Unified CCX Rollback

This chapter explains how to roll back an upgrade.

Important Considerations for Rollback

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Caution Configuration/reporting updates that are made after the upgrade are not be preserved when you roll back.

- Do not make any configuration changes during the rollback, because the changes are lost after the rollback.

- In an HA setup, do not switch versions on both the first and second nodes at the same time. Perform switch version on the second node only after you have switched versions on the first node.

Roll Back Upgrade for Single Node Setup

Procedure

Step 1 **Check and Perform Switch Version**

Step 2 Verify Version of Unified CCX

Step 3 **Verify Status of Services**

Step 4 Roll Back Unified CCX Clients

Related Topics

Check and Perform Switch Version

Roll Back Upgrade for HA Setup

Procedure

Step 1	**Check and Perform Switch Version**. Perform switch version on the first node.
Step 2	**Check and Perform Switch Version**. Perform switch version on the second node.
Step 3	Verify Version of Unified CCX
Step 4	**Verify Status of Services**
Step 5	Roll Back Unified CCX Clients
Step 6	Reset Database Replication after Rollback, on page 2
Step 7	Verify Unified CCX Database Replication
Step 8	Verify Cisco Database Replication

Related Topics

Check and Perform Switch Version

Reset Database Replication after Rollback

If you roll back to an older version of Unified CCX, you must manually reset database replication within the cluster for an HA setup.

Procedure

Step 1	Log in to Cisco Unified Communications OS Platform CLI using administrator username and password.
Step 2	Enter the command **utils uccx dbreplication reset all** to reset database replication.

Roll Back Unified CCX Clients

Procedure

Step 1	Uninstall the Unified CCX Editor.
Step 2	Uninstall the Cisco Unified Real-Time Monitoring Tool.
Step 3	Uninstall the Cisco Unified Real-Time Reporting Tool.
Step 4	Log in to **Cisco Unified CCX Administration** using Unified CCX username and password.
Step 5	Choose **Tools** > **Plug-ins**.
Step 6	Click **Cisco Unified CCX Editor** to install Unified CCX Editor.

Step 7   Click **Cisco Unified Real-Time Monitoring Tool for Windows** or **Cisco Unified Real-Time Monitoring Tool for Linux** as required to install Unified RTMT.

Step 8   Click **Cisco Unified Real-Time Reporting Tool** to install Unified Real-Time Reporting Tool.

Impact on Historical Reporting Users After Roll Back

Rolling back versions from a later version of Unified CCX to an earlier version does not retain the privileges of Historical Report Users that were created in later version. These users will not have access to Historical Reports. After reverting to the earlier version, update the reporting capability for them.

To update the reporting capability:

Procedure

Step 1   Log in to Cisco Unified CCX Administration using Unified CCX username and password.

Step 2   Choose **Tools** > **User Management** > **Reporting Capability**.

Step 3   Select the users that you want to update.

Step 4   Click **Update**.