<Ch A P T E R> **2**

Upgrading Cisco Unity Connection 2.x to the Shipping 7.x Version

This chapter contains the following sections:

Task List for Upgrading Connection 2.x Software to the Shipping 7.x Version

1. If you are upgrading Connection on the current server rather than installing a new server, review the *Cisco Unity Connection Supported Platforms List* to determine whether the server requires replacement hard disks or additional RAM. The document is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

2. Obtain the license files for the upgrade to Connection 7.x. Do not install them now; you do so later in the upgrade process. See the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx .html.

3. 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.

4. *If the Connection server has languages other than English-United States installed and you want to continue using the languages*: Download the applicable Connection 7.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.x versions of the same languages later during the upgrade. Otherwise, the Connection conversation will not function properly for all users.

5. 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.

6. Back up the server by using the Disaster Recovery System. If you are replacing hard disks in the server, this backup will be used to restore Connection 2.x data before you upgrade to Connection 7.x. If you are not replacing hard disks, this backup is just a precaution. We recommend it so that you can revert to Connection 2.x, if necessary.

7. Replace hard disks or add RAM, if applicable. See the "Installing a Memory Upgrade or Replacing Hard Disks (Selected Servers Only)" section on page 2-2.

⚠

Caution   If you replace hard disks, you must also reinstall Connection 2.x and restore data using the DRS backup that you made in Step 6. Ensure that you have a bootable Connection 2.x installation disk available before you begin this procedure.

8. Upgrade software on the Connection server. See the applicable section:

   • Upgrading Connection Software from a Local DVD (from 2.x), page 2-5

   • Upgrading Connection Software from a Network Location or from a Remote Server (from 2.x), page 2-6

9. Install the license files that you obtained in Task 2. See the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx .html.

10. Install Connection 7.x languages, if applicable. See the "Installing Connection 7.x Language Files" section on page 6-4.

11. *If users in Connection 2.x had access to Exchange contacts and calendar information:* Adjust the email addresses in external service accounts for each user. See the "Adjusting Email Addresses in External Service Accounts for Users with Access to Exchange Information" section on page 2-8.

Installing a Memory Upgrade or Replacing Hard Disks (Selected Servers Only)

Revised August 26, 2009

✎

Note   If you are upgrading a server that does not require a memory upgrade or a hard-disk replacement, skip this section.

Some servers that are qualified for use with Cisco Unity Connection require:

- A memory upgrade to run Connection 7.x in any configuration.
- A memory upgrade to support a specified number of Connection users when both voice recognition and Digital Networking are configured.
- A hard-disk replacement to support a Connection cluster.

See the applicable server-specific table in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

Warning **Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.** Statement 1

Warning **Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages.** Statement 2

Warning **This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.** Statement 88

Warning **During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.** Statement 94

Warning **The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.** Statement 117

Warning **Do not work on the system or connect or disconnect cables during periods of lightning activity.** Statement 1001

Warning **Read the installation instructions before connecting the system to the power source.** Statement 1004

Warning **To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:**
• This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
• When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
• If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

Warning   **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.** Statement 1015

Warning   **This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security.** Statement 1017

Warning   **To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.** Statement 1021

Warning   **To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.** Statement 1023

Warning   **This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available.** Statement 1024

Warning   **Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.** Statement 1029

Warning   **Only trained and qualified personnel should be allowed to install, replace, or service this equipment.** Statement 1030

Warning   **Ultimate disposal of this product should be handled according to all national laws and regulations.** Statement 1040

(For translations of the preceding safety warnings, see *Regulatory Compliance and Safety Information for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html.)

To Install a Memory Upgrade or Replace All Hard Disks (Selected Servers Only)

Step 1   Remove the cover.

Step 2   If you are not installing a memory upgrade, skip to Step 3.

Install the memory modules in the applicable slots or locations, depending on the server model, as documented in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

⚠

Caution   If you install new memory modules in the wrong slots, the server and operating system may not recognize that they have been installed, and Cisco Unity Connection performance may suffer.

Step 3   If you are not replacing hard disks, skip to Step 4.

⚠

Caution   You must remove all existing hard disks and install exactly as many hard disks as you remove, or Cisco Unity Connection installation will fail.

Replace all of the hard disks in the server:

a.   If you did not use DRS to back up Connection data in Step 6. of the upgrade task list, do so now.

⚠

Caution   After you replace the hard disks, you must reinstall Connection 2.x and restore Connection 2.x data before you can upgrade to Connection 7.x.

b.   Make note of the current locations of the hard disks in the server, including which hard disk is in which hard disk slot. If the replacement fails and you want to revert to the current configuration, you must put the existing hard disks back into their current locations.

c.   Remove the drive trays from the server.

d.   Remove the old hard disks from the drive trays.

e.   Insert the new hard disks into the drive trays.

f.   Reinstall the drive trays in the locations that you made note of in Step b.

g.   Reinstall Connection 2.x. See the *Installation Guide for Cisco Unity Connection Release 2.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/2x/installation/guide/2xcucigx.html .

h.   Restore Connection 2.x data from the DRS backup.

Step 4   Reattach the cover.

Upgrading Connection Software from a Local DVD (from 2.x)

To Upgrade Connection Software from a Local DVD (from 2.x)

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:

After upgrade, automatically restart to upgraded partition	Click **Reboot to Upgraded Partition**.
After upgrade, restart to upgraded partition at a later time	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 2.x)

To Upgrade Connection Software from a Network Location or from a Remote Server (from 2.x)

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:

After upgrade, automatically restart to upgraded partition	Click **Reboot to Upgraded Partition**.
After upgrade, restart to upgraded partition at a later time	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, 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.

Switching to the Upgraded Version of Connection 7.x Software

If you chose not to have Connection 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**. The following actions occur:

- 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.

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.

Adjusting Email Addresses in External Service Accounts for Users with Access to Exchange Information

The procedure in this section is required for upgrades from Connection 2.x only. (Database entries for external service accounts carry forward in version 7.x.)

With Connection 2.x configured to access Exchange contacts and calendar information, certain features of the Connection 7.x calendar integration may not function correctly (such as sending a voice message to the organizer of or participants in a meeting).

To prevent the problem, do the following procedure in external service accounts for each user who has access to Exchange contacts and calendar information.

To Adjust the Email Address in External Service Accounts for a User with Access to Exchange Information

Step 1   In Cisco Unity Connection Administration, expand **Users**, then click **Users**.

Step 2   On the Search Users page, click the alias of a user.

Step 3   On the Edit User Basics page, from the Edit menu, click **External Service Accounts**.

Step 4   On the External Service Accounts page, click the display name of a service for which the Service Type is Exchange 2007 or Exchange 2003 and the User Access to Calendar is enabled.

Step 5   On the Edit External Service Account page, in the Email Address field, enter the primary SMTP address for the user Exchange mailbox and click **Save**.

Step 6   Click **Test** to verify the entry in the Email Address field.

Step 7   Repeat Step 4 through Step 6 for all remaining services for the user for which the Service Type is Exchange 2007 or Exchange 2003 and the User Access to Calendar is enabled.

Step 8   Repeat this procedure for all remaining users who have access to Exchange contacts and calendar information.