Unified CVP Upgrade

You can upgrade to a new version of Unified CVP if the platform of the new and existing version is the same. For example, replacing Unified CVP 9.0(1) with Unified CVP 10.0(1) is an upgrade because both the versions work on the same platform.

However, if existing software is to be replaced with a newer version with a change in platform, architecture, or applications, the process is called migration. For example, replacing Unified CVP 8.5(1) with Unified CVP 10.0(1) is a migration because the newer version works on a different platform than the older version. To learn whether replacing the existing version with a new version is an upgrade or a migration, see the Upgrade Path section.

Cisco voice solution components upgrade is a multistage process; solution components are grouped in several stages for upgrading. Users must follow the solution level upgrade order mentioned in the *Upgrade* section of the Cisco Unified Contact Center Enterprise Installation and Upgrade Guide for smooth transitioning to higher grade versions.

Note Ensure that the TCL files that are shipped with the latest version of CVP are pushed (generally from OAMP) to the gateway, only after all the CVPs that the gateway is linked to are upgraded to the latest version.

The Unified CVP upgrade is a multistage process and has been described in this chapter in the following sections:

Cisco voice solution components upgrade is a multistage process; solution components are grouped in several stages for upgrading. Users must follow the solution level upgrade order mentioned in the *Upgrade Path* section of the Cisco Unified Contact Center Enterprise Installation and Upgrade Guide for smooth transitioning to higher grade versions.

Note Ensure that the TCL files that are shipped with the latest version of CVP are pushed (generally from OAMP) to the gateway, only after all the CVPs that the gateway is linked to are upgraded to the latest version.

The Unified CVP upgrade process has been described in this chapter in the following sections:

Upgrade Path

Based on whether a change of platform is required to replace an existing version with a new one, the transition is either called an upgrade or a migration.

Note Unified CVP supports upgrades or migration for the previous two releases only.

The following table lists the upgrade paths to replace an existing Unified CVP version with a new one.

Table 1: Unified CVP Upgrade Path

Upgrade Path from Older Release to New Release	Platform Change	Conversion Process	Description
10.0(1) to 10.5(1)	No change (both releases work on Windows Server 2008 R2)	Upgrade	No change in platform
9.0(1) to 10.5(1)	No change (both releases work on Windows Server 2008 R2)	Upgrade	No change in platform
9.0(1) to 10.0(1)	No change (both releases work on Windows Server 2008 R2)	Upgrade	No change in platform
8.5(1) to 9.0(1)/ 10.0(1)	Windows 2003 to Windows Server 2008 R2	Migration	Change in platform for new release

Unified CVP Upgrade Strategies

You can upgrade Unified CVP in a maintenance window. However, when there are a large number of CVP servers to upgrade, it may not be possible to upgrade all of them in one maintenance window. Using the upgrade strategies, you can help large Unified CVP deployments distribute the upgrade process. In addition, you can divide the server upgrades into multiple steps that can be completed over several maintenance windows.

Unified CVP upgrade strategies are described in the following sections.

CVP Units

A CVP unit is a single virtual machine and may comprise VXML Servers, Call Servers, and Reporting Servers. You can upgrade one CVP unit at a time for the Unified CVP deployments that have multiple CVP units. For

example, you can upgrade a CVP unit of related servers in a maintenance window. This deployment may be useful for call centers. There may be a need to migrate to Session Initiation Protocol (SIP) to continue call processing and minimize the risks.

Multiphased Approach

Multiphased approach is a strategy to upgrade a subset of Unified CVP Servers and resume call processing. Using the multiphased upgrade approach, you can divide the upgrades in phases over time. If a Unified CVP deployment has multiple CVP units, you can upgrade each unit using the multiphased approach.

Depending on the deployment, choose one of the following multiphased approaches:

- Upgrade all servers of a certain type in a maintenance window.
- Upgrade a subset of a server type in a maintenance window.
- Upgrade a subset of a server types from a CVP unit in a maintenance window.

Use multiphased approach to upgrade the components in the following sequence:

1. Operations Console
2. Unified CVP Reporting Server
3. Unified CVP Server

For more information on upgrading Unified CVP components, see the Upgrade Unified CVP section.

Note It is not necessary to upgrade all servers in a category in a single maintenance window; however, you must upgrade all Unified CVP components of one type before moving to the next set of components in the Unified CVP deployment or the CVP unit.

