



## CHAPTER 4

# Upgrading to Cisco Unity Connection SRSV 9.1 Version

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## About Upgrades to Connection SRSV 9.1

At the start of the upgrade, you choose whether to restart to the inactive partition. If you choose to restart, when the upgrade is complete, the Connection SRSV automatically restarts, running the upgraded version of Connection SRSV. If you choose not to restart, after the upgrade is complete, you must manually switch to the upgraded version.

Note the following considerations about upgrading a Connection SRSV to version 9.1:

- If you have never upgraded the Connection SRSV before, the upgrade copies the new version to an empty partition.
- Upgrading to Connection SRSV 9.1 requires approximately four hours.
- Switching to the upgraded software requires approximately two hours.
- During the switchversion of the Cisco Unity Connection SRSV, it is recommended to stop the automatic provisioning/vmupload feature at the central Cisco Unity Connection.



### Note

To stop the automatic provisioning/vmupload feature, uncheck the **Enabled** checkbox on the Branch Listing page in Cisco Unity Connection Administration.

# Status of Connection Features During the upgrade to Connection SRSV 9.1

During the switch version to the upgraded software, all the telephone user interface (touchtone conversation ) features and web features gets completely disabled for approximately 1 hour.

## Task List for Upgrading to Connection SRSV 9.1 Version

**Revised March 14, 2013**

Do the following tasks to upgrade an existing Connection SRSV 9.1 to the shipping Connection SRSV9.1 version when no Connection cluster is configured.

1. *If you are upgrading Connection SRSV on a Cisco MCS 7825-H3 server or the equivalent HP DL320G5:* Confirm that you have a 128 GB or larger USB flash drive or external hard disk.

During the upgrade, disk drives in the Connection server are converted from hardware-based RAID to software-based RAID. Before the RAID conversion, the USB drive is reformatted, and data and voice messages on the Connection server are copied to the drive. After the RAID reconfiguration, data and voice messages are copied back to the disk drives in the Connection server.



### Caution

Do not use a USB drive that contains data that you want to keep. During the upgrade, the USB drive is reformatted, and all existing data on the drive is destroyed.

2. Review the list of features that are disabled or that have limited functionality during the upgrade. See the “[Status of Connection Features During the upgrade to Connection SRSV 9.1](#)” section on page 4-2.
3. *If you are upgrading from Connection SRSV 9.1 to Connection SRSV 9.1:* Run the CLI command **run cuc preupgrade test** to verify the prerequisites before running the upgrade.
4. 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](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).
5. *If you do not have a backup from replacing hard disks or replacing the server:* Back up the server by using the Disaster Recovery System. For more information, see the applicable *Disaster Recovery System Administration Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).
6. Upgrade the Connection SRSV software. See the applicable section:
  - [Upgrading Connection SRSV 9.1 Software to the Shipping Connection SRSV 9.1 Version from a Local DVD](#), page 4-3
  - [Upgrading Connection SRSV 9.1 Software to the Shipping Connection SRSV 9.1 Version from a Network Location](#), page 4-4

**Note**

If you have the Japanese locale already installed on your Connection server, make sure to uninstall, `uc-locale-ja_JP-9.1.0.1-xx.cop.sgn`, the default Japanese cop file before upgrading to Connection SRSV server. After the Connection SRSV server is installed, you can install, `uc-locale-SRSV-ja_JP-9.1.0.1-xx.cop.sgn`, the SRSV specific Japanese cop file to have the Japanese locale.

7. Switch to the upgraded software on the Connection SRSV. See the [Switching to the Upgraded Version of Connection 9.x Software](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html) section of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrugx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html).

## Upgrading Connection SRSV 9.1 Software to the Shipping Connection SRSV 9.1 Version from a Local DVD

To upgrade Connection SRSV from a local DVD, you can do either of the following:

- Use a DVD shipped from Cisco.
- Download a signed .iso file from Cisco.com, and burn a disc image of the downloaded software. Burning a disc image extracts the files from the .iso file that you downloaded and writes them to a DVD.

