Checklists for Backups, Upgrades, and Configuration Export

This chapter describes how to perform the following tasks:

- Backing Up Your Data, page 9-1
- Upgrading Cisco Unified Communications Manager Business Edition 3000, page 9-2
- Reverting to a Previous Version of Cisco Unified Communications Manager Business Edition 3000, page 9-5
- Exporting Your Data and Importing to Cisco Unified Communications Manager Business Edition 5000, page 9-5

Backing Up Your Data

Running a backup ensures that you store your important data to a remote location, such as a storage device connected to a USB port (USB hard disk) or a SFTP server. To restore data after a system failure, you must have access to a valid backup file. The backup process does not back up the call detail records that display on the Call Details Reports page (**Monitoring > Call Detail Reports**).

Consider running a backup under the following circumstances:

- You made configuration changes to the administrative interface; for example, you added, edited, deleted, or duplicated information.

  For example, if you give users the URL for the user preferences page, users can update their speed dials in the user preferences page without your knowledge. Additionally, these changes automatically propagate to the User page in the administrative interface. Run a backup often to ensure that your backup file contains the latest changes.

- You identified a problem with the tar file that is backed up to the storage device or SFTP server. Or, you identified a problem with the storage device or SFTP server, and your tar file is not available or is not functional.

The following procedure describes how to back up your data.

> **Note** Before starting a backup, ensure that network connectivity to the SFTP server is good. Also, ensure that the SFTP server has enough space to back up the data. If there is not enough space or if there are any connectivity issues, the backup may hang for up to 20 hours, and maintenance tasks such as upgrades or other backups cannot be performed during that period.

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Caution   Run backups when you expect less network traffic. If the connectivity is slow, backup may take time; however, if there are connectivity issues (or if SFTP server is full), backup may time out after 20 hours. You should run a fresh backup only after checking whether the SFTP server has enough space or not.

Procedure

Step 1   Before you back up your data, determine where you plan to store the backup tar file.

You can store your backup tar file on an SFTP server or a storage device that is connected to a USB port (a USB hard disk).

Step 2   If you select to store your backup tar file to a storage device that is connected to a USB port (a USB hard disk), make sure that the USB hard disk is connected to the Cisco Unified Communications Manager Business Edition 3000 server.

Step 3   If you select to store your backup tar file to an SFTP server, make sure that the SFTP server is running before you run the backup. Make sure that the server can contact the SFTP server.

Step 4   Run the backup. In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, choose **Maintenance > Backup**. Select your storage option; then, click **Run Backup**.

The backup runs immediately, but you can click **Cancel** to stop the backup.

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Caution   If the backup is not complete within 1 hour, the backup session may time out. If it times out, you must run the backup again.

Step 5   Verify that the backup file got saved to the location that you selected in the Backup page.

Step 6   Repeat these tasks often to ensure that you have the latest data available in a backup tar file.

For example, if you give users the URL for the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface, users can update their speed dials in the interface without your knowledge. These changes automatically propagate to the user page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Upgrading Cisco Unified Communications Manager Business Edition 3000

You can upgrade Cisco Unified Communications Manager Business Edition 3000 from a local source using a DVD or from a SFTP server. You can use the Upgrade page to install ISO images for new releases of Cisco Unified Communications Manager Business Edition 3000 software, locale updates, device packs, phone firmware loads, new dial plans, or other Cisco-issued patches (.cop files) that are required for your Cisco Unified Communications Manager Business Edition 3000 system.

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Warning   **To prevent firmware corruption, which can result in a catastrophic failure of an MCS 7890, the use of a UPS is highly recommended. If your UPS does not have 3 hours of capacity, do not automatically switch versions. After the upgrade completes, provided the UPS has 30 minutes of capacity, you can safely switch versions, which will automatically upgrade the firmware, if needed.**

The following procedure describes how to upgrade.

Procedure

Step 1 Obtain the appropriate upgrade file from www.cisco.com.

Step 2 Perform a backup or verify that you have a good backup tar file available for use. (See the "Backing Up Your Data" section on page 9-1.)

Step 3 Perform the upgrade. Select **Maintenance > Upgrade** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

- If you are upgrading using a local source, insert the DVD into the disk drive on the local server that is to be upgraded. Select **DVD Drive on System**.

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Note If your Cisco Unified Communications Manager Business Edition 3000 does not have a DVD drive, you must use a USB DVD drive.

- If you are upgrading using a remote source, put the upgrade file on an SFTP server that the server that you are upgrading can access. Select **SFTP server**.

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Tip See the "Upgrade Settings" section on page 38-1 for additional settings that you may need to configure.

Step 4 When the server restarts after the upgrade, place test calls to ensure that call processing is working as expected. Restarting the server may cause calls in progress to drop. Restarting the server may take more than 10 minutes.

