



Post-Upgrade Tasks

The following sections provide information about the tasks that you must complete after you upgrade Cisco Unified Communications Manager nodes or IM and Presence nodes.

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- [Post-Upgrade Tasks for Cisco Unified Communications Manager Nodes, on page 7](#)
- [Post-Upgrade Tasks for IM and Presence Nodes, on page 11](#)

Post-Upgrade Tasks for All Nodes

This section describes post-upgrade tasks that you must perform for both Unified Communications Manager nodes and IM and Presence Service nodes.

Version Switching

If you did not switch versions immediately after completing the upgrade, do so now. You must switch versions so that the upgrade is complete and all nodes in the cluster are updated. Do not perform a backup until you have switched to the new software version.

Remove the Serial Port

During the pre-upgrade tasks, you added a serial port to the virtual machine to capture the upgrade logs. After you have successfully upgraded the system, you must remove the serial port so that it does not impact the performance of the virtual machine.

Ensure that you power off the VM before you edit the settings to remove the serial port. For information about how to edit the settings, see the VMWare documentation.

Reset High and Low Watermarks

Use this procedure to restore the high and low watermarks to their original values in order to avoid premature purging of traces.

Procedure

- Step 1** In the Real Time Monitoring Tool (RTMT) interface, double-click **Alert Central** in the left navigation pane.
 - Step 2** On the **System** tab, right-click **LogPartitionLowWaterMarkExceeded** and select **Set Alert/Properties**.
 - Step 3** Select **Next**.
 - Step 4** Adjust the slider value to 80.
 - Step 5** On the **System** tab, right-click **LogPartitionHighWaterMarkExceeded** and select **Set Alert/Properties**.
 - Step 6** Select **Next**.
 - Step 7** Adjust the slider value to 85.
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Update VMWare Tools

You must update the VMWare Tools after you complete and upgrade. There are two options for updating the VMWare Tools:

- configure the tool to use the Automatic Tools Upgrade option
- configure the tool to automatically check the tools version during a VM power-on and upgrade the tools

For information about how to configure these options, see the VMWare documentation.

Locale Installation

You can configure Cisco Unified Communications Manager and IM and Presence Service to support multiple languages. There is no limit to the number of supported languages you can install.

Cisco provides locale-specific versions of the Cisco Unified Communications Manager Locale Installer and the IM and Presence Service Locale Installer on www.cisco.com. Installed by the system administrator, the locale installer allows the user to view/receive the chosen translated text or tones, if applicable, when a user works with supported interfaces.

After you upgrade Cisco Unified Communications Manager or the IM & Presence Service, you must reinstall all the locales. Install the latest version of the locales that match the major.minor version number of your Cisco Unified Communications Manager node or IM and Presence Service node.

Install locales after you have installed Cisco Unified Communications Manager on every node in the cluster and have set up the database. If you want to install specific locales on IM and Presence Service nodes, you must first install the Cisco Unified Communications Manager locale file for the same country on the Cisco Unified Communications Manager cluster.

Use the information in the following sections to install locales on Cisco Unified Communications Manager nodes and on IM and Presence Service nodes after you complete the software upgrade.

User Locales

User locale files contain language information for a specific language and country. They provide translated text and voice prompts, if available, for phone displays, user applications, and user web pages in the locale that the user chooses. These files use the following naming convention:

- cm-locale-language-country-version.cop (Cisco Unified Communications Manager)

- ps-locale-language_country-version.cop (IM and Presence Service)

If your system requires user locales only, install them after you have installed the CUCM locale.

Network Locales

Network locale files provide country-specific files for various network items, including phone tones, annunciators, and gateway tones. The combined network locale file uses the following naming convention:

- cm-locale-combinednetworklocale-version.cop (Cisco Unified Communications Manager)

Cisco may combine multiple network locales in a single locale installer.



Note Virtualized deployments of Cisco Unified Communications Manager on Cisco-approved, customer-provided servers can support multiple locales. Installing multiple locale installers ensures that the user can choose from a multitude of locales.

You can install locale files from either a local or a remote source by using the same process for installing software upgrades. You can install more than one locale file on each node in the cluster. Changes do not take effect until you reboot every node in the cluster. Cisco strongly recommends that you do not reboot the nodes until you have installed all locales on all nodes in the cluster. Minimize call-processing interruptions by rebooting the nodes after regular business hours.

