Unified CCX Rollback

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Important Considerations for Rollback

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

Step 1 **Check and Perform Switch Version**

Step 2 Verify Version of Unified CCX

Step 3 **Verify Status of Services**

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Roll Back Upgrade for HA Setup

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**

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Step 7 Verify Unified CCX Database Replication

Step 8 Verify Cisco Database Replication

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.

Step 1 Log in to Cisco Unified 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

Step 1 Remove the Editor. For more information, refer to the "Removal of the Unified CCX Editor" section in *Cisco Unified Contact Center Express Getting Started with Scripts Guide* **.**

Step 2 Uninstall the Cisco Unified Real-Time Monitoring Tool.

Step 3 Remove 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 the **Cisco Unified CCX Editor Web Launcher** hyperlink to download and launch the Unified CCX Editor (.jnlp) file. No installation required.

Before launching the downloaded JNLP file, copy the file to a different location for future use. Ensure to clear the Java cache before launching the JNLP file.

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 launch 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:

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**.