If you are upgrading from Cisco Unified Communications Manager Release 8.5 to 8.6, you cannot access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface until the upgrade is complete (this might take several hours). If you want to monitor the upgrade progress, you must connect a monitor to the Cisco Unified Communications Manager Business Edition 3000 server.

On successful completion of the upgrade, the system restarts in the new version. However, you can revert to the previous version at any time. For more details, see Reverting to a Previous Version of Cisco Unified Communications Manager Business Edition 3000, page 9-5.

If you want to switch back to the new version you will need to perform the upgrade process. The **Switch Version** option on the Restart/Shutdown page allows you to switch from Cisco Unified Communications Manager Business Edition 3000 Release 8.6 to 8.5 but will not allow switching from Release 8.5 to 8.6.

If the upgrade fails, the system automatically reverts to the previous version and restores all the services. For more details, see Upgrade Settings, page 38-1.

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Note Cisco recommends that you upgrade Cisco Unified Communications Manager Business Edition 3000 during a maintenance window. Depending on the system load, the upgrade and data migration process may take a few hours to complete.

The following features remain unaffected:

- Call control feature functionality; customers can still receive or make phone calls.

- User functionality; customers can still use Cisco Extension Mobility, Call Forward All settings, and so on.

Note   Ensure that you complete the switchover during the actual maintenance window as scheduled by the customer.

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Caution   When upgrading from Cisco Unified Communications Manager Release 8.5 to 8.6, you must add subnet configuration to all your configured sites (except teleworker sites), so that all your gateways and phones get associated to their respective sites. If you configure your country to be other than India, United States, or Canada, you must upgrade your system with the country pack provided with the Cisco Unified Communications Manager 8.6 release. Upgrading the system with the appropriate country pack allows you to route PSTN calls through gateways at different sites. If you do not install the required country pack, PSTN calls will be routed only through your Cisco ISR2901 gateway. For more details on adding subnets, see Sites Settings, page 36-1.

Reverting to a Previous Version of Cisco Unified Communications Manager Business Edition 3000

You can revert to a previous version of Cisco Unified Communications Manager Business Edition 3000 that runs on your system if you determine that the active (current) version is not performing as expected.

The following procedure describes how to revert to a previous version of Cisco Unified Communications Manager Business Edition 3000.

Procedure

Step 1   Verify that you have a good backup tar file available for use. If necessary, run a backup, as described in the "Backing Up Your Data" section on page 9-1.

Step 2   On the Restart/Shutdown page, click **Switch Version**. (Select **Maintenance > Restart/Shutdown** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.)

Step 3   You may get prompted to restart the server. Restarting the server may take more than 10 minutes, and calls in progress may drop.

Step 4   Place test calls to ensure that call processing is working as expected.

Exporting Your Data and Importing to Cisco Unified Communications Manager Business Edition 5000

Cisco Unified Communications Manager Business Edition 3000 allows you to export some of your configuration data through the Configuration Export page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. When you export your configuration data, the system creates a tar file that contains most of the data that your system is using. Before you export your data, review the following information:

- The export creates a tar file that includes the data that you configured for the system. The tar file does not include passwords, call detail records, or any configuration that is related to voicemail. You can export the tar file to a USB key or a SFTP server.

Because Cisco Unified Communications Manager Business Edition 3000 uses Cisco Unified Communications Manager for call processing, the tar file includes Cisco Unified Communications Manager data that is used to make call processing work. Most of the Cisco Unified Communications Manager data that is included in the tar file does not display in the administrative interfaces for Cisco Unified Communications Manager Business Edition 3000.

- You can use the tar file to import the data to a Cisco Unified Communications Manager Business Edition 5000 server. When you import, you use the Bulk Administration Tool that is automatically installed on the Cisco Unified Communications Manager Business Edition 5000 server. Bulk Administration displays as a menu option in the Cisco Unified Communications Manager Administration.

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> **Tip**   Cisco recommends that you do not change any data in the tar file, including the order of settings, if you plan to import the data to a Cisco Unified Communications Manager Business Edition 5000 server. If you need to update the configuration, Cisco recommends that you update the settings in the administrative interfaces in Cisco Unified Communications Manager Business Edition 5000 after the import is completed.

- If you import the tar file, the Cisco Unified Communications Manager Business Edition 5000 server must run the *exact* same version of call-processing software as the Cisco Unified Communications Manager Business Edition 3000 server when you ran the export; for example, if the Cisco Unified Communications Manager Business Edition 3000 server runs 8.5(1) when you export the data, the Cisco Unified Communications Manager Business Edition 5000 server must run 8.5(1) when you import the data.

- If you import the tar file to a Cisco Unified Communications Manager