



Upgrade

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Supported Upgrade Paths

The following table lists the supported upgrade paths to Cisco Finesse Release 11.6(1).

Current Version	Upgrade Path
Release 10.5(1)	Upgrade to Release 11.6(1)
Release 11.0(1)	Upgrade to Release 11.6(1)
Release 11.5(1)	Upgrade to Release 11.6(1)



Note Cisco Finesse ISOs are bootable. For example, if you must rebuild your secondary server, you can upgrade your primary server to the latest release and then perform a fresh installation with the Finesse ISO on your secondary server.

Aligned Partitions Support

Cisco Finesse version 11.6(1) supports aligned partitions with a fresh installation.

If you perform an upgrade from a previous release, the platform detects the unaligned partitions and displays the following error:

```
ERROR-UNSUPPORTED: Partitions unaligned
```

You can run Cisco Finesse with the unaligned partitions, as there is no functional impact to Finesse. However, you cannot experience the benefits of aligned partitions unless you perform a fresh installation.

To support aligned partitions following an upgrade, do the following:

1. Upgrade Cisco Finesse to Release 11.6(1).
2. Perform a backup on the primary Finesse server using the Disaster Recovery System (DRS) application. To access the DRS application, direct your browser to <https://FQDN of Finesse server:8443/drf>.
3. Perform a fresh installation of Cisco Finesse Release 11.6(1).
4. Access the DRS application and perform a restore from your backup.

For more information about DRS backup and restore, see the *Cisco Finesse Administration Guide* and the detailed online help provided with the DRS application.

Perform Upgrade

You must perform the upgrade on the primary Finesse node first, and then on the secondary Finesse node. Both the primary and secondary Finesse nodes must be running the same version prior to the upgrade.

Before you begin

- Upgrade Finesse during off-peak hours or during a maintenance window to avoid service interruptions.
- Perform a DRS backup on the primary Finesse server. To access the DRS application, direct your browser to <https://FQDN of Finesse server:8443/drf>. For more information, see the online help provided with the DRS application.
- For large deployments, allocate extra vRAM and other resources to avoid impacting the performance of the upgraded version. For more information on the virtualization details, see https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-finesse.html.
- Place the Cisco Finesse ISO file on an FTP or SFTP server that you can access from your Finesse system or burn the ISO file to DVD.
- If you have a custom desktop layout, save your current layout configuration. Sign in to the administration console on the primary Finesse node (<http://FQDN of Finesse server/cfadmin>). Copy the layout XML file from the Manage Desktop Layout gadget on the Desktop Settings tab and save it as a text file on your local system.

Procedure

Step 1

Upgrade VMware Settings

Before you perform an upgrade to 11.x, modify the following virtual machine settings for Red Hat Enterprise Linux version & Video Card as follows:

- a) Select the VM and choose **Edit Settings**.
- b) In the **Options** tab, select **General Options**. Update the Guest Operating System from Red Hat Enterprise Linux 4 (32-bit) to Red Hat Enterprise Linux 6 (64-bit).
- c) Click **OK**.
- d) Right click the VM and choose **Edit Settings**. In the Hardware tab, update **Video > Total Video Memory > 8MB**.
- e) Power on the VM.

Step 2 If you are performing an upgrade from version 10.x to 11.6(1), install the Refresh Upgrade COP file as follows. If you are performing an upgrade from 11.0(1) to 11.x, continue to step 3.

Note The COP files for a specific release version can be downloaded from the location, <https://software.cisco.com/download/type.html?mdfid=283613135&catid=null>

- a) SSH to your Finesse system and log in with the platform administration account.
- b) Access the CLI and run the following command: **utils system upgrade initiate**.
- c) Follow the instructions that appear on your screen. Provide the location and credentials for the remote file system (SFTP server).

Finesse also prompts you for SMTP Server information, but it is not mandatory. You can skip the SMTP prompt if you do not have an SMTP Server.
- d) Reboot the server.
- e) Check that the upgrade was successful by signing in to Finesse ([http://FQDN of Finesse server/desktop](http://FQDN_of_Finesse_server/desktop)).