Important Considerations for Upgrade

- Upgrade Unified CVP during off-peak hours or during a maintenance window to avoid service interruptions.
- Do not make any configuration changes during the upgrade, because the changes are lost after the upgrade.
- Ensure that a CVP unit remains offline until you upgrade all the components in a unit.
- Upgrade Unified CVP components in a sequence for a successful deployment. A change in upgrade sequence results in loss of call data and error or inability to configure properties that are introduced in the new version.
- Push the TCL and VXML files to their respective ingress and VXML gateways after the CVP Operations Console is upgraded but before any other CVP components are upgraded.
- When you upgrade from CVP 9.0 to 10.5, regenerate the WSM self-signed certificate manually with the Java Keytool utility using SHA-1 as the certificate signing algorithm. For more information, see https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html

Preupgrade Tasks

- Close all programs.
- Stop any third-party services and applications that are running on the server.
- Back up `C:\Cisco\CVP` for all CVP components except Operations Console.
- Back up the Operations Console configuration. See Back Up Operations Console Configuration.
- Ensure that the servers are listed as supported hardware and sized appropriately. For information on platform hardware specifications and compatible third party software version requirements, see *Hardware and Software System Specification for Cisco Unified Customer Voice Portal Software Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-technical-reference-list.html.
- Upgrade Operating System Windows 2003 SP2 to Windows Server 2008 R2, if required. For more details on whether a change in platform is required, see the Upgrade Path section.
- Run Windows Hotfix. For more information, see Run Windows Hotfix, on page 4.
- Back up the log files.

Note CVP Server log files are saved at `<CVP_HOME>\logs`, and VXML Server log files are saved at `<CVP_HOME>\VXMLServer\logs` and `<CVP_HOME>\VXMLServer\applications\<app_name>\logs`.

- Back up the existing CVP installation files onto a different computer for redundancy in case the automatic backup fails.

Run Windows Hotfix

Procedure

Step 1 Download and run Service Pack1.

Step 2 Run the critical MS Windows Update.

After the update is complete, click **Do not enable automatic updates**.

Step 3 Run a Windows hotfix, available at http://support.microsoft.com/kb/2550978. After clicking the **Hotfix Download Available** button, select the hotfix for Platform type **x64**.

Upgrade Unified CVP

Note When you upgrade Cisco Unified CVP Server (VXML Server is included), you must also upgrade Unified Call Studio to the same version. Unified Call Studio can work with CVP Server only if the both of them have the same version.

Perform the Unified CVP 10.5(1) upgrade in the following sequence:

Procedure

Step 1 Back up any third-party libraries (.class or .jar files) that are found at the following locations (where **APP_NAME** is the name of each deployed voice application):

- `%CVP_HOME%\VXMLServer\common\classes`
- `%CVP_HOME%\VXMLServer\common\lib`
- `%CVP_HOME%\VXMLServer\applications\APP_NAME\java\application\classes`
- `%CVP_HOME%\VXMLServer\applications\APP_NAME\java\application\lib`
- `%CVP_HOME%\VXMLServer\applications\APP_NAME\java\util`

Note During the upgrade process, the Tomcat folder is replaced. So copy any third-party .jar files and customized configuration files required by VXML applications from the Tomcat folder. Also since the common folder inside Tomcat folder is no more available in Tomcat 7.0, copy the earlier backed up .jar files from common folder back to `%CVP_HOME%\VXMLServer\Tomcat\lib` folder.

Step 2 Upgrade Cisco Unified CVP Operations Console (OAMP). See Upgrade Operations Console, on page 5.

Step 3 (Optional) Upgrade Cisco Unified CVP Reporting Server. See Upgrade Reporting Server, on page 7.

Step 4 Upgrade Cisco Unified CVP Server. See Upgrade CVP Server, on page 8.

Step 5 Upgrade Cisco Unified Remote Operations. See Upgrade Remote Operations, on page 9.

Step 6 Upgrade Cisco Unified Call Studio. See Upgrade Unified Call Studio, on page 9.

Step 7 Upgrade previously deployed Unified CVP voice applications.

Upgrade Operations Console

The currently installed default media files are overwritten with the media format you choose for the Unified CVP 10.5(1) upgrade. However, the customized media files are not overwritten during the upgrade. Customized media files, such as custom applications and whisper agent-agent greeting, are retained in the format as they were prior to upgrade.

Note U-Law is the default media file format type for Unified CVP 10.5(1).

Following sections describe the various scenarios of Operations Console 9.0(1) upgrade to Operations Console 10.5(1).

Upgrade Operations Console 9.0(1) in u-Law to Operations Console 10.5(1) in u-Law

Procedure

Step 1 Mount the Unified CVP ISO image, and run setup.exe.

The installer automatically detects the previous installation, and guides you through the upgrade process.

Step 2 Restart the Server.

Upgrade Operations Console 9.0(1) in u-Law to Operations Console 10.5(1) in a-Law

Before you begin

For A-law implementation in Operations Console, install Unified CVP 9.0 FCS build.

Procedure

Step 1 Navigate to the `C:\Cisco\CVP\conf` location.

Step 2 Convert the custom media files, such as custom applications and Whisper Agent-Agent Greeting (WAAG), and applications that are in U-Law to A-Law.

Step 3 In the `cvp_pkgs.properties` file, add the **cvp-pkgs.PromptEncodeFormatALaw = 1** property at line 7 to enable the A-Law flag.

Note Ensure that you leave a space before and after the "=" sign.

Step 4 Mount the Unified CVP ISO image, and run setup.exe.

Step 5 Follow the instructions on the screen.

Step 6 Restart the Server.

