

Cisco Unity connection:

Release Notes Version 1

January 14, 2014

Introduction:

This release note contains important information about installation procedure for the ciscocm.cuc_10.5.2_preupgrade.cop.sgn for Cisco Unity Connection.

This patch provides the fix for defect CSCus33633. It is required for successful upgrade from 10.x to 10.5.2 when locales are installed on system.

NOTE: This COP file must be installed before upgrading Unity Connection to 10.5.2. Cop file can be installed on any release between CUC 10.x. to 10.5.1. Do not install this cop on 10.5.2.

- In case of cluster, COP should be installed on both the servers.
- No system reboot or service restart is required after installing this patch.
- SELinux policy should be set to permissive to install this patch.

Unity Connection version:

System Version of Cisco Unity connection software that is running on server can be determined by clicking "About" link on Cisco Unity connection Administration webpage.

The following information displayed:

- Cisco Unity Connection version: 10.x.xxxxx

Important:

Pre-Upgrade steps:

1. Take DRS backup of Unity Connection server.
2. List all the locales installed on the Cisco Unity Connection and make a note of it. Use the command "show cuc locales" from admin CLI Interface.
3. Install the COP file on Cisco Unity Connection by following the steps in below section.
4. Verify that COP file is installed successfully by following the steps in below section.
5. Uninstall the existing locales from Unity Connection. Follow the steps to remove the locale: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/install_upgrade/guide/10xcuciumgx/10xcuciumg050.html#pgfId-746015
6. Upgrade and Switch version Unity Connection to 10.5.2

Post-Upgrade Steps:

1. Install the locales released for Unity Connection 10.5.2. Follow the steps to Install the locale: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/install_upgrade/guide/10xcuciumgx/10xcuciumg050.html#pgfId-745893

Locales for Unity Connection 10.5.2 can be downloaded from here:
<https://software.cisco.com/download/release.html?mdfid=282421576&softwareid=282074314&release=10.5%282%29&relind=AVAILABLE&rellifecycle=&reltype=latest>

Installation Instructions:

1. As with any installation or upgrade, it is recommended to apply this update during off peak hours.
2. This update must be installed on all servers in the cluster.
3. No system reboot or service restart is required after installing this patch.

This package will install on the following System Versions:

- Any higher version starting with 10.x

This patch can be installed from a local source (DVD) or remote source (SFTP SERVER).

Caution: Make sure to back up system data before starting the software upgrade process. For more information, see the Disaster Recovery System Administration Guide.

From Local Source:

Step 1: Download ciscocm.cuc_10.5.2_preupgrade.cop.sgn

Step 2: Copy the upgrade file above to a writeable CD or DVD.

Step 3: Insert the CD or DVD into the disc drive on the local server on which patch need to be installed.

Step 4: Open Cisco Unified Communications Operating System Administration directly by entering the following URL:

<http://server-name/cmplatform>

Where server-name is the host name or IP address of the server.

Step 5: Enter OS Administrator username and password.

Step 6: Choose Software Upgrades > Install/Upgrade.

Step 7: For the software location source, choose DVD/CD.

Step 8: If patch file is burned to a subdirectory on the CD or DVD, enter the path in the directory field.

Step 9: To continue the upgrade process, click next.

Step 10: Choose "ciscocm.cuc_10.5.2_preupgrade.cop.sgn" and click next.

Step 11: In the next window, monitor the progress of the download, which includes the filename and the number of megabytes that is getting transferred.

MD5= 1a9a73a9362f1e9a43b19f1f5a8db0cd

Step 12: When the download completes, click next to proceed with the software upgrade.

Step 13: A Warning window displays the selected option, click Install.

Step 14: The Install Status window displays the Install log, when the installation completes, click Finish

Step 16: Verify the COP file version using this command from the CLI:

admin>show version active

Active Master Version: 10.5.xxxx

Active Version Installed Software Options:

ciscocm.cuc_10.5.2_preupgrade.cop.sgn

From Remote Source:

Step 1: Download ciscocm.cuc_10.5.2_preupgrade.cop.sgn

Step 2: Copy the upgrade file to an ftp or SFTP server.

Step 3: Open Cisco Unified Communications Operating System Administration directly by entering the following URL:

<http://server-name/cmplatform>

Where server-name is the host name or IP address of the server.

Step 4: Enter OS Administrator username and password.

Step 5: Choose Software Upgrades > Install/Upgrade.

Step 6: For the software location source, choose Remote File System.

Step 7: Enter the directory name for the software upgrade, if required.

If the upgrade file is located on a Linux or UNIX server, then enter a forward slash at the beginning of the directory path. For example, if the upgrade file is in the patches directory, enter /patches.

If the upgrade file is located on a Windows server, check with system administrator for the correct directory path.

Step 8: Enter the required upgrade information as described in the following table:

Remote Server: Host name or IP address of the remote server from which software will be downloaded.

Remote User: Enter admin user id of remote server.

Remote Password: Enter password of admin user remote server.

Download Protocol: Choose SFTP or ftp.

Step 9: To continue the upgrade process, click next.

Step 10: Choose "ciscocm.cuc_10.5.2_preupgrade.cop.sgn" and click next.

Step 11: In the next window, monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.

MD5= 1a9a73a9362f1e9a43b19f1f5a8db0cd

Step 13: When the download completes, click next to proceed with the software upgrade.

A Warning window displays the selected option.

Step 14: Click Install.

The Install Status window displays and displays the install log.

Step 15: When the installation completes, click Finish

Step 16: Verify the COP file version using this command from the CLI:

admin:show version active

Active Master Version: 10.5.xxxx

Active Version Installed Software Options:

ciscocm.cuc_10.5.2_preupgrade.cop.sgn