Install Locale Installer on Cisco Unified Communications Manager

User locale files provide translated text for user applications and user web pages in the locale that the user chooses. User locales are country-specific. Use the following procedure to install locales on the node. Optionally, you can follow the software upgrade procedure to install locale files from either a local or a remote source.

Before you begin

- Install Cisco Unified Communications Manager on every node in the cluster before you install the Cisco Unified Communications Manager Locale Installer.
- If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on IM and Presence. Ensure the locale installer is installed on every node in the cluster (install on the Cisco Unified Communications Manager database publisher node before the subscriber nodes).
- User locales should not be set until all appropriate locale installers are loaded on both systems. Users may experience problems if they inadvertently set their user locale after the locale installer is loaded on Cisco Unified Communications Manager but before the locale installer is loaded on IM and Presence. If issues are reported, we recommend that you notify each user to sign into Cisco Unified Communications Manager user options pages and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.
- You must restart the nodes for the changes to take effect. After you complete all locale installation procedures, restart each node in the cluster. Updates do not occur in the system until you restart all nodes in the cluster; services restart after the node reboots.

Procedure

- Step 1** Download the locale installer from www.cisco.com.
- Step 2** Click the version of the Cisco Unified Communications Manager Locale Installer.
- Step 3** Click **Download** to download the installer file to the node.
- Step 4** After downloading the file, save the file to the hard drive and note the location of the saved file.
- Step 5** Double-click the file to begin the installation.
- Step 6** Perform these actions to complete the installation:
- Read and accept the license agreement, and then click **Next** to display the **Readme Notes** window.
Note The readme notes contain build-time information such as components and devices that are supported in the released build. The readme may be printed for reference.
 - Examine and accept the readme notes, and then click **Next**. The **Setup Type** window appears.
 - Select a custom setup type in the **Setup Type** window to allow you to select or deselect user locales as required, and then click **Next**. The **Start Copying Files** window appears.
 - Review the setup options, and then click **Next**. The **Ready to Install the Program** window appears.
 - Click **Install** to start the installation of the selected user locales.
Note The speed of installation depends on the performance of the node. It is estimated to take between two to ten minutes to complete the database update. Observe the progress bar and text above it to determine the status of installation.
- Step 7** When the installation is complete, a new dialog requests confirmation of a restart. Should you wish to apply another locale installer, repeat this procedure before restarting the node in order to reduce downtime.
- Step 8** Click **Finish**. The **Setup** dialog box displays. Do not click any buttons or press any keys.
- Step 9** When the **Setup** dialog box automatically closes, you have completed the installation on the node. Install the Cisco Unified Communications Manager Locale Installer on every node in the cluster.
- Step 10** After you complete all locale installation procedures, restart each node in the cluster.
- Step 11** Verify that your users can select the locale(s) for supported products.
- Troubleshooting Tip
- Make sure that you install the same components on every node in the cluster.
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What to do next

[Install Locale Installer on IM and Presence Service, on page 4](#)

Install Locale Installer on IM and Presence Service

Before you begin

- Install the Locale Installer on Cisco Unified Communications Manager. If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on IM and Presence Service.

- If your IM and Presence Service cluster has more than one node, make sure that the locale installer is installed on every node in the cluster (install on the IM and Presence database publisher node before the subscriber nodes).
- User locales should not be set until all appropriate locale installers are loaded on both systems. Users may experience problems if they inadvertently set their user locale after the locale installer is loaded on Cisco Unified Communications Manager but before the locale installer is loaded on IM and Presence Service. If issues are reported, we recommend that you notify each user to sign into the Cisco Unified Communications Self Care Portal and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.
- You must restart the server for the changes to take effect. After you complete all locale installation procedures, restart each server in the cluster. Updates do not occur in the system until you restart all servers in the cluster; services restart after the server reboots.

