升級採用Prime合作部署的CUCM/CUC/CUPS

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簡介

本文說明如何使用Prime合作部署(PCD)升級Cisco Unified Communications Manager/Cisco Unity Connection/Cisco Unified Presence Server(CUCM/CUC/CUPS)。

必要條件

需求

本文件沒有特定需求。

採用元件

本文中的資訊係根據以下軟體和硬體版本:

• CUCM版本10.0

• PCD版本10.5

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解潛在影響。

背景資訊

Cisco PCD是專為協助統一通訊應用管理而設計的應用。它允許使用者執行各種任務,例如將較舊版本的群集遷移到新的虛擬機器、進行全新安裝,以及在當前群集上進行升級。總而言之,可以自

動執行升級和遷移任務。

本文檔重點介紹PCD版本10.5上的升級任務。

PCD 10.5版上升級任務支援的版本

這些包括升級應用程式伺服器或安裝COP檔案上升級任務的版本:

- 支援的Cisco Unified CM版本: 8.6(1-2)、9.0.(1)、9.1(1)、9.1(2)、10.x
- 支援的Cisco Unified Presence(CUP)版本: 8.6(3)、8.6(4)、8.6(5)
- Cisco Unified CM 支援的IM和狀態版本: 9.0(1)、9.1(1)、10.x
- 支援的Cisco Unified Contact Center Express版本: 9.0(2),10.x
- 支援的Cisco Unity Connection版本: 從8.6(x)到8.6(x)從8.6(x)到9.x從9.x到9.x從10.0(1)到10.x

設定

完成以下步驟以設定您的伺服器:

1. 若要升級群集中的應用程式伺服器,請確保在該伺服器上運行平台管理Web服務(9.x版或更 高版本)或平台簡單對象訪問協定(SOAP)服務(8.6版)。

	Service Name	Status:
0	Platform Administrative Web Service	Running

- 2. 在Linux外殼中,輸入**sftp adminsftp@<Cisco Prime Collaboration Deployment server>**,然後 提供密碼(在CLI和GUI中都是相同的)。
- 3. 將目錄更改為升級目錄。例如,在Linux外殼中,輸入cd upgrade,然後按Return。

0 0	1 mkhan4 — ssh — 80×24	H.
Last login: Thu M CISCO:~ mkhan4\$	May 22 01:27:03 on ttys000 sftp_adminsftp@10.106.93.23	E
adminsftp@10.106	.93.23's password:	
Connected to 10.1	106.93.23.	
sftp> cd upgrade		
sftp> pwd		
Remote working di	irectory: /upgrade	
sftp> put UCSInst	tall_UCOS_10.0.1.11001-2.sgn.iso	

4. 上傳ISO檔案或COP檔案。例如,輸入put UCSInstall_UCOS_10.0.x.xxx.sgn.iso。

● ● ●	nkhan4 — ssh — 80×24	R
sftp>		Β
sftp> ls		
UCSInstall_UCOS_10.0.1.11001-2.9	gn.iso UCSInstall_UCOS_8.6.2.24900-17.sgn.iso	
sttp>		
sftp>		
sftps		
sftp>		
sttp>		
stp>		
sftp>		
		Ξ.

5. 登入到PCD管理頁面。

	Cisco Prime Collaboratic	on Deployment	
	Username Password	administrator	

6. 從Cisco PCD應用程式的選單中選擇Inventory > Clusters以訪問「Clusters」頁。

cisco Prime cisco Collaboration Deployment	👧 Monitoring 🛛 Task 💌	Inventory 🛛 🕶 Administration 🗍 💌
Auto Refresh: Enable Disable	Task Status	Inventory Clusters
📸 Task List Total 0 😵	Step Description	ESXi Hosts
Show Upgrade Tasks *	No data available	
Status Task Start Time		
No data available		

7. 按一下「集群」頁頂部的發現集群以發現當前集群。

cisco Collaboration De	ployment	👧 Monitoring	Task	▼ In	ventory 💌	Administration 🛛 💌	
Clusters							
🗙 Delete 🛛 😟 Discover Cluster	e Define Migration Destination Cluste	Per Define New UC 0	Cluster				
Cluster Name	 Produ 	ct and Version		Nodes	Cluster Type	Discovery Status	Actions
No data available							

