



CHAPTER 1

Upgrading Cisco Unity Connection 7.x to the Shipping 7.x Version

This chapter contains the following sections:

- [Task List for Upgrading Connection 7.x Software to the Shipping 7.x Version Without a Connection Cluster, page 1-1](#)
- [Task List for Upgrading Connection 7.x Software to the Shipping 7.x Version in a Connection Cluster, page 1-2](#)
- [Upgrading Connection Software from a Local DVD \(from 7.x\), page 1-5](#)
- [Upgrading Connection Software from a Network Location or from a Remote Server \(from 7.x\), page 1-6](#)
- [Switching to the Upgraded Version of Connection 7.x Software, page 1-7](#)

Task List for Upgrading Connection 7.x Software to the Shipping 7.x Version Without a Connection Cluster

Added May 2009

Do the following tasks to upgrade an existing Connection 7.x server to the shipping 7.x version (no Connection cluster configured).

1. Confirm that you have the software required for the upgrade. For information on downloading the software from Cisco.com, see the “Installation and Upgrade Information” section of the applicable *Release Notes for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
2. *If the Connection server has languages other than English-United States installed, you want to continue using the languages, and you are upgrading from Connection 7.0(x) to 7.1(x):* Download the applicable Connection 7.1(x) language files. See the “[Downloading Connection 7.x Language Files](#)” section on page 6-3.



Caution

If languages other than English-United States are installed and in use on the Connection server, you must install the Connection 7.1(x) versions of the same languages later during the upgrade. Otherwise, the Connection conversation will not function properly for all users.

3. See the applicable version of *Release Notes for Cisco Unity Connection* for any additional information on upgrading to the shipping version. In particular, note the items in the “Installation and Upgrade Information” section. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
4. Back up the server by using the Disaster Recovery System. This backup will not be used to restore data on the Connection 7.x system; we recommend it only so that you can revert to the previous version, if necessary.
5. *If you are upgrading during nonbusiness hours:* Run the CLI command **utils iothrottle disable** to speed up the upgrade.

In an effort to prevent upgrades from adversely affecting system performance during business hours, the upgrade process is throttled and may take several hours to complete. If you are upgrading during a maintenance window, you can speed up the upgrade by disabling the throttling. This decreases the time required for the upgrade to complete but adversely affects Connection performance. For more information on `utils iothrottle disable`, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at

http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.



Caution

You cannot disable throttling while an upgrade is running. If you decide to disable throttling after you start an upgrade, you must stop the upgrade, disable throttling, and restart the upgrade from the beginning.

6. Upgrade the Connection software. See the applicable section:
 - [Upgrading Connection Software from a Local DVD \(from 7.x\)](#), page 1-5
 - [Upgrading Connection Software from a Network Location or from a Remote Server \(from 7.x\)](#), page 1-6
7. Install Connection 7.x languages, if applicable. See the “[Installing Connection 7.x Language Files](#)” section on page 6-4.
8. *If you disabled the upgrade throttle in Task 5.:* Run the CLI command **utils iothrottle enable** to re-enable the throttle. For more information on `utils iothrottle enable`, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
9. *If you chose to do a later restart at the end of the software upgrade in Task 6.:* Switch to the upgraded partition. See the “[Switching to the Upgraded Version of Connection 7.x Software](#)” section on page 1-7.

(If you chose to automatically restart at the end of the software upgrade, the switch to the upgraded partition is complete.)

Task List for Upgrading Connection 7.x Software to the Shipping 7.x Version in a Connection Cluster

Added May 2009

As the upgrade software is installed, the publisher and subscriber servers continue answering calls and replication occurs. After the upgrade is complete, you switch the two servers, one at a time, to the upgraded software.

Note the following details about how Connection functions during the switch:

- When you switch the publisher server to the upgraded software, the subscriber server answers all calls, but replication does not occur and messages may not be available.
- When you switch the subscriber server to the upgraded software, the publisher server answers all calls, but replication does not occur and messages may not be available.
- About 15 minutes after both servers are switched to the upgraded software, both servers answer calls, replication resumes, and messages are available.

Note the following considerations about the upgrade process:

- Installing the software upgrade requires approximately two hours for each server, for a total of about four hours.
- Switching to the upgraded software requires a few minutes for each server.
- Messages that are recorded while switching to the upgraded software are not replicated. This means that, depending on the Connection server that is accessed, a user may not be able to retrieve new messages. After the upgrade process is complete, messages are replicated. When replication is complete, all messages are available regardless of which Connection server is accessed.
- MWIs and notifications may not be sent. MWIs and notifications synchronize only after the upgrade process is complete.
- After the upgrade process is complete, the servers require about 15 minutes to renegotiate their server status and to replicate messages.