Procedure

- Step 1** Navigate to `cisco.com` and choose the locale installer for your version of IM and Presence Service.
<http://software.cisco.com/download/navigator.html?mdfid=285971059>
- Step 2** Click the version of the IM and Presence Locale Installer that is appropriate for your working environment.
- Step 3** After downloading the file, save the file to the hard drive and note the location of the saved file.
- Step 4** Copy this file to a server that supports SFTP.
- Step 5** Sign into Cisco Unified IM and Presence Operating System Administration using the administrator account and password.
- Step 6** Choose **Software Upgrades > Install/Upgrade**.
- Step 7** Choose Remote File System as the software location source.
- Step 8** Enter the file location, for example `/tmp`, in the Directory field.
- Step 9** Enter the IM and Presence Service server name in the Server field.
- Step 10** Enter your username and password credentials in the User Name and User Password fields.
- Step 11** Choose SFTP for the Transfer Protocol.
- Step 12** Click **Next**.
- Step 13** Choose the IM and Presence Service locale installer from the list of search results.
- Step 14** Click **Next** to load the installer file and validate it.
- Step 15** After you complete the locale installation, restart each server in the cluster.
- Step 16** The default setting for installed locales is "English, United States". While your IM and Presence Service node is restarting, change the language of your browser, if necessary, to match the locale of the installer that you have downloaded.
- Step 17** Verify that your users can choose the locales for supported products.

Tip Make sure that you install the same components on every server in the cluster.

Error Messages

See the following table for a description of the messages that can occur during Locale Installer activation. If an error occurs, you can view the messages in the installation log.

Table 1: Locale Installer Error Messages and Descriptions

Message	Description
[LOCALE] File not found: <language>_<country>_user_locale.csv, the user locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains user locale information to add to the database. This indicates an error with the build process.
[LOCALE] File not found: <country>_network_locale.csv, the network locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains network locale information to add to the database. This indicates an error with the build process.
[LOCALE] Communications Manager CSV file installer installdb is not present or not executable.	This error occurs because a Unified Communications Manager application called installdb must be present; it reads information that is contained in a CSV file and applies it correctly to the Unified Communications Manager database. If this application is not found, it either was not installed with Unified Communications Manager (very unlikely), has been deleted (more likely), or the node does not have Unified Communications Manager installed (most likely). Installation of the locale terminates because locales do not work without the correct records that are held in the database.
[LOCALE] Could not create /usr/local/cm/application_locale /cmservices/ipma/com/cisco/ipma /client/locales/maDialogs_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ ipma/client/locales/maMessages_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/ application_locale/cmservices/ipma/com/cisco/ ipma/client/locales/maGlobalUI_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/ application_locale/cmservices/ipma/ LocaleMasterVersion.txt.Checksum.	These errors could occur when the system fails to create a checksum file; causes can include an absent Java executable, /usr/local/thirdparty/java/j2sdk/jre/bin/java, an absent or damaged Java archive file, /usr/local/cm/jar/cmutil.jar, or an absent or damaged Java class, com.cisco.ccm.util.Zipper. Even if these errors occur, the locale will continue to work correctly, with the exception of Unified Communications Manager Assistant, which cannot detect a change in localized Unified Communications Manager Assistant files.
[LOCALE] Could not find /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt in order to update Unified CM Assistant locale information.	This error occurs when the file does not get found in the correct location, which is most likely due to an error in the build process.

Message	Description
[LOCALE] Addition of <RPM-file-name> to the Unified Communications Manager database has failed!	This error occurs because of the collective result of any failure that occurs when a locale is being installed; it indicates a terminal condition.

Supported Products

For a list of products that Cisco Unified Communications Manager Locale Installers support, see the Cisco IP Telephony Locale Installer for Cisco Unified Communications Manager, which is available at this URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-locale-51>

Post-Upgrade Tasks for Cisco Unified Communications Manager Nodes

This section describes the post-upgrade tasks that you must perform for Cisco Unified Communication Manager nodes.

Restore the Database Replication Timeout

This procedure applies to Unified Communications Manager nodes only.

Use this procedure if you increased the database replication timeout value before you began the upgrade process.

The default database replication timeout value is 300 (5 minutes). Restore the timeout to the default value after the entire cluster upgrades and the Unified Communications Manager subscriber nodes have successfully set up replication.

