



## Preupgrade Tasks

- [Preupgrade Tasks, on page 1](#)
- [Unified CVP Preupgrade Tasks, on page 3](#)
- [Unified Communications Manager Preupgrade Tasks, on page 3](#)

## Preupgrade Tasks

Perform the tasks in the following table in the order that they are listed.



### Important

You must perform the tasks **in the order that they are listed in this table**. Some tasks link to procedures in other parts of the guide. When you reach the end of a procedure, refer back to this table to determine what you must do next. **Failure to perform upgrade tasks in the order listed in this table can cause the upgrade to fail.**



### Note

- The minimum disk space required to perform the upgrade is 1500 MB.
- During the upgrade process, the installer takes a backup of the existing configuration database. This backup is available in `drive\temp\.  
For example: C:\Temp\Inst_sideA181`

| Step | Task  |
|------|---|
| 1.   | In the Unified CCE Administration <b>System Inventory</b> tool, check the status of the alerts for the hosts and for each virtual machine (VM). Resolve any issues. Make sure that inventory alerts are at 0 before you continue. |
| 2.   | Shut down .<br>Shut down Unified WIM and EIM.   |

| Step   | Task   |
|--|--|
| <p><b>Reduce the impact of Side A services shutdown.</b></p> <p>Stopping Side A services to upgrade the components may force agents to sign out of their desktops and cause IP phones to rehome. If customers require agents to be active during the upgrade, you can reduce the impact of Side A shutdown by completing these preupgrade tasks.</p> |  |
| 3.   | <p>Force phones to rehome to the Side B Unified Communications Manager Subscriber.</p> <p>Perform this step if the device pool for the agent phones contains only the Side A Unified Communications Manager Subscriber 1. In Unified Communications Manager Administration, add the Side B Unified Communications Manager Subscriber 2 as preferred and change the Subscriber 1 to secondary. Reset the phones after you change the device pool.</p> <p>You can skip this step if the device pool for the agent phones is configured with the Side A Unified Communications Manager Subscriber 1 as preferred and the Side B Unified Communications Manager Subscriber 2 as secondary. When you shut down Side A, Unified Communications Manager forces logout for agents using phones logged in to Subscriber 1 and rehomes their phones to Subscriber 2.</p> |
| 4.   | Direct agents to sign in to the Side B Finesse Secondary node.   |
| 5.   | Configure the Cisco IOS Enterprise Ingress Voice Gateway dial-peer priority so that calls are sent to the Side B Unified CVP Servers first, and then to the Side A Unified CVP Servers.  |
| 6.   | <p>To maintain reporting capabilities during the Side A upgrade, configure Unified Intelligence Center historical and real-time data sources to one of the following:</p> <ul style="list-style-type: none"> <li>• Side B Unified CCE Data Server</li> <li>• External HDS with Side B as the Central Controller preferred side</li> </ul> <p>See <a href="#">Configure Unified Intelligence Center Data Sources for External HDS</a> for steps to configure Unified Intelligence Center data sources. For the <b>Datasource Host</b> and <b>Database Name</b> fields, enter values for the Side B Unified CCE Data Server or External HDS with Side B as the Central Controller preferred side as needed.</p>  |
| <p><b>Complete Finesse preupgrade tasks</b></p>  |  |
| 7.   | <p>Save your current desktop layout configuration.</p> <p>Sign in to Finesse Administration on the primary Finesse node (<a href="https://FQDN of primary Finesse server/cfadmin">https://FQDN of primary Finesse server/cfadmin</a>). Copy the layout XML file from the Manage Desktop Layout gadget on the <b>Desktop Settings</b> tab. Save it as a text file on your local system.</p> <p><b>Note</b> If you are currently running the default layout, the layout automatically upgrades to the new layout. To use the layout from the previous version, copy and paste the layout XML to the Manage Desktop Layout gadget after the upgrade is complete.</p>  |
| <p><b>Complete Unified CVP preupgrade tasks</b></p>  |  |

| Step  | Task  |
|---|---|
| 8.  | <p>Complete the Unified CVP Server and Operations Console preupgrade tasks on Unified CVP Server 1A, Unified CVP Server 1B, and the Unified CVP OAMP Server.</p> <p>You do not need to complete these tasks on Unified CVP Servers 2A and 2B because they are removed during the migration process.</p> <p>See <a href="#">Unified CVP Preupgrade Tasks, on page 3</a>.</p> |
| 9.  | <p>Change the Unified CVP scripts as required so they do not point to DNS and labels on Unified CVP Server 2A.</p>  |
| <b>Complete Unified Communications Manager preupgrade tasks</b> |   |
| 10.   | <p>Complete Unified Communications Manager preupgrade tasks.</p> <p>See <a href="#">Unified Communications Manager Preupgrade Tasks, on page 3</a>.</p>   |

## Unified CVP Preupgrade Tasks

### Unified CVP Server and Unified CVP OAMP Server Preupgrade Tasks

#### Procedure

- 
- Step 1** Close all programs.
- Step 2** Stop any third-party services and applications that are running on the server.
- Step 3** Back up the C:\Cisco\CVP folder for all Unified CVP Servers.
- Step 4** Back up the Operations Console as follows:
- Log in to Operations Console.
  - On the Operations Console page, click **System > Export System Configuration > Export**, and save the CVP-OpsConsole-Backup.zip file.
  - Manually copy the sip.properties file from the directory <CVP\_HOME>\conf. (Unified CVP Operations Console cannot export the sip.properties file.)
  - Copy the exported configuration and custom files onto network storage media or a portable storage media.
- 

## Unified Communications Manager Preupgrade Tasks

#### Procedure

- 
- Step 1** Ensure that you have the necessary license files for the new release.

- Step 2** Back up your system. For more information, see the *Administration Guide for Cisco Unified Communications Manager* at this address: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.
- Step 3** Obtain the upgrade file from Cisco.com and save it to an FTP or SFTP server. Folder names and filenames that you enter to access the upgrade file are case-sensitive. For more information, see the *Release Notes for Cisco Unified Communications Manager* at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>
-