- 系統將顯示Discover Cluster嚮導。
- 8. <u>在嚮導的步驟1下,輸入所需的資訊,然後按一下**下一步**。</u>

to identify the other nodes in the cluster.				
Choose a Nickname for this Cluster	LAB]		
Hostname/IP Address of Cluster Publisher	209.165.201.5	1		
OS Admin Username	administrator]		
OS Admin Password	•••••]		
			Previous	Finish Cancel
Cluster Discovery Progress				
Cluster Role Assignment				ý

附註:對於同時具有CUCM和IM and Presence(IM/P)節點的群集,請輸入CUCM發佈器。在 發現過程中,COP檔案(ciscocm.ucmap_platformconfig.cop)會自動安裝在群集中所有節點的 活動分割槽上。此COP檔案嚴格用於群集發現過程,否則不會影響呼叫管理器。

9. 在嚮導的第2步下, Cisco PCD從發佈伺服器的清單生成群集節點清單。這可能需要幾分鐘才 能完成。清單完全生成後,「群集發現過程完成」。消息。完成後,按一下下一步轉到此嚮 導的第3步。

tep 2 of 3						
Cluster Access						✓
Cluster Discovery Pro	gress					
During discovery, the lis	t of cluster nor	des will be retrieved, a	nd each of the nodes	contacted.		
Cluster Name LA	в					
Cluster Discovery	is complete.					
Cluster Nodes						
Hostname		Contact Status	Product	Active Version	Inactive Version	Hardware
ucm-pub		Successful	CUCM	10.0.1.10000-24		VMware Virtua
ucm-sub		Successful	CUCM	10.0.1.10000-24		VMware Virtua
					Previous Next	Finish Cancel
Turter Dele Arcisement						107
Cluster Role Assignment						~

10. 按一下Assign Functions按鈕以將函式(可選)分配給每個群集節點。將出現「分配函式」對 話方塊。分配完要分配的所有功能後,按一下**確定**。

Cluster Access			s second
Cluster Discovery Progress			Ś
Cluster Role Assignment	Assign Functions	D	,
Optional - Assign the server on the cluster.	Hostname ucm-pub	< Previous Node Next. Node >	of a task performed
	Functions		Total 2
Assign Functions	Function		- 8
Hostname	Music On Hold		
ucm-pub	 Primary Call Processing 		
ucm-sub	Primary TFTP		
	Primary VoiceMail		
	Publisher		
	Secondary Call Processing		
	Notes (optional)		
		Cancel	
		Previous Next	Finish Cancel

11. 按一下「Finish」(結束)。

iter Access					V
ter Discovery Progress					v
ster Role Assignment					
tional - Assign the server r	ole(s) to each cluster n	ode to identify its functional role(s) in the cluster and to help	determine	the proper sequence of	f a task performed
the cluster.					
					Total 2
Assign Functions			Show	All	- 5
ostname	Product	Functions	Notes		
:m-pub	CUCM	Publisher, Primary TFTP, Music On Hold, Primary Call			
:m-sub	CUCM	Secondary Call Processing, Secondary TFTP, Music			
			-		
			Prev	vious Next Fi	Cancel

集群將顯示在「集群」頁上,並顯示集群名稱、產品和版本以及集群型別「已發現」。 發現 狀態應列出「成功」。_____

ahaha cisco	Cisco Prime Collaboration Dep	oloyment		🔬 Monitoring	Task	▼ Im	ventory 🔻	Administration 🛛 🔻	
Clusters									
XDelete	e Discover Cluster	e Define Migration Destination	Cluster	9 Define New UC C	Cluster				
Clus	ster Name		Product	and Version		Nodes	Cluster Type	Discovery Status	Actions
LAB			CUCM -	10.0.1.10000-24		2	Discovered	Successful	Delete

12. 從主選單中選擇**Tasks > Upgrade**。

cisco Collaboration Deployment	-	☆ Monitoring	Task 🔻 Inventory 🔻	A
Auto Refresh: Enable Disable	Total 0 😵	Task Status Step Descri	Tasks Upgrade Switch Versions	
Show All Status Task Start Time	- 5	No data available	Server Restart Readdress Install	
No data available			Migrate	

13. 按一下Add Upgrade Task。

cisco Collaboration Deplo	🟫 Monitoring	Task 🔽						
Jpgrade								
Scheduled Tasks and History								
🗙 Delete 🛛 🔁 Add Upgrade Task								
Status	Start Time		port Time					
No data available. Try adjusting the current filter or select All from the Show menu.								

