised November 22, 2011
To upgrade Unity 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. Unity 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 follow the upgrade process through the CLI interface, see the utils system upgrade command at 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.

⚠

Caution   If you are upgrading a cluster, do not start the upgrade on the subscriber server until after the upgrade of the publisher server is complete, or all Unity Connection functionality on both servers will be disabled until the upgrade of the publisher server completes. In addition, the upgrade of the subscriber server will fail, and you will have to upgrade the subscriber server again.

To Upgrade Unity Connection 8.6 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 Unity Connection cluster, you can only access Cisco Unified Operating System Administration by browsing to:

   http://<Unity 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 Unity 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 Unity 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.