



# Common Ground Upgrade Process

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## Common Ground Upgrade Process

The upgrade process for this Packaged CCE release is designed for minimal Contact Center downtime. While you are upgrading Side A, Side B remains operational. After you upgrade Side A, Contact Center activity resumes on Side A while you upgrade Side B.

The upgrade includes both application and platform upgrades. You upgrade Windows-based components to Windows 2012. You upgrade the Unified CCE Data Servers and any optional External AW-HDS-DDS servers to Microsoft SQL Server 2014.

Plan for each VOS-based application upgrade to take two to three hours.



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### Important

The upgrade requires three maintenance windows:

- One maintenance window to shut down services on Side A to prepare upgrade.
- A second maintenance window in the middle of upgrade to cut-over from Side B to Side A. You must bring down Side B before you bring up Side A.
- A third maintenance window at the end of the upgrade to synchronize Side A to Side B.

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This guide steps you through the upgrade process for Packaged CCE, which includes the following major tasks:

- Meeting the system requirements for upgrade.
- Performing preupgrade tasks.
- Upgrading all components on Side A.
- Cutting over from Side A to Side B, during which you bring Side B down before bringing up Side A.
- Upgrading all components on Side B.
- Synchronizing Side A and Side B.
- Performing postupgrade procedures.



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**Note** Live Data does not work during the migration and upgrade.

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