



Before You Begin

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Read this First

Read the following important notes before you begin an upgrade.



Caution

Do not make any changes to Cisco Unified Presence configuration during an upgrade. If data is written to the database during the upgrade, the upgrade may fail.

- All refresh upgrades must be performed during a maintenance window because the system will not be available during the upgrade.
- If you cancel an upgrade at any stage, or if an upgrade fails, you must reboot the Cisco Unified Presence server before you attempt another upgrade.

System Availability after Upgrade

For standard upgrades, when you activate the upgraded software, the system restarts and is out of service for up to 30 minutes on the publisher node. The length of the outage on subscriber nodes depends on how long database replication takes to complete and on the size of the database.

Also, if you need to revert to an earlier software version, you must restart the system which results in a similar service outage period.

Support for Intercluster Peers

Cisco Unified Presence Release 8.6 supports intercluster peers to clusters running Release 7.0(x) and Release 8.6 only. Intercluster peers to clusters running Release 8.0(x) or Release 8.5(x) are not supported.

If you perform an upgrade from Cisco Unified Presence Release 7.0(x) to Release 8.6 on one, or both, of the clusters in an intercluster deployment, you must follow the recommended upgrade procedure in [Perform an Intercluster Upgrade, page 3-11](#).

Multi-node Clusters

If you have a Cisco Unified Presence cluster comprising multiple nodes, you must upgrade all nodes in the cluster. If you have a multi-node cluster, you must upgrade the publisher node prior to upgrading the subscriber nodes. Also, you cannot perform a fresh installation on the publisher node and then perform an upgrade on subscriber nodes.

Cisco Unified Communications Manager Business Edition 5000 to Cisco Unified Communications Manager

There is no upgrade path in VMware to upgrade from Cisco Unified Communications Manager Business Edition 5000 to Cisco Unified Communications Manager. A fresh installation is needed. After you perform the fresh installation, Cisco Unified Presence re-synchronizes data with the new Cisco Unified Communications Manager. The Syncagent uses the primary key (pkid) as a comparison field for the synchronization. When the Cisco Unified Communications Manager is re-installed, all the pkid on Cisco Unified Communications Manager are changed. As such, any existing data on Cisco Unified Presence is cleaned up and the Syncagent deletes the old data. Be sure to backup your data before performing this procedure.

Types of Upgrades

Cisco Unified Presence allows you to install upgrade software on your server while the system continues to operate. There are two types of upgrades:

- standard upgrades—upgrades which do not upgrade the operating system and do not require multiple reboots during installation
- refresh upgrades—upgrades which require multiple reboots during installation to upgrade the underlying operating system

The server automatically determines whether you need to perform a standard upgrade or a refresh upgrade.



Note

- All upgrades to Cisco Unified Presence Release 8.6(4) are refresh upgrades.
- All refresh upgrades must be performed during a maintenance window because the system will not be available during the upgrade.

Standard Upgrades

For standard upgrades, when you install upgrade software, you install the software as an inactive version. The system continues to function normally while you are installing the software. When the upgrade is complete, you can choose to automatically reboot the system to the upgraded software or you can manually switch to the new software at a later time. When you reboot to the new software, the old software version remains on the system. This allows you to switch back to the old version in the unlikely event of issues with the new software. During an upgrade your configuration information migrates automatically to the upgraded version.

**Note**

You can only make changes to the database on the active software. The database for the inactive software is not updated. If you make changes to the database after an upgrade, you must repeat those changes after switching to the new software.

Refresh Upgrades

**Note**

All refresh upgrades must be performed during a maintenance window because the system will not be available during the upgrade.

For refresh upgrades, the system allows you to choose whether or not to automatically run the new upgrade software when the upgrade completes. If you select not to run the new software, the system will reboot to the old software version when the upgrade is complete and you can manually switch to the new software at a later time. Refresh upgrades differ from standard upgrades because with refresh upgrades the system reboots if you want to continue to run the old software version; the system does not need to reboot to switch to the new version. For more information about refresh upgrades, see [Refresh Upgrade to Cisco Unified Presence Release 8.6\(4\), page 2-5](#).

If for any reason you decide to revert to the prior software version, you can switch versions to the older version of the software. This switch version requires a reboot. Be aware that any configuration changes that you made after upgrading the software will be lost.

