



Security Considerations

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Update the Java Runtime Environment (Optional)

The Unified CCE Installer installs the Java Runtime Environment (JRE) to a default location (for example, C:\Program Files (x86)\Java\jre<version>) and creates a JAVA_HOME environment variable set to that location. In most circumstances, you do not need to modify or configure the JRE.

For more information on the JRE version installed, see the *Cisco Packaged CCE Software Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-device-support-tables-list.html>.

If required, you can update the JRE to a later version.

To update the JRE to a later version: Cisco Packaged CCE Software Compatibility Matrix

1. Review the *Cisco Packaged CCE Software Compatibility Matrix* to confirm that Packaged CCE supports the JRE version you want to install.
2. Follow the JRE installer procedure to install the JRE to the VM on which your Unified CCE components are installed.
3. Set the JAVA_HOME environment variable to the location of the new JRE.
4. Restart the virtual machine.

When you have completed the update to the new JRE version, uninstall the old JRE.



Note

Upgrade Tomcat Utility

Use the optional Cisco Upgrade Tomcat Utility to:

- Upgrade Tomcat to version 7.0 build releases. (That is, only version 7.0 build releases work with this tool.) You may choose to upgrade to newer builds of Tomcat release 7.0 to keep up with the latest security fixes.

Tomcat uses the following release numbering scheme: Major.minor.build. For example, you can upgrade from 7.0.62 to 7.0.65 . You cannot use this tool for major or minor version upgrades.

Revert a Tomcat upgrade.

We do not guarantee compatibility with the latest build release of Tomcat.



Note If you use the utility to upgrade Tomcat multiple times, you can revert to only one version back of Tomcat. For example, if you upgrade Tomcat from 7.0.62 to 7.0.63, and then to 7.0.75, the utility reverts Tomcat to 7.0.63.

Before using the tool:

- Download the Tomcat installer (apache-tomcat-version.exe) from the Tomcat website: <http://archive.apache.org/dist/tomcat/tomcat-7/> . Copy the installer onto the Unified CCE component VMs. For Example C:\UpgradeTomcatTool.

- Download the utility zip file, extract it, and run the file to upgrade Tomcat.

Download link: .

- Delete or back up large log files in these directories to reduce upgrade time:

```
c:\icm\tomcat\logs
c:\icm\debug.txt
```

Upgrade Tomcat

For detailed information on the results from each step, see the ../UpgradeTomcatResults/UpgradeTomcat.log file.



Note Stop Unified CCE services on the VM before using the Tomcat Utility.

Procedure

Step 1 From the command line, navigate to the directory where you copied the Upgrade Tomcat Utility.

Step 2 Enter this command to run the tool: **java -jar UpgradeTomcatTool-<version>.jar -upgrade**

For example:

```
java -jar UpgradeTomcatTool-<version>.jar -upgrade
```

Step 3 When prompted, enter the full pathname of the new Tomcat installer.

For example:

```
c:\tomcatInstaller\apache-tomcat-<version>.exe
```

Step 4 When prompted, enter **yes** to continue with the upgrade.

Step 5 Repeat these steps for all unified CCE component VMs.

Revert Tomcat

For detailed information on the results from each step, see the ../UpgradeTomcatResults/UpgradeTomcat.log file.



Note Stop Unified CCE services on the VM before using the Tomcat Utility.

Procedure

Step 1 From the command line, navigate to the directory where you copied the Upgrade Tomcat Utility.

Step 2 Enter this command to run the tool: **java -jar UpgradeTomcatTool-<version>.jar -revert**

For example:

```
java -jar UpgradeTomcatTool-11.6.1.jar -revert
```

Step 3 When prompted, enter **yes** to continue with the reversion.

Step 4 Repeat these steps for all unified CCE component VMs.