Do the following tasks to upgrade the publisher and subscriber servers in a Connection 7.x cluster to the shipping 7.x version.

1. Confirm that you have the software required for the upgrade. For information on downloading the software from Cisco.com, see the “Installation and Upgrade Information” section of the applicable *Release Notes for Cisco Unity Connection* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
2. *If the servers have more than one language installed, you want to continue using multiple languages, and you are upgrading from Connection 7.0(x) to 7.1(x):* Download the applicable Connection 7.1(x) language files. See the “Downloading Connection 7.x Language Files” section on page 6-3.



Caution

If more than one language is installed and in use on the servers, you must install the Connection 7.1(x) versions of the same languages later during the upgrade. Otherwise, the Connection conversation will not function properly for all users.

3. See the applicable version of *Release Notes for Cisco Unity Connection* for any additional information on upgrading to the shipping version. In particular, note the items in the “Installation and Upgrade Information” section. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
4. Log on to Cisco Unified Serviceability and confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “Administering a Cisco Unity Connection Cluster” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cluster_administration/guide/7x_cuccagx.html.
5. Back up the publisher server by using the Disaster Recovery System. This backup will not be used to restore data on the Connection 7.x system; we recommend it only so that you can revert to the previous version if necessary.

6. *If you are upgrading during nonbusiness hours:* On the publisher server, run the CLI command **utils iothrottle disable** to speed up the upgrade.

In an effort to prevent upgrades from adversely affecting system performance during business hours, the upgrade process is throttled and may take several hours to complete. If you are upgrading during a maintenance window, you can speed up the upgrade by disabling the throttling. This decreases the time required for the upgrade to complete but adversely affects Connection performance. For more information on `utils iothrottle disable`, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

**Caution**

You cannot disable throttling while an upgrade is running. If you decide to disable throttling after you start an upgrade, you must stop the upgrade, disable throttling, and restart the upgrade from the beginning.

7. Upgrade the Connection software on the publisher server. See the applicable section:
- [Upgrading Connection Software from a Local DVD \(from 7.x\), page 1-5](#)
 - [Upgrading Connection Software from a Network Location or from a Remote Server \(from 7.x\), page 1-6](#)

The publisher server continues to answer calls.

**Caution**

Do not restart the publisher server and do not switch to the upgraded software during this task. Otherwise, the Connection cluster will not function correctly.

8. *If you are upgrading during nonbusiness hours:* On the subscriber server, run the CLI command **utils iothrottle disable** to speed up the upgrade.
9. Upgrade the Connection software on the subscriber server. See the applicable section:
- [Upgrading Connection Software from a Local DVD \(from 7.x\), page 1-5](#)
 - [Upgrading Connection Software from a Network Location or from a Remote Server \(from 7.x\), page 1-6](#)

The subscriber server continues to answer calls.

**Caution**

Do not restart the subscriber server and do not switch to the upgraded software during this task. Otherwise, the Connection cluster will not function correctly.

10. Install Connection 7.x languages, if applicable. See the “[Installing Connection 7.x Language Files](#)” section on page 6-4.
- Install languages on the publisher server first, then on the subscriber server.
11. *If you disabled the upgrade throttle on the publisher server in Task 6.:* Run the CLI command **utils iothrottle enable** to re-enable the throttle. For more information on `utils iothrottle enable`, see the applicable *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
12. Switch to the upgraded software on the publisher server. See the “[Switching to the Upgraded Version of Connection 7.x Software](#)” section on page 1-7.
13. *If you disabled the upgrade throttle on the subscriber server in Task 8.:* Run the CLI command **utils iothrottle enable** to re-enable the throttle.

14. Switch to the upgraded software on the subscriber server. See the “[Switching to the Upgraded Version of Connection 7.x Software](#)” section on page 1-7.
15. About 15 minutes after you complete Task 14., on the publisher server, confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*.
16. On the subscriber server, confirm that the publisher server has Primary status and that the subscriber server has Secondary status. For instructions, see the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x*.

Upgrading Connection Software from a Local DVD (from 7.x)

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To Upgrade Connection Software from a Local DVD

- Step 1** Insert the DVD into the disc drive on the Cisco Unity Connection server.
- Step 2** Log on to Cisco Unified Operating System Administration.
- Step 3** From the Software Upgrades menu, click **Install/Upgrade**.
- Step 4** On the Software Installation/Upgrade page, in the Source field, click **DVD/CD**.
- Step 5** In the Directory field, enter a forward slash (/).
- Step 6** Click **Next**.
- Step 7** Select the upgrade version that you want to install, and click **Next**.
- Step 8** On the next page, monitor the progress of the upgrade.

