



CHAPTER 37

Upgrade Settings

Impacted GUI: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

Table 37-1 describes the settings that display on the Upgrade page (**Maintenance > Upgrade**), which allows you to upload a valid file to upgrade the software that is running on your server. To upgrade your software, you can use either a DVD or SFTP server that has the upgrade file on it. You can use the Upgrade page to install ISO images for new releases, new locale or locale updates, device packs, phone firmware loads, dial plan updates, or other Cisco-issued patches (.cop files) that are required for your Cisco Unified Communications Manager Business Edition 3000 system.



Caution

Before you upgrade your software, download the upgrade file from www.cisco.com to your PC. Then, copy the file to a SFTP server or DVD before you start the upgrade.

Notify your users when an upgrade is occurring. Do not make any configuration updates during the upgrade, even in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface.



Caution

Cisco also recommends that you take a backup of your system after upgrading the Country Pack (.cop files). This ensures that you can restore from a backup later, because the restore process requires that the server and country pack versions in the backup match the current version on the Cisco Unified Communications Manager Business Edition 3000 server.

Table 37-1 Settings on the Upgrade Page

Setting	Description
DVD Drive On System	If your upgrade file exists on DVD, click DVD Drive on System and browse to the location where your file exists.

Table 37-1 Settings on the Upgrade Page (continued)

Setting	Description
SFTP Server	To upload the file from a SFTP server, perform the following tasks: 1. Click SFTP Server. 2. Enter the IP address or host name of the SFTP server where the upgrade file exists. 3. Enter the username and password for the SFTP server. 4. Click Browse to browse to the location where the upgrade file is stored on the SFTP server. Cisco allows you to use any SFTP server product but recommends SFTP products that are certified with Cisco through the Cisco Technology Developer Partner program (CTDP). CTDTP partners, such as GlobalSCAPE, certify their products with a specified release of your software. For information on which vendors have certified their products with your version of software, refer to the following URL: http://www.cisco.com/pcgi-bin/ctdp/Search.pl For information on using GlobalSCAPE with supported Cisco Unified Communications versions, refer to the following URL: http://www.globalscape.com/gsftps/cisco.aspx Cisco uses the following servers for internal testing. You may use one of the servers, but you must contact the vendor for support: • Open SSH (refer to http://sshtwindows.sourceforge.net/) • Cygwin (refer to http://www.cygwin.com/) • Titan (refer to http://www.titanftp.com/)  Caution Cisco does not support using the SFTP product freeFTPd because of the 1 GB file size limit on this SFTP product. For issues with third-party products that have not been certified through the CTDTP process, contact the third-party vendor for support.

Table 37-1 **Settings on the Upgrade Page (continued)**

Setting	Description
Start Upgrade	This button does not display until you have selected the upgrade file from the DVD or SFTP server options. Tip Before you upgrade your software, make sure that you run a backup or verify that you have a valid backup tar file. After you start the upgrade, the system displays the progress of the upgrade. If you want to cancel the upgrade, click Cancel. If another administrator logs into the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface while the upgrade is progressing, the administrator can assume control of the upgrade and cancel the upgrade that is in progress.  Caution The amount of time that it takes to upgrade your software depends on many factors, including the size of the database. Cisco strongly recommends that you upgrade your software when you can minimize the impact to your users; for example, the upgrade may impact call processing, so do not upgrade when high call volume occurs. To upgrade your software, click Start Upgrade. When you click this button, the upgrade of software starts immediately

Table 37-1 Settings on the Upgrade Page (continued)

Setting	Description
MD5 Checksum and Automatically Switch Versions	The MD5 checksum and Automatically Switch Versions settings display before the upgrade starts. If you enter a MD5 checksum, which is optional, the system compares the value that you entered to the value for the uploaded upgrade file. If the system determines that the values do not match, the upgrade is automatically cancelled because the upgrade file appears to be corrupted. (The MD5 checksum setting is disabled for upgrades of ISO images that are uploaded through DVD.) For upgrades of ISO images, you must select Yes to automatically switch the version after the upgrade is completed. A restart of the server automatically occurs after the upgrade is complete. Note If you are upgrading from Cisco Unified Communications Manager Release 8.5 to 8.6, Automatically Switch Versions option is not applicable. Regardless of the option you select, the system will automatically restart after successful completion of the upgrade.
Status of Upgrade	Cisco Unified Communications Manager Business Edition 3000 displays status of the download of the file, the validation of the MD5 checksum, and the progress of the upgrade. To stop the upgrade, click Cancel. Note If you are upgrading from Cisco Unified Communications Manager Business Edition 3000 Release 8.5 to 8.6, the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface will not be available until the upgrade is complete (this might take several hours). If you want to monitor the upgrade progress, you must connect an external monitor to the Cisco Unified Communications Manager Business Edition 3000 server.