If you downgrade from Cisco Unified Presence Release 8.6(4) or later, you must install a COP file after you switch to the older software version. See [Switch Versions from Cisco Unified Presence Release 8.6\(4\) or Later, page 3-10](#) for more information.

**Note**

If you deploy MCS-7825-H3 or MCS-7828-H3 servers you cannot revert to the prior version; you must perform a fresh installation.

Upgrade Time Requirements

The time required to upgrade Cisco Unified Presence software is variable and depends on a number of factors, such as the number of users, the average contact list size of each user, whether the upgrade is on the publisher or a subscriber node and the hardware deployed. For large deployments, installation of the the upgrade software may take several hours.

Disable Throttling to Decrease the Time Required to Upgrade

To preserve system stability during upgrades, the system throttles the upgrade process, which may take considerably longer to complete in Cisco Unified Presence 8.x than it did in earlier releases.

However, if the upgrade process is taking much longer than you would like, you can disable throttling. Although disabling throttling decreases the time it takes to perform the upgrade, it may degrade system performance. For more information about throttling and the causes of slow upgrades, see *Effects of I/O Throttling*, page 6-1.

License Requirements

Cisco Unified Presence must be operating in permanent Production mode before you can commence an upgrade. See the *Installation Guide for Cisco Unified Presence* for more information about licensing modes.

If you are performing an upgrade to Cisco Unified Presence Release 8.6 from Cisco Unified Presence Release 7.0(x), you must obtain a software version (upgrade) license. This also applies to bridged upgrades. You require one software version license for each Cisco Unified Presence cluster. The software version license enables service startup for the Cisco UP Presence Engine and Cisco UP SIP Proxy services on Cisco Unified Presence after an upgrade. See the *Installation Guide for Cisco Unified Presence* for more information about how to obtain and upload license files.



Note

- You require a new software version license only if you are upgrading from Cisco Unified Presence Release 7.0(x). For upgrades from Release 8.0(1) and 8.0(2), the same software version license that would be used for a 7.0(x) upgrade to Release 8.6 should be used.
- Direct upgrades to Release 8.6(4) or later from Release 7.x and below are not supported. To upgrade from Release 7.x to Release 8.6(4) or later, you must first upgrade to an earlier 8.x version.

Bridged Upgrade

Cisco Unified Presence supports bridged upgrades to customers who wish to migrate from discontinued hardware to supported hardware.

The bridged upgrade allows you to create a Disaster Recovery System (DRS) backup on the discontinued hardware. You can then restore the DRS backup on supported hardware after you complete a fresh Cisco Unified Presence installation on the supported hardware.

When you attempt an upgrade on the discontinued hardware, Cisco Unified Presence displays a warning on the interface, and on the CLI, and informs you that Cisco Unified Presence only supports the functionality to create a DRS backup on this server.

If you perform a bridged upgrade to supported hardware from Cisco Unified Presence 7.0(x), you must request new server license and software version license files, with a new MAC address for the physical server, or the new License MAC value for VMware. To do this send an email to licensing@cisco.com requesting a rehost of your license. You can obtain the physical MAC Address and License MAC values from the Cisco Unified Operating System Administration GUI by selecting **Show > Network**.

Cisco Unified Presence supports bridged upgrades from a number of discontinued servers. See the *Hardware and Software Compatibility Information for Cisco Unified Presence* for the list of discontinued servers.

For more information about DRS backups, see the *Disaster Recovery System Administration Guide*.

Refresh Upgrade to Cisco Unified Presence Release 8.6(4)

If required, the server automatically determines if you need to perform a standard upgrade or a refresh upgrade. The initial upgrade to Release 8.6(4) or later is a refresh upgrade (upgrades from Release 8.6(4) to 8.6(5) are standard upgrades). You can initiate standard and refresh upgrades in the same way using the Command Line Interface or the Cisco Unified Operating System Administration GUI. A refresh upgrade has the following differences from a standard upgrade:

- multiple reboots as part of the upgrade
- once started, the console displays status information similar to that of a fresh installation
- 16GB USB Flash Drive is required for MCS-7825-H3 and MCS-7828-H3 DRS backup. Do not remove the USB key until the upgrade (data migration) is complete.
- COP file installation is required for upgrades from Release 8.0(1) to 8.6(1), see [COP File Installation, page 2-6](#).
- different options to switch versions following completion of the upgrade
- e-mail notification is sent upon successful completion of the upgrade



Tip

Several reboots will occur during a refresh upgrade, therefore, you must perform a refresh upgrade during a maintenance window.