Step 3 SSH to your Finesse system and sign in with the platform administration account.

Step 4 Access the CLI and run the command **utils system upgrade initiate**.

Step 5 Follow the instructions provided by the **utils system upgrade initiate** command.

If you choose to install from a remote source (FTP or SFTP server), provide the location and credentials for the remote file system.

If you choose to install from the local CD/DVD drive, ensure the drive is connected to the Finesse virtual machine (VM) as follows:

- a) Right-click the VM and choose **Edit Settings**.
- b) Click the **Hardware** tab.
- c) In the left pane, select **CD/DVD Drive**.
- d) In the right pane, under Device Status, check the **Connected** and **Connect at power on** check boxes.
- e) Under Device Type, select **Datastore ISO File**.
- f) Click **Browse** and navigate to the Finesse ISO file.
- g) Click **OK**.

Finesse also prompts you for SMTP Server information, but it is not mandatory. You can skip the SMTP prompt if you do not have an SMTP Server.

Step 6 At the **Automatically switch versions if the upgrade is successful** prompt, type **yes**. The upgrade is not active until a switch version is performed.

Note Once the switch version is complete, the system will reboot.

Step 7 At the Start installation (yes/no) prompt, type **yes** to start the Refresh upgrade.

Step 8 If you are installing from the local CD/DVD drive, when the upgrade enters the BIOS screen, on the Boot tab, move CD-ROM Drive to the top, save your settings, and exit.

Step 9 After the upgrade is complete, disconnect the CD/DVD drive.

- a) Right-click the VM and choose **Edit Settings**.
- b) Click the **Hardware** tab.
- c) Select **CD/DVD Drive 1**.
- d) Uncheck the **Connected** and **Connect at power on** check boxes.
- e) Click **OK**.

- Step 10** Update the network adapter type and OS settings on the VM.
- Stop the VM.
 - Right-click the VM and choose **Edit Settings**.
 - Delete the existing network adapter and add a new adapter of type VMXNET3.
 - Save the changes.
 - Power on the VM.
- Step 11** Perform the preceding steps on the secondary Finesse server.
- Step 12** Sign in to the Finesse desktop to verify that the upgrade was successful (<http://FQDN of Finesse server/desktop>).
- Note** After Finesse restarts, wait approximately 20 minutes before you attempt to sign in to the desktop. Finesse services may take a few minutes to reach the STARTED state.
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What to do next

After a system upgrade, make sure all agents, supervisors, and administrators clear their browser cache.

If you had a modified desktop layout before the upgrade, perform the following steps to ensure you obtain the latest changes:

- Sign in to the Finesse administration console and click the **Desktop Layout** tab.
- On the Manage Desktop Layout gadget, click **Restore Default Layout**.
- Click **Save**.
- Using the text file of the desktop layout that you saved before the upgrade as a reference, modify the layout to include the changes that you made to the previous layout.
- Click **Save** to save your changes.

In the Manage Reasons (Not Ready) gadget, check for Not Ready reason codes with code values that are not unique. Edit any that you find to give them unique values.

In the Manage Reasons (Sign Out) gadget, check for Sign Out reason codes with code values that are not unique. Edit any that you find to give them unique values.

Perform Rollback

If a problem occurs with the upgrade, you can roll back to the earlier release.

Procedure

- Step 1** Perform a switch-version on the primary node.
- Access the CLI and enter the command **utils system switch-version**.
 - Enter **yes** to confirm.
- The system attempts to switch back to the original version and reboots if the switch is successful.

Step 2 Repeat Step 1 on the secondary node.

Step 3 1 hour after the switch version is complete, use the following command on both nodes to confirm that the replication is successful: **utils dbreplication runtimestate**.

The replication is successful if the output shows a replication status of 2.

Note If the replication is unsuccessful, run the following database replication commands on the primary node:

utils dbreplication stop all

utils dbreplication reset all

After you enter these commands, wait again for 1 hour (or more depending on the volume of data) before again using the **utils dbreplication runtimestate** command to confirm the replication is successful.