Note
- All the standard packaged media files and applications are installed in A-Law format.
- Custom media files, such as custom applications and Whisper Agent-Agent Greeting (WAAG) are retained in the format as they were prior to upgrade.

What to do next

Load the IOS scripts into the Cisco IOS memory.

Upgrade Operations Console 9.0(1) in a-Law to Operations Console 10.5(1) in a-Law

Before you begin

For A-law implementation in Operations Console, install Unified CVP 9.0 FCS build.

Procedure

Step 1 Navigate to the `C:\Cisco\CVP\conf` location.

Step 2 In the `cvp_pkgs.properties` file, add the **cvp-pkgs.PromptEncodeFormatALaw = 1** property at line 7 to enable the A-Law flag.

Note Ensure that you leave a space before and after the "=" sign.

Step 3 Mount the Unified CVP ISO image, and run setup.exe.

The installer automatically detects the previous installation, and guides you through the upgrade process.

Step 4 Follow the instructions on the screen.

Step 5 Restart the Server.

Note
- All the standard packaged media files and applications are installed in A-Law format.
- Custom media files, such as custom applications and WAAG, are retained in the format as they were prior to upgrade.

What to do next

Load the IOS scripts into the Cisco IOS memory.

Upgrade Reporting Server

For information on migration the Reporting Server, see Migrate Reporting Server.

Before you begin

- Back up the Informix database.

Note All the database backup files are compressed and stored on the Reporting Server. The cvp_backup_data.gz backup file is stored on the %INFORMIXBACKUP% drive in the cvp_db_backup folder.

- Turn off the scheduled purge.
- Ensure that Reporting Server is not part of any domain and is part of a workgroup. Add it to the domain after the upgrade, if necessary.

Procedure

Step 1 Mount the Unified CVP ISO image, and run setup.exe.

The installer automatically detects the installation and upgrade of Reporting Server and guides you through the upgrade process.

Step 2 On the password screen, enter the password, and click **Upgrade**.

Make a note of the password that you create during installation. This password is required when you log in to Reporting Server for configuration.

Step 3 Restart the Server.

Step 4 Run Windows Update and install the Windows hotfix.

Upgrade CVP Server

Before you begin

For A-law implementation in CVP Server, install Unified CVP 10.5(1) FCS build.

Upgrade CVP Server 9.0(1) in u-Law to CVP Server 10.5(1) in u-Law

Perform Steps 1 to 2 of the Upgrade Operations Console 9.0(1) in u-Law to Operations Console 10.5(1) in u-Law, on page 6 procedure.

What to do next

1. Log in to Operations Console of the current version of Unified CVP and select **Bulk Administration** > **File Transfer** > **Scripts and Media**.
2. Load the gateway download transferred files into the Cisco IOS memory for each CVP service using the Cisco IOS **call application voice load <service_name>** CLI command.

3. Restore any backed-up third-party libraries.
4. Upgrade the CVP Servers license. For more information, see the Generate a license section.

For details on how to configure VXML Server using Operations Console, see the *Configuration and Administration Guide for Cisco Unified Customer Voice Portal*.

Upgrade CVP Server 9.0(1) in u-Law to CVP Server 10.5(1) in a-Law

Perform Steps 1 to 6 of the Upgrade CVP Server 9.0(1) in u-Law to CVP Server 10.5(1) in a-Law, on page 9 procedure.

What to do next

See the **What To Do Next** section of the Upgrade CVP Server 9.0(1) in u-Law to CVP Server 10.5(1) in u-Law, on page 8 procedure.

Upgrade CVP Server 9.0(1) in a-Law to CVP Server 10.5(1) in a-Law

Perform Steps 1 to 5 of the Upgrade Operations Console 9.0(1) in a-Law to Operations Console 10.5(1) in a-Law, on page 7 procedure.

What to do next

See the **What To Do Next** section of the Upgrade CVP Server 9.0(1) in u-Law to CVP Server 10.5(1) in u-Law, on page 8 procedure.

Upgrade Remote Operations

Procedure

Step 1 Mount the Unified CVP ISO image, and run setup.exe.

The installer automatically detects the installation and upgrade of Remote Operations and guides you through the upgrade process.

Step 2 Follow the instructions on the Upgrade screens and click **Upgrade**.

Step 3 Restart the Server.

Upgrade Unified Call Studio

Before you begin

Obtain a new license for Unified Call Studio because licenses for earlier versions are invalid with the latest version.

Note Upgrade of Call Studio is supported through the migration process.

Procedure

Step 1 Open Call Studio, right-click any existing project in the Navigator view, choose **Export**.

The **Export** wizard opens.

Step 2 Navigate to **General** > **File System**, and click **Next**.

Note From the list displayed by the Export wizard, select multiple projects to export them simultaneously.

Step 3 Browse to the directory where the projects will be exported and click **OK** and then click **Finish**.

Step 4 Uninstall the Call Studio software.

For more information, see the Unified CVP/Call Studio Uninstallation section.

Step 5 Install the Call Studio software.

For more information, see the Install Unified Call Studio section.