In a standard upgrade, you are prompted to either **Reboot to upgraded partition** or **Do not reboot after upgrade**. The **Reboot to upgraded partition** option forces a reboot. This option is required to switch the node to the new software release.

In a refresh upgrade, you are prompted to select one of the following options:

- **Switch to new version after upgrade**—no reboot required
- **Do not switch to new version after upgrade**—reboot required

If you want to remain on the upgraded software version, select the **Switch to new version after upgrade** option.

If you want the system to automatically reboot and switch back to the old software version, select the **Do not switch to new version after upgrade** option.

You can select the **Do not switch to new version after upgrade** option to perform a staged upgrade. An example of a staged upgrade would be upgrading a publisher node one night, reverting back to the inactive software, and then switching to the new active software the following night before upgrading the subscriber node(s). In this scenario, you must upgrade all subscriber nodes during the same upgrade window and not switch back the publisher node again. If you switch back the publisher node again, you must follow the procedure outlined in [Switch Versions from Cisco Unified Presence Release 8.6\(4\) or Later, page 3-10](#).

Special Considerations for Refresh Upgrades

**Note**

Cisco highly recommends that you perform a DRS backup before you begin a refresh upgrade.

Upgrade of an MCS-7825-H3 or MCS-7828-H3 Server

If an upgrade fails for any server other than an MCS-7825-H3 or MCS-7828-H3 server, you can revert back to the previous software version. However, during an upgrade of an MCS-7825-H3 or MCS-7828-H3 server, the disk is completely reformatted, preventing a switch back to the previous version. As a result, Cisco highly recommends that you have a 16GB USB key to which you can backup the DRS.

You should format the USB key. For more information, see the section covering the Answer File Generator in the *Installation Guide for Cisco Unified Presence*.

COP File Installation

For all upgrades from Cisco Unified Presence Release 8.0.x through Release 8.6(1) to Release 8.6(4) or later, you must install a COP file. The name of the COP file is `cisco.com.cup.refresh_upgrade_v<latest_version>.cop` and you can download it from Cisco.com.

**Note**

You must install the COP file on all nodes before you begin the upgrade.

Failing to install the required COP file when necessary results in the following error: *Error encountered: The selected upgrade is disallowed from the current version.* The system aborts the upgrade and automatically reverts back to the previous version of the software. This “COP file check” occurs very early in the upgrade process (preparation phase), prior to the first reboot and reformat of the drive.

**Note**

The COP file can not be installed in Cisco Unified Presence Release 7.x upgrades. You must upgrade to an earlier version of 8.x before you can upgrade to Release 8.6(4) or later.

Refresh Upgrade Stages

Preparation Phase

The preparation phase of a refresh upgrade occurs immediately after the upgrade is initiated. During this phase, the upgrade progress can be monitored via the GUI or the CLI. After the preparation phase is completed, the server will automatically reboot to continue the upgrade process. The duration of this phase varies depending on the size and the complexity of the database configuration.

Installation Phase

The installation phase of a refresh upgrade is very similar to that of a fresh installation with a few exceptions. The status of this stage can be monitored via the console. No further GUI updates will occur. During this phase, there is no service support.

**Note**

If the upgrade fails on any server other than an MCS-7825-H3 or MCS-7828-H3, the server reboots back to the previous software version and you can inspect the install logs using the Command Line Interface. On an MCS-7825-H3 or MCS-7828-H3 server, the disk is completely reformatted; there is no option to revert to the previous software version. For these servers, Cisco recommends that you dump the diagnostic logs to the USB flash drive.

System Startup Phase

This is the last phase of a refresh upgrade. Following the completion of a refresh upgrade, all Cisco Unified Presence applications run the new active software.

Data Migration Messages during a Refresh Upgrade

- Migration Failed: the pop-up window displays a message stating “Migration failed. Click here to see the logs.”
- Migration Abandoned: This option is only visible if the migration has failed. If the user abandons the migration, it will alert the user that “this will delete all the call records”.
- Migration Postponed: This option is only visible if the migration has failed. The user can postpone the migration to a different date and time. Migration will automatically start at the scheduled time and date.
- Migration In Progress: There is a message in the pop-up window stating the “Migration is in progress. Click here to see logs”.
- Migration Completed: This displays a message stating “Previous Migration was successful”.