If you close your browser during this step, you may see the following message when you try to view the Software Installation/Upgrade page again:

Warning: Another session is installing software, click Assume Control to take over the installation.

To continue monitoring the upgrade, click **Assume Control**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

- Step 9** Select the applicable restart action, depending on the configuration:

No Connection cluster	<ul style="list-style-type: none"> • To install the upgrade software and automatically restart to the upgraded partition, click Reboot to Upgraded Partition. • To install the upgrade and restart to the upgraded partition at a later time, click Do Not Reboot After Upgrade.
Connection cluster configured	Click Do Not Reboot After Upgrade .

- Step 10** Click **Next**.
- Step 11** If you selected the Do Not Reboot After Upgrade option in [Step 9](#), click **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

If you selected the Reboot to Upgrade Partition option, note the following:

- Connection services are stopped.
- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.



Note

You can check the status of the installation of the upgrade software by using the CLI command `show cuc version`. The installation is complete when the inactive partition has the upgraded software and the active partition has the old software.

Upgrading Connection Software from a Network Location or from a Remote Server (from 7.x)

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To Upgrade Connection Software from a Network Location or from a Remote Server

- Step 1** Copy the upgrade file to a directory on an FTP or SFTP server that the Cisco Unity Connection server can access.
- Step 2** Log on to Cisco Unified Operating System Administration.
- Step 3** From the Software Upgrades menu, click **Install/Upgrade**.
- Step 4** On the Software Installation/Upgrade page, in the Source field, click **Remote Filesystem**.
- Step 5** In the **Directory** field, enter the path to the directory that contains the upgrade file.

If the upgrade file is located on a Linux or Unix server, you must enter a forward slash (/) at the beginning of the directory path. (For example, if the upgrade file is in the upgrade directory, you must enter `/upgrade`.)

If the upgrade file is located on a Windows server, you must use the applicable syntax for an FTP or SFTP server such as:
 - The path must begin with a forward slash (/) and contain forward slashes throughout instead of backward slashes (\).
 - The path must start from the FTP or SFTP root directory on the server and must not include a Windows absolute path, which starts with a drive letter (for example, C:).
- Step 6** In the **Server** field, enter the server name or IP address.
- Step 7** In the **User Name** field, enter the username that will be used to log on to the remote server.
- Step 8** In the **User Password** field, enter the password that will be used to log on to the remote server.
- Step 9** In the **Transfer Protocol** field, select the applicable transfer protocol.
- Step 10** Click **Next**.
- Step 11** Select the upgrade version that you want to install and click **Next**.

Step 12 On the next page, monitor the progress of the upgrade.

If you lose your connection with the remote server or close your browser during this step, you may see the following message when you try to view the Software Installation/Upgrade page again:

Warning: Another session is installing software, click Assume Control to take over the installation.

To continue monitoring the upgrade, click **Assume Control**.

You can also monitor the upgrade by using the Real-Time Monitoring Tool.

Step 13 Select the applicable restart action, depending on the configuration:

No Connection cluster	<ul style="list-style-type: none"> To install the upgrade software and automatically restart to the upgraded partition, click Reboot to Upgraded Partition. To install the upgrade and restart to the upgraded partition at a later time, click Do Not Reboot After Upgrade.
Connection cluster configured	Click Do Not Reboot After Upgrade .

Step 14 Click **Next**.

Step 15 If you selected the Do Not Reboot After Upgrade option in [Step 13](#), click **Finish** when the installation of the upgrade software is complete. The Upgrade Status window displays the Upgrade log.

If you selected the Reboot to Upgrade Partition option, not the following:

- Connection services are stopped.
- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.



Note You can check the status of the installation of the upgrade software by using the CLI command `show cuc version`. The installation is complete when the inactive partition has the upgraded software and the active partition has the old software.

Switching to the Upgraded Version of Connection 7.x Software

Added May 2009

If you chose not to automatically switch to the upgraded partition at the end of the upgrade, do the following procedure when you are ready to switch partitions.

To Switch to the Upgraded Version of Connection 7.x Software

Step 1 Log on to Cisco Unified Operating System Administration.

Step 2 From the Settings menu, click **Version**.

Step 3 On the Version Settings page, click **Switch Versions**, and the following occurs:

- Connection services are stopped.

- Data from the partition where the older version is installed is copied to the partition where the newer version is installed. If changes to the database schema require updates to the format of data, that occurs in this step. Note that messages are stored in a common partition, so they are not copied.
- The Connection server restarts and switches to the newer version.

**Note**

You can check the status of the installation of the upgrade software by using the CLI command `show cuc version`. The upgrade is complete when the inactive partition has the upgraded software and the active partition has the old software.