Procedure

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- Step 1** Start a CLI session using one of the following methods:
- From a remote system, use SSH to connect securely to the Cisco Unified Operating System. In your SSH client, enter your `ssh adminname@hostname` and enter your password.
 - From a direct connection to the serial port, enter your credentials at the prompt that displays automatically.
- Step 2** Execute the `utils dbreplication setrepltimeout timeout` command, where *timeout* is database replication timeout, in seconds. Set the value to 300 (5 minutes).
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Test Functionality

After the upgrade, perform the following tasks:

- Run the post-upgrade COP.

It runs a series of tests to verify that the system is stable. It also compares various parameters before the upgrade with the current version to identify any differences. After you complete all the steps in this list, run the post-upgrade COP file again and verify the COP report.

- Verify phone functions by making the following types of calls:
 - Voice mail
 - Interoffice
 - Mobile phone
 - Local
 - National
 - International
 - Shared line

- Test the following phone features:
 - Conference
 - Barge
 - Transfer
 - C-Barge
 - Ring on shared lines
 - Do Not Disturb
 - Privacy
 - Presence
 - CTI call control
 - Busy Lamp Field

- Test IM and Presence Service functions:
 - Basic presence states, such as available, unavailable, and busy
 - Send and receive files
 - Advanced features, such as persistent chat, federated users, and message archiving

Dial Plan Installation

You can install dial plan files from either a local or a remote source by using the same process for installing software upgrades. See the *Upgrade Guide for Cisco Unified Communications Manager* for more information about upgrading from a local or remote source.

After you install the dial plan files on the system, log in to Cisco Unified CM Administration and then navigate to **Call Routing > Dial Plan Installer** to complete installing the dial plans.

Manage TFTP Server Files

You can upload files for use by the phones to the TFTP server. Files that you can upload include custom phone rings, callback tones, and backgrounds. This option uploads files only to the specific server to which you connected, and other nodes in the cluster do not get upgraded.

Files upload into the **tftp** directory by default. You can also upload files to a subdirectory of the **tftp** directory.

If you have two Cisco TFTP servers that are configured in the cluster, you must perform the following procedure on both servers. This process does not distribute files to all nodes, nor to both Cisco TFTP servers in a cluster.

To upload and delete TFTP server files, follow this procedure:

Procedure

- Step 1** From the Cisco Unified Communications Operating System Administration window, navigate to **Software Upgrades > TFTP > File Management**.
- The TFTP File Management window displays and shows a listing of the current uploaded files. You can filter the file list by using the Find controls.
- Step 2** To upload a file, follow this procedure:
- Click **Upload File**.
The Upload File dialog box opens.
 - To upload a file, click **Browse** and then choose the file that you want to upload.
 - To upload the file to a subdirectory of the **tftp** directory, enter the subdirectory in the **Directory** field.
 - To start the upload, click **Upload File**.
The Status area indicates when the file uploads successfully.
 - After the file uploads, restart the Cisco TFTP service.
- Note** If you plan to upload several files, restart the Cisco TFTP service only once, after you have uploaded all the files.
- For information about restarting services, refer to *Cisco Unified Serviceability Administration Guide*.
- Step 3** To delete files, follow this procedure:
- Check the check boxes next to the files that you want to delete.
You can also click **Select All** to select all of the files, or **Clear All** to clear all selection.
 - Click **Delete Selected**.
- Note** If you want to modify a file that is already in the **tftp** directory, you can use the CLI command **file list tftp** to see the files in the TFTP directory and **file get tftp** to get a copy of a file in the TFTP directory. For more information, see [Command Line Interface Reference Guide for Cisco Unified Communications Solutions](#).
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Set Up a Custom Log-On Message

You can upload a text file that contains a customized log-on message that appears in Cisco Unified Communications Operating System Administration, Cisco Unified CM Administration, Cisco Unified Serviceability, Disaster Recovery System Administration, and the command line interface.

To upload a customized log-on message, follow this procedure:

Procedure

Step 1 From the Cisco Unified Communications Operating System Administration window, navigate to **Software Upgrades > Customized Logon Message**.

The Customized Logon Message window displays.

Step 2 To choose the text file that you want to upload, click **Browse**.

Step 3 Click **Upload File**.

Note You cannot upload a file that is larger than 10kB.

The system displays the customized log-on message.

Step 4 To revert to the default log-on message, click **Delete**.

Your customized log-on message gets deleted, and the system displays the default log-on message.