Upgrade Paths and Requirements

Upgrade Paths to Cisco Unified Presence Release 8.6(1), 8.6(2) and 8.6(3)

Cisco Unified Presence Release 8.6(1), 8.6(2) and 8.6(3) support the following upgrade paths:

- Upgrade from Cisco Unified Presence Release 7.0(x)
- Upgrade from Cisco Unified Presence Release 8.0(x)
- Upgrade from Cisco Unified Presence Release 8.5(1)

Upgrade Paths to Cisco Unified Presence Release 8.6(4)

All upgrades to Cisco Unified Presence Release 8.6(4) are refresh upgrades.

**Caution**

All upgrade paths to Cisco Unified Presence Release 8.6(4) from 8.0(1) through 8.6(1) require the installation of a COP file. The COP file delivers functionality to allow the upgrade path to be supported as well as provides various enhancements to the user experience. If you do not install the required COP file on each node before you begin a refresh upgrade, the upgrade will fail. The COP file is called `ciscocm.cup.refresh_upgrade_v<latest_version>.cop` and it can be downloaded from cisco.com.

The following upgrade paths are supported with the required COP file:

- 8.0(1) - 8.6(4)
- 8.0(2) - 8.6(4)
- 8.0(3) - 8.6(4)
- 8.0(4) - 8.6(4)
- 8.5(1) - 8.6(4)
- 8.5(2) - 8.6(4)
- 8.5(3) - 8.6(4)
- 8.5(4) - 8.6(4)
- 8.6(1) - 8.6(4)

The following upgrade paths are supported without a COP file:

- 8.6(2) - 8.6(4)
- 8.6(3) - 8.6(4)

**Note**

Direct upgrades to Release 8.6(4) from Release 7.x and below are not supported.

Upgrade Paths to Cisco Unified Presence Release 8.6(5)

**Caution**

All upgrade paths to Cisco Unified Presence Release 8.6(5) from 8.0(1) through 8.6(1) require the installation of a COP file. The COP file delivers functionality to allow the upgrade path to be supported as well as provides various enhancements to the user experience. If you do not install the required COP file on each node before you begin a refresh upgrade, the upgrade will fail. The COP file is called `ciscocm.cup.refresh_upgrade_v<latest_version>.cop` and it can be downloaded from cisco.com.

The following upgrade paths are supported with the required COP file and all of these upgrades are refresh upgrades:

- 8.0(1) - 8.6(5)
- 8.0(2) - 8.6(5)
- 8.0(3) - 8.6(5)
- 8.0(4) - 8.6(5)
- 8.5(1) - 8.6(5)
- 8.5(2) - 8.6(5)
- 8.5(3) - 8.6(5)

- 8.5(4) - 8.6(5)
- 8.6(1) - 8.6(5)

The following upgrade paths are supported without a COP file:

- 8.6(2) - 8.6(5) (refresh upgrade)
- 8.6(3) - 8.6(5) (refresh upgrade)
- 8.6(4) - 8.6(5) (standard upgrade)

**Note**

Direct upgrades to Release 8.6(5) from Release 7.x and below are not supported.

Upgrade Notes

Upgrade from Cisco Unified Presence Release 7.0(x) to Release 8.6

If you upgrade from Cisco Unified Presence Release 7.0(x) to Release 8.6, note the following:

- New software licenses—If you upgrade from Cisco Unified Presence Release 7.0(x) or Release 8.0(2), you require a new software version license for each Cisco Unified Presence cluster in your deployment. Upload this license to the publisher node in a cluster.
- High Availability—If you upgrade a Cisco Unified Presence Release 7.0(x) cluster that has High Availability (HA) enabled to Release 8.6, Cisco recommends that you disable HA on each subcluster before you begin the upgrade. You can re-enable HA on each cluster after the switch version is complete, database replication is complete and all services are back up and running.
- Contact list size—The default value for the maximum number of contacts is 200. However, you can configure this to a higher value, or configure 0 to set it to unlimited value. After you perform the upgrade, check that the contact list size for users has not reached the maximum value. If you have a large number of contacts per user, the number of users that a Cisco Unified Presence node supports is reduced.
- Cluster ID—Ensure that the Cluster ID value does not contain the underscore character (_). Cisco Unified Presence Release 8.6 does not permit this character in the Cluster ID value.
- Cisco Unified Presence migrates contact lists for users during the upgrade. Cisco Unified Presence synchronizes the contacts lists across SIP (via SOAP) and XMPP clients. Note the following for upgrades from 7.0(x):
 - Cisco Unified Presence does not synchronize empty groups until a contact is added to the group.
 - Cisco IP Phone Messenger users must sign out and sign in to receive dynamic contact list synchronization.
- Federated domains—If you have federated domains that are configured using an IP address, you must reconfigure the federated domains to use the domain name before you begin the upgrade. Alternatively, delete the federated domains before you begin the upgrade.

