



CHAPTER 1

Upgrading Cisco Unity Connection SRSV 9.1 Version

This chapter contains the following sections:

- [About Upgrades to Unity Connection SRSV 9.1, page 1-1](#)
- [Status of Unity Connection Features During the Upgrade to Unity Connection SRSV 9.1, page 1-1](#)
- [Task List for Upgrading to Unity Connection SRSV 9.1 Version, page 1-2](#)
- [Upgrading Unity Connection SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Local DVD, page 1-3](#)
- [Upgrading Unity Connection SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Network Location, page 1-4](#)

About Upgrades to Unity Connection SRSV 9.1

At the start of the upgrade, you choose whether to restart to the inactive partition. After the upgrade is completed:

- If you choose to restart, the Unity Connection SRSV automatically restarts, running the upgraded version of Unity Connection SRSV.
- If you choose not to restart, you must manually switch to the upgraded version.



Note

The following considerations about upgrading a Unity Connection SRSV to version 9.1:

- If you have never upgraded the Unity Connection SRSV before, the upgrade copies the new version to an empty partition.
- Upgrading to Unity Connection SRSV 9.1 requires approximately four hours.
- Switching to the upgraded software requires approximately two hours.

Status of Unity Connection Features During the Upgrade to Unity Connection SRSV 9.1

During an upgrade to Unity Connection SRSV 9.1, Unity Connection is completely disabled for the entire duration of the upgrade.

Task List for Upgrading to Unity Connection SRSV 9.1 Version

Revised March 14, 2013

Do the following tasks to upgrade an existing Unity Connection SRSV 9.1 to the shipping Unity Connection SRSV 9.1 version when Unity Connection cluster is not configured.

1. *If you are upgrading Unity Connection SRSV 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 Unity 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 Unity Connection server are copied to the drive. After the RAID reconfiguration, data and voice messages are copied back to the disk drives in the Unity 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. During an upgrade to Unity Connection SRSV 9.1, Unity Connection is completely disabled for the entire duration of the upgrade.
3. *If you are upgrading from Unity Connection 9.0 to Unity Connection 9.1:* Run the CLI command **run cuc preupgrade test** to verify the prerequisites before running the upgrade.
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. *If you do not have a database backup before replacing the hard disks or the server:* Back up the server by using the Disaster Recovery System. For more information, see the applicable *Disaster Recovery System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
6. Upgrade the Unity Connection SRSV software. See the applicable section:
 - [Upgrading Unity Connection SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Local DVD, page 1-3](#)
 - [Upgrading Unity Connection SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Network Location, page 1-4](#)



Note

If you have the Japanese locale already installed on your Unity Connection server, make sure to uninstall uc-locale-ja_JP-9.1.0.1-xx.cop.sgn, the default Japanese cop file before upgrading to Unity Connection SRSV server. After the Unity Connection SRSV server is installed, you can install uc-locale-SRSV-ja_JP-9.1.0.1-xx.cop.sgn, the SRSV specific Japanese cop file to have the Japanese locale.

7. Switch to the upgraded software version of the Unity Connection SRSV. See the “[Switching to the Upgraded Version of Unity Connection 9.x Software](#)” section on page 3-29

Upgrading Unity Connection SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Local DVD

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To upgrade Unity Connection SRSV 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

Be 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](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html) 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.

To Upgrade to the Unity Connection SRSV 9.1 Version from a Local DVD

- Step 1** Insert the DVD that contains Unity Connection SRSV ISO file into the disc drive on the Unity Connection SRSV 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**. The upgrade file is copied to the hard disk on the Unity Connection SRSV 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 Unity Connection SRSV server connection with the remote server or close your browser during this step, you may see the warning below 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**.

**Note**

- For without a Unity Connection cluster, you can select either the manual switch version or the automatic switch version option.
- For a Unity Connection cluster, you need to select the manual switch version option,

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 SRSV: 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 SRSV 9.1 Software to the Shipping Unity Connection SRSV 9.1 Version from a Network Location

To upgrade Unity Connection SRSV version 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 SRSV 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](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html) 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.

To Upgrade to the Unity Connection SRSV 9.1 Version from a Network Location

- Step 1** Copy the upgrade file to a folder on an FTP or SFTP server that the Unity Connection SRSV 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 further 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 SRSV 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 Unity Connection SRSV server connection with the remote server or close your browser during this step, you may see the warning below 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**.

**Note**

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- For without a Unity Connection cluster, you can select either the manual switch version or the automatic switch version option.
 - For a Unity Connection cluster, you need to select the manual switch version option,

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 SRSV: 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.
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