To follow the upgrade process through the CLI interface, see the [utils system upgrade](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html) command at the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

### To Upgrade to the Connection SRSV 9.1 Version from a Local DVD

- Step 1** Insert the DVD that contains Connection SRSV into the disc drive on the Connection SRSV.
- Step 2** Sign in to Cisco Unified Operating System Administration.
- Step 3** From the Software Upgrades menu, select **Install/Upgrade**.
- Step 4** On the Software Installation/Upgrade page, in the Source field, select **DVD/CD**.
- Step 5** In the Directory field, enter a forward slash (/).
- Step 6** Select **Next**.
- Step 7** Select the upgrade version that you want to install, and select **Next**. The upgrade file is copied to the hard disk on the Connection SRSV. When the file is copied, a screen displays the checksum value.
- Step 8** Verify the checksum.
- Step 9** On the next page, monitor the progress of the upgrade.

If you lose your Connection SRSV 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, select **Assume Control**.

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

- Step 10** Select **Next**.

**Note**

- For without a Connection cluster, you can select either the manual switch version or the automatic switch version option.
- For a Connection cluster, you need to select the manual switch version option,

During the initial phase of the upgrade, the Installation Log text box in Cisco Unified Operating System Administration is updated with information on the progress of the upgrade, but updates stop after the server automatically restarts for the first time. To determine when the upgrade is complete, view the console for the Connection SRSV: the console screen displays a message indicating that the installation is complete, and the login prompt for the command-line interface appears.

- Step 11** To verify the success of the upgrade, run the CLI command **show cuc version**. The upgrade succeeded if the active partition has the upgraded version and the inactive partition has the old version.

## Upgrading Connection SRSV 9.1 Software to the Shipping Connection SRSV 9.1 Version from a Network Location

To upgrade Connection SRSV from a network location, you must download a signed .iso file from Cisco.com, and copy the .iso file to an FTP or SFTP server. Connection SRSV does not allow you to upgrade by copying either the contents of a DVD shipped from Cisco or the extracted contents of a downloaded .iso file to an FTP or SFTP server. This helps prevent someone from attempting to upgrade by using software that has been tampered with.

To follow the upgrade process through the CLI interface, see the [utils system upgrade](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html) command at the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at [http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html).

### To Upgrade to the Connection SRSV 9.1 Version from a Network Location

- Step 1** Copy the upgrade file to a folder on an FTP or SFTP server that the Connection SRSV can access.
- Step 2** Sign in to Cisco Unified Operating System Administration.
- Step 3** From the Software Upgrades menu, select **Install/Upgrade**.
- Step 4** On the Software Installation/Upgrade page, in the Source field, select **Remote Filesystem**.
- Step 5** In the **Directory** field, enter the path to the folder 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 folder path. (For example, if the upgrade file is in the upgrade folder, 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 folder 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 alias that will be used to sign in to the remote server.

- Step 8** In the **User Password** field, enter the password that will be used to sign in to the remote server.
- Step 9** In the **Transfer Protocol** field, select the applicable transfer protocol.
- Step 10** Select **Next**.
- Step 11** Select the upgrade version that you want to install and select **Next**. The upgrade file is copied to the hard disk on the Connection SRSV server. When the file is copied, a screen displays the checksum value.
- Step 12** Verify the checksum.
- Step 13** On the next page, monitor the progress of the upgrade.
- If you lose your Connection SRSV 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, select **Assume Control**.
- You can also monitor the upgrade by using the Real-Time Monitoring Tool.
- Step 14** Select **Next**.

**Note**

- For without a Connection cluster, you can select either the manual switch version or the automatic switch version option.
- For a Connection cluster, you need to select the manual switch version option,

During the initial phase of the upgrade, the Installation Log text box in Cisco Unified Operating System Administration is updated with information on the progress of the upgrade, but updates stop after the server automatically restarts for the first time. To determine when the upgrade is complete, view the console for the Connection SRSV: the console screen displays a message indicating that the installation is complete, and the login prompt for the command-line interface appears.

- Step 15** To verify the success of the upgrade, run the CLI command **show cuc version**. The upgrade succeeded if the active partition has the upgraded version and the inactive partition has the old version.