Upgrade from Cisco Unified Presence Release 8.0(x) or Release 8.5 to Release 8.6

If you upgrade from Cisco Unified Presence Release 8.0(x) or Release 8.5 to Release 8.6, note the following:

- If you have intercluster peers to Cisco Unified Presence Release 8.0(x) or Release 8.5 clusters, you will not have intercluster availability until you upgrade all of these clusters to Release 8.6. After the upgrade is complete, the previously configured peers will start working and intercluster availability will be restored.
- If you upgrade a Cisco Unified Presence Release 8.5 cluster that has High Availability (HA) enabled to Release 8.6, Cisco recommends that you disable HA on each subcluster before you begin the upgrade. You can re-enable HA on each cluster after the switch version is complete, database replication is complete and all services are back up and running.
- During a software upgrade from 8.5(x), the Cisco UP Replication Watcher service delays feature service startup on the publisher node for up to 20 minutes and on subscriber nodes indefinitely until replication is established.

Intercluster Upgrades

Cisco Unified Presence Release 8.6 supports intercluster peers to clusters running Release 7.0(x) and Release 8.6 only. Intercluster peers to clusters running Release 8.0(x) or Release 8.5(x) are not supported.



Note

Intercluster upgrades from Cisco Unified Presence Release 7.0(x) to 8.6(2) are not supported in Cisco Unified Presence Release 8.6(4) and later.

- [Prerequisites for an Intercluster Upgrade, page 2-10](#)
- [Roster Migration for Intercluster Upgrade, page 2-11](#)
- [Contact List Size for Intercluster Upgrade, page 2-11](#)
- [SIP Remote Contact Limit for Intercluster Upgrade, page 2-11](#)

Prerequisites for an Intercluster Upgrade

Before you perform the software upgrade to Cisco Unified Presence Release 8.6, we highly recommend that you turn off (deactivate) the Cisco UP Presence Engine service in the local Cisco Unified Presence cluster.

If you intend to upgrade all clusters to Release 8.6, you should turn off (deactivate) the Cisco UP Presence Engine on *all* clusters until you complete the intercluster upgrade in your intercluster deployment. After you complete the upgrades in your deployment, verify that the status of the intercluster peer connections are ok, and that there are no pending system notifications. You can then turn on (activate) the Cisco UP Presence Engine on all nodes in all clusters. You may experience high CPU (possibly for several hours) while the Cisco UP Presence Engine attempts to reestablish any availability subscriptions with remote contacts.

If you intend to leave an intercluster peer on Release 7.0(x), verify that the status of the intercluster peer connections are ok. Enable the Cisco UP XCP SIP Federation Connection Manager service before you turn on (activate) the Cisco UP Presence Engine service, as described in the intercluster upgrade procedure [Perform an Intercluster Upgrade, page 3-11](#). You may experience high CPU (possibly for several hours) while the Cisco UP Presence Engine attempts to reestablish any availability subscriptions with remote contacts.

**Note**

For intercluster availability to work between a Cisco Unified Presence Release 7.0(x) cluster and a Cisco Unified Presence Release 8.6 cluster, the proxy service parameter RecordRoute must be enabled and the Add Record-Route Header parameter must be set to On.

Roster Migration for Intercluster Upgrade

When you turn on the Cisco UP Presence Engine on the local publisher node and the remote publisher node, Cisco Unified Presence migrates the remote contact information to the local cluster (roster migration), and reestablishes the availability subscriptions with remote contacts in both the local and remote cluster.