Note Check the **Require User Acknowledgment** checkbox if you want the custom message to be displayed on the login screens of the Cisco Unified Communications Operating System Administration, Cisco Unified CM Administration, Cisco Unified Serviceability, Disaster Recovery System Administration, Cisco Prime License Manager, and the command line interface.

Configure IPsec Policies

If you are upgrading from Unified Communications Manager release 6.1(5) or earlier, you must re-create your IPsec policies after the upgrade is complete. The configuration information for IPsec policies from release 6.1(5) and earlier will not be migrated as part of the upgrade process. For information about how to create IPsec policies, see the *Administration Guide for Cisco Unified Communications Manager*.

Assign New Roles to Deprecated InterCluster Peer-User and Admin-CUMA

The application user group roles InterCluster Peer-User and Admin-CUMA are deprecated from release 10.0(1) onward. Any application users with these roles configured in releases 8.x or 9.x have the roles removed during an upgrade to any 10.x release. After the upgrade the administrator must configure appropriate roles for these users.



Note For intercluster to function correctly, the AXL user defined on the IM and Presence Service user interface (**Presence > Inter-Clustering**) must have a Standard AXL API Access role associated with it on the Cisco Unified Communications Manager application user page.

Post-Upgrade Tasks for IM and Presence Nodes

This section describes the post-upgrade tasks for the IM and Presence Service.

Verify IM and Presence Service Data Migration

When you upgrade from Cisco Unified Presence Release 8.x to an IM and Presence Service release, user profiles are migrated to Unified Communications Manager. The user profile information is stored as new service profiles on Unified Communications Manager with the following name and description format:

Name: UCServiceProfile_Migration_x (where x is a number starting at 1)

Description: Migrated Service Profile Number x

To ensure that users can successfully log into Cisco Jabber after an upgrade from Cisco Unified Presence Release 8.x, you must verify that the user profile data migration was successful.

Profiles that are created but that are not assigned to users are *not* migrated to Unified Communications Manager.

Procedure

- Step 1** From Cisco Unified CM Administration, select **User Management > User Settings > Service Profile**.
 - Step 2** Select **Find** to list all service profiles.
 - Step 3** Verify that there are migrated service profiles with the following name format: *UCServiceProfile_Migration_x*
 - Step 4** If there are no migrated service profiles, check the `installdb log` file for any errors.
 - Step 5** If the data migration fails, an import error alarm is raised on Unified Communications Manager and the Cisco Sync Agent sends a failure notification to the Cisco Unified CM IM and Presence Administration GUI.
- Tip** To view the alarm details, log into RTMT for Cisco Unified Communications Manager.
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What to do next

You can edit these service profiles to give them more meaningful names. See [Administration Guide for Cisco Unified Communications Manager](#) for more information about configuring service profiles.

Run the post-upgrade COP file. It runs a series of tests to verify that the system is stable. It also compares various parameters before the upgrade with the current version to identify any differences.

Enable High Availability on Presence Redundancy Groups

This procedure applies to IM and Presence Service nodes only. If you disabled high availability on presence redundancy groups before beginning the upgrade process, use this procedure to enable it now.

Procedure

- Step 1** From the Cisco Unified CM Administration user interface, choose **System > Presence Redundancy Groups**.
 - Step 2** Click **Find** and select the Presence Redundancy Group.
The Presence Redundancy Group Configuration window displays.
 - Step 3** Check the **Enable High Availability** check box.
 - Step 4** Click **Save**.
 - Step 5** Repeat this procedure in each Presence Redundancy Group.
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Restart the IM and Presence Sync Agent

If you stopped the IM and Presence Service Sync Agent service before you began the upgrade process, restart it now.

Procedure

- Step 1** From the Cisco Unified Serviceability interface, select **Tools > Control Center - Network Services**.
 - Step 2** Select an IM and Presence Service node from the **Server** drop-down list and click **Go**.
 - Step 3** In the **IM and Presence Services** section, select the **Cisco Sync Agent** and click **Restart**.
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Example



Note After the Cisco Intercluster Sync Agent has finished the initial synchronisation, manually load the new Tomcat certificate onto Unified Communications Manager. This ensures that the synchronisation does not fail.



Note Run the post-upgrade COP. It runs a series of tests to verify that the system is stable. It also compares various parameters before the upgrade with the current version to identify any differences.
