



System Restart

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Switch Versions and Restart

You can use this option both when you are upgrading to a newer software version, and when you need to fall back to an earlier software version. To shut down the system that is running on the active disk partition and then automatically restart the system by using the software version on the inactive partition, follow this procedure:



Caution This procedure causes the system to restart and become temporarily out of service.

Procedure

- Step 1** From the Cisco Unified Operating System Administration window, navigate to **Settings > Version**. The **Version Settings** window appears, showing the software version on both the active and inactive partitions.
- Step 2** Click **Switch Versions** to switch versions and restart. Click **Cancel** to stop the operation. If you click **Switch Versions**, the system restarts, and the partition that is inactive becomes active.
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Restart Current Version

To restart the system on the current partition without switching versions, follow this procedure:



Caution This procedure causes the system to restart and become temporarily out of service.

Procedure

- Step 1** From the Cisco Unified Operating System Administration window, navigate to **Settings > Version**. The **Version Settings** window appears, showing the software version on both the active and inactive partitions.
- Step 2** Click **Restart** to restart the system, or click **Cancel** to stop the operation. If you click **Restart**, the system restarts on the current partition without switching versions.
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Shut Down System



Caution Do not press the power button on the server to shut down the server or to reboot the server. If you do, you may accidentally corrupt the file system, which may prevent you from future server reboots.



Caution This procedure causes the system to shut down.

Procedure

- Step 1** If you are shutting down the system from the command line interface, go to step 4. Otherwise, go to Step 2.
- Step 2** From the Cisco Unified Operating System Administration window, navigate to **Settings > Version**. The **Version Settings** window appears, showing the software version on both the active and inactive partitions.
- Step 3** Click **Shutdown** to shut down the system, or click **Cancel** to stop the operation. If you click **Shutdown**, the system halts all processes and shuts down.
- Note** The hardware may require several minutes to power down.
- Step 4** Enter the command **utils system shutdown** or the command **utils system restart**.

For more information about CLI commands, see the *Cisco Unified Contact Center Express Command Line Interface Reference Guide*, located at https://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

For more information, see the *Cisco Unified Contact Center Express Administration and Operations Guide*, located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

What to do next

When the user initiates a switch version, system restart, or system shutdown from the Cisco Unified OS Administration web interface, the operation fails in the following scenarios:

- If the system detects that a switch version is in progress.
- If the system detects that a previous switch version was abruptly terminated.



Note A switch version operation is abruptly terminated if a power reset or hard reboot is done on the Unified CCX system when it is in progress.