To allow Cisco Unified Presence to reestablish the availability subscriptions with remote contacts in both the local and the remote cluster, you must reestablish the intercluster router to router connections (by restarting the Cisco UP XCP Router) *before* you turn on the Cisco UP Presence Engine. Until the roster migration is complete, local users will not see the availability status of remote contacts, and remote contacts will not see the availability of their contacts belonging to the local cluster.

**Note**

Cisco Unified Presence does not automatically start the roster migration immediately after you reestablish the intercluster router to router connections. Therefore, if you do not follow the sequence described in [Perform an Intercluster Upgrade, page 3-11](#), and manually turn on the Cisco UP Presence Engine *after* you restart the Cisco UP XCP Router, it may take up to one day for Cisco Unified Presence to reestablish the availability subscriptions to remote contacts in both the local and remote clusters. If this availability subscription interval time (one day) elapses before Cisco Unified Presence has successfully reestablished availability subscriptions, you can restart the Cisco UP Presence Engine to reset the interval.

Contact List Size for Intercluster Upgrade

If you upgrade from Cisco Unified Presence Release 7.0(x) to Release 8.6, availability subscriptions to remote contacts will not work for users who have reached their contact list size limit on the local or remote cluster. The System Troubleshooter in Cisco Unified Presence Administration indicates if there are users who have reached the contact list limit. To fix this issue, you must increase the maximum contact list size value.

SIP Remote Contact Limit for Intercluster Upgrade

Cisco Unified Presence has a maximum limit on the number of SIP remote contacts that can be active at one time. This maximum value changes based on platform type, see [Table 2-1](#).

If you leave an intercluster peer running Release 7.0(x), you may exceed this limit depending on the number of remote contacts on the 7.0(x) peer clusters. If you exceed the limit, Cisco Unified Presence will not process the remaining contacts.

Table 2-1 SIP Subscription Limits

| Platform | Simultaneous SIP Subscriptions | Simultaneous SIP Call-legs |
|---------------------------------|--------------------------------|----------------------------|
| MCS-7825 (100MB pre-allocation) | 45000 | 5000 |
| MCS-7845 (450MB pre-allocation) | 202500 | 22500 |

You can configure the pre-allocated SIP stack memory value on Cisco Unified Presence. Select **Cisco Unified Presence Administration > System > Service Parameters > Cisco UP XCP SIP Federation Connection Manager**, and configure the **Pre-allocated SIP stack memory** (bytes) value.

Pre-Upgrade Tasks

Before you begin to upgrade Cisco Unified Presence software, you must perform the following tasks.

1. Read the release notes and documentation for the new release and be sure you understand the supported upgrades, new features, and how the upgrade interacts with the other products associated with your system.
2. Ensure that your Cisco Unified Presence server is operating in Production mode and that you have obtained and uploaded the necessary license files for this upgrade.



Note If you perform an upgrade from Cisco Unified Presence Release 7.0(x), you must obtain a software version (upgrade) license. This also applies if you perform a bridged upgrade from Cisco Unified Presence Release 7.0(x).

For more information about how to obtain and upload licenses to Cisco Unified Presence server, see the *Installation Guide for Cisco Unified Presence*.

3. Ensure that your hardware is supported on the version of Cisco Unified Presence software that you are upgrading to. See the *Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.0, 8.5 and 8.6* for more information.
4. After you upload the new license files, you must issue the following CLI command to remove the original license files and restart the license manager to stop the grace period.

```
file delete license invalid-license-filename
```



Note You can only use the CLI command `file delete license` to remove the license files that become invalid due to the publisher re-host. Do not use this command to manually remove any license files that are still considered valid.

5. Disable High-Availability on the Cisco Unified Presence subcluster. Select **Cisco Unified Presence Administration > System > Cluster Topology**.

For more information, see the *Deployment Guide for Cisco Unified Presence*.

6. Back up your system.

For more information, see the *Disaster Recovery System Administration Guide for Cisco Unified Presence*.

**Note**

If you have to upgrade Cisco Unified Communications Manager as part of your Cisco Unified Presence upgrade, note the following:

- You must stop and restart Cisco Unified Presence Sync Agent service. To restart the Sync Agent service, navigate to Cisco Unified Serviceability and select **Tools > Control Center - Network Services**.
- You must configure a SIP PUBLISH trunk on Cisco Unified Communications Manager to communicate with Cisco Unified Presence. For more information, see the *Deployment Guide for Cisco Unified Presence*.

