



# Upgrade

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## Supported Upgrade Paths

The following table lists the supported upgrade paths to Cisco Finesse Release 12.6(1):

Current Version	Upgrade Path
Release 12.0(x) or 12.5(x)  <b>Note</b> If you upgrade from Cisco Finesse 12.5(1) SU to Cisco Finesse 12.6(1), you must immediately upgrade to Cisco Finesse 12.6(1) ES05 or above.	Upgrade to Release 12.6(1)



- Note**
- To upgrade from releases prior to Cisco Finesse 12.0(1) to Cisco Finesse 12.6(1), you must first upgrade to 12.0(1) and then upgrade to 12.6(1).
  - Before upgrading to Cisco Finesse 12.6(1), you must download and install `ucos.keymanagement.cop.sgn` file from [https://software.cisco.com/download/home/268439622/type/286325642/release/12.6\(1\)](https://software.cisco.com/download/home/268439622/type/286325642/release/12.6(1)).

## Aligned Partitions Support

Cisco Finesse 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's no functional impact to Finesse. However, you can't experience the benefits of aligned partitions unless you perform a fresh installation.

To support aligned partitions, do the following:

1. Upgrade Cisco Finesse.
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.
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 upgrade the primary Finesse node first and then the secondary Finesse node. Both the primary and secondary Finesse nodes must be running the same version before 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 that is 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 the [Virtualization for Cisco Finesse](#) wiki.
- 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.
- The Finesse desktop has a new look due to the Multi-Tab gadget-based layout. To save the existing layout, sign in to the cfadmin (`https://FQDN of Finesse server:8445/cfadmin`) and copy the custom layout from **Desktop Layout > Manage Desktop Layout**. Save the custom layout as a text file in your local file system.
- Icons (both custom and in-built) that appear on the Finesse desktop and the left navigation bar are now customizable. Finesse specific tabs with no change in labels automatically display their respective in-built icons. Tabs that are created or modified have a default icon. You can customize these icons in the desktop layout through the administration portal of Finesse. You can upload custom icons into the Finesse third-party gadget. For more information see, *Default Layout XML* section in the *Cisco Finesse Administration Guide*.
- For upgraded layouts, the "hidden=false" attribute is introduced for non-voice state control gadgets. For example, the existing non-voice control gadget URLs are migrated to the new URL. `<gadget hidden="true">https://localhost/uccx-nvcontrol/gadgets/NonVoiceControl.xml</gadget>`

- For upgraded layouts, TeamMessage, Desktop Chat, and sample configurations for customizing desktop properties don't appear by default. The administrator must copy the XML from the **View Default Layout** and add to the respective custom layouts. For more information, see the [Cisco Finesse Administration Guide](#).
- After you upgrade to Cisco Finesse 12.0(1), the name, format, and folder references of the Cisco-provided gadgets are changed automatically. Automatically modified gadget details are as follows:
  - From `/desktop/gadgets/QueueStatistics.jsp` to `/desktop/scripts/js/queueStatistics.js`
  - From `desktop/gadgets/TeamPerformance.jsp` to `desktop/scripts/js/teamPerformance.js`
  - From `/desktop/gadgets/CallControl.jsp` to `/desktop/scripts/js/callcontrol.js`



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**Note** Gadgets within commented sections aren't modified automatically. After the upgrade, if you want to use the gadgets that are in the commented sections, you must manually modify the name, format, and path of the gadgets.

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- The **maxRow** is changed from being a query parameter to an attribute. During an upgrade, it is removed from the URL of the Team Performance gadget and is added as an attribute. After the upgrade, the height of the rows in the Team Performance gadget remains the same.
- In upgrade scenarios, by default, the first two call variables are displayed in the agent call pop over and in the supervisor active call details. You can modify the configuration of the pop over variables to improve the agent and supervisor experience.
- After upgrades, manually remove the Context Service gadgets from the Desktop Layout and Team Desktop Layout.



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**Note** After the successful upgrade, the CAs that are unapproved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that we support, see the [Cisco Trusted External Root Bundle](#).
  - For information about adding a certificate, see [Insert a New Tomcat-trust Certificate](#) section in the [CUCM Certificate Management and Change Notification](#).
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## Procedure

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- Step 1** SSH to your Finesse system and sign-in with the platform administration account.
- Step 2** Access the CLI and run the **utils system upgrade initiate** command.
- Step 3** Follow the instructions that are 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 that 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's not mandatory. If you don't have an SMTP Server, you can skip the SMTP prompt.

**Step 4** At the **Automatically switch versions if the upgrade is successful** prompt, type **yes**. The upgrade isn't active until a switch version is performed.

**Note** Once the switch version is complete, the system reboots.

**Step 5** At the Start installation (yes/no) prompt, type **yes** to start the upgrade.

**Step 6** If you're 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 7** 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) Clear the **Connected** and **Connect at power on** check boxes.
- e) Click **OK**.

**Step 8** Perform the preceding steps on the secondary Finesse server.

**Step 9** Sign in to the Finesse desktop to verify that the upgrade was successful (<https://FQDN of Finesse server:8445/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 the system upgrade, ensure that 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:
  1. Sign in to the Finesse administration console and click the **Desktop Layout** tab.
  2. On the Manage Desktop Layout gadget, click **Restore Default Layout**.
  3. Click **Save**.

4. 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.
  5. 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 aren't unique. Edit any that you find to give them unique values.
  - Reset the third-party account password as it is a Unix user account. Use the **utils reset\_3rdpartygadget\_password** command to reset the third-party account password. You may reset to the previously configured password or change to a new password.

## Perform Rollback

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

### Procedure

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- Step 1** Perform a switch-version on the primary node.
- a) Access the CLI and enter the command **utils system switch-version**.
  - b) 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 rntimestate**.
- 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 rntimestate** command to confirm the replication is successful.
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