將顯示「新增升級任務」嚮導。

14. 從**Cluster**下拉選單和**Product**下拉選單中,選擇要升級節點的群集和產品。選中Cluster Nodes覈取方塊,這是節點清單升級的一部分。按「**Next**」(下一步)。

Choose Cl	uster					
Choose the	e cluster to be upgrad	ded.The se	lected version will be ins	tallated over inactive version	installed on the servers	
Cluster	LAB	*				
Product	CUCM					
Charter No.		+				
Host	name		Active Version	Inactive Version	Product	Role
✓ ucm-	pub		10.0.1.10000-24		CUCM	Publisher, Primar
✓ ucm-	sub		10.0.1.10000-24		CUCM	Secondary Call
					Previous Next	Finish Cano
Choose Upp	grade File					
Set Start Ti	me & Upgrade Optio	ns				
Specify Run	Sequence					
Review						

15. 按一下「Browse」以從檔案伺服器選擇升級檔案。

		×
ep 2 of 5		
hoose Cluster		✓
hoose Upgrade File		
hoose the upgrade file for o	sach product being upgraded.	
The .iso and .cop image server using the 'admin	as will need to be uploaded to the /upgrade directory via the Cisco Prime Collabo sftp' account.	ration Deployment local SFTP
Unified CM Upgrade file	Browse	Next Finish Cancel
et Start Time & Upgrade Op	tions	Ś
pecify Run Sequence		Ś
eview		S.

16. <u>按一下「**Choose File**」</u>,然後「**Next**」。

Add Upgrade Task										
Step 2	: of 5	_	_		-					
Cho	Choose Upgrade File ×									
Cho By default, only files that are valid for the selected nodes are displayed. To see the complete list of files, choose Show All from the menu.										
	File Directory: /upgrade									
	Available Files									
U Files are retrieved from SFTP server										
Set 5		Sh	ow Valid Fi	les Only						
Spec	File Name	-	Kind	Validity	1					
Revi	UCSInstall_UCOS_10.0.1.11001-2.sgn.iso		iso	true	I.					
	Choose File Close									

附註:如果未選擇有效的升級檔案,則禁用「下一步」按鈕。

17. 有幾種選項可以計畫升級。按一下相應選項的單選按鈕。在此示例中,選擇了「手動啟動任務」。按「Next」(下一步)。

dd Upgrade Task	×
Step 3 of 5	
Choose Cluster	V
Choose Upgrade File	V
Set Start Time & Upgrade Options	
Select a start time for the task and set upgrade options.	
The time zone shown here corresponds to the time zone of this Cisco Prime Collaboration Deployment server and not necessarily that of the target servers or cluster.	
Start Time Schedule for a specific time Start task manually Start task immediately upon completion of this wizard Upgrade Options Automatically switch to new version after successful upgrade	
Previous Next Finish Cancel)
Specify Run Sequence	I
Review	D

附註:在包含IM and Presence或Unity Connection節點的群集上,「成功升級後自動切換到 新版本」選項不可用。

- 18. [可選]指定完成任務的步驟順序。如果未指定此選項,則使用預設選項。
- 19. <u>按「**Next**」(下一步)。</u>

dd U	lpgrad	e Task)			
Step	4 of 5						
Cho	ose Clu	ster		✓			
Choose Upgrade File							
Set	Start Ti	me & Upgrade Options		√			
Spe	cify Ru	In Sequence					
Spe opt	cify the	e sequence in which upgrade is processed by the serv also pause the task when a step completes.	vers. If there is an error during the process, the t	ask will be stopped. You can			
	Step	Description	Upon Completion	Actions			
۲	1	Upgrade the CUCM Publisher: ucm-pub	Continue	1			
۲	2	Upgrade the following node(s): ucm-sub	Continue	/ 😢			
			Previous	Next Finish Cancel			
Rev	iew						

附註:「下一步」按鈕保持啟用狀態,允許使用者按一下以通知配置錯誤。

20. 使用**複查**部分驗證所建立任務的詳細資訊。如果需要,您可以為任務新增註釋。註釋會隨任

務一起	记儲存,如果伯	£務在完成前進行了編輯,註釋將可見。按一下 完成 以計畫任務。	
Add U	Jpgrade Task		×
Step	5 of 5		
Cho	oose Cluster		 Image: A start of the start of
Cho	oose Upgrade File		V
Set	Start Time & Upgrade	Options	\$
Spe	cify Run Sequence		\$
Re	view		
Re	view the settings summ	arized below and press Finish to create the task	
	Task type	Upgrade	
	Cluster Jnified CM upgrade file	LAB UCSInstall UCOS 10.0.1.11001-2.san.iso	
	Nodes	ucm-pub (Step 1)	
		ucm-sub (Step 2)	
	Start Time	Manual	
	Switch Versions	Faise	
	Notes		
		Previous Next Finish Ca	incel

21. 按一下Start task manually以使任務保持手動啟動。

aluala, Cisco Prime						About Logout Help
CISCO Collaboration D	Deployment	🛆 Monitoring Task 💌	Inventory * A	dministration •		97
Jpgrade						
Scheduled Tasks and Hist	lory					Gelected 0 Total 1 😽
Celete 9 Add Upgrade Tar	sk.				Show All	- 76
Status	Start Time	 Last Status Report Time 	Cluster	Notes	Actions	
Manual Start			LAB		View Details Volidate Task Start Ta	sk Delete

驗證

使用本節內容,確認您的組態是否正常運作。

- 1. 按一下主選單上的Monitoring以檢視「Monitoring」頁。
- 2. 按一下View Log。

alta cus		ent	_								About Logout Help
					oring Task * Inventory *	Administration *					90
	Auto Refresh: Enable	Disable	Up	grade l	AB						Cancel
🖱 Task	List	Total 1 😌		Charle of	Ended Vaciat	Chatter					
	Show All	- 8		Status	The task has started. CUCM Upgrade File UCSInstall_UCOS_10.0.1.11001-2.sgn.iso		1001-2.sgn.iso				
Status	Task	Start Time		Start Tone Mar 23 2014 16:00 167							
	Upgrade LA8	May 22, 2014 16:50		Start Time May 22, 2014 10:50 151							
				Task Stat	us						
				Step	Description			Upon Completion	Status		
				1	Upgrade the CUCM Publisher: sompub			Continue	Running		
			•	2	Upgrade the following node(s): ucmsub			Continue	Walting		

系統將顯示View Task Log。

View Task Log			×
14		Show	All 🔹
Timestamp	 Туре 	Messages	
May 22, 2014 16:49 IST	STATUS	The task has been scheduled.	
May 22, 2014 16:49 IST	INFO	Upgrade task action ID #311 with 1 node(s) scheduled.	
May 22, 2014 16:50 IST	STATUS	The task has started.	
May 22, 2014 16:50 IST	INFO	Upgrade task action ID #311 with 1 node(s) started.	
May 22, 2014 16:50 151	INFO	Upgrade job for node ucm-pub started.	
			Close

疑難排解

本節提供的資訊可用於對組態進行疑難排解。

升級任務中每個步驟的成敗取決於PCD伺服器能否在升級過程中收到來自群集中每個伺服器的響應 。如果升級失敗,請直接在Unified Communications節點上驗證COP檔案安裝狀態。下一步是收集 安裝和升級日誌並檢查失敗的原因。

也可使用file get install /*命令從CLI收集安裝日誌。

此外,還可以使用file get activelog tomcat/logs/ucmap/log4j/* 命令獲取PCD主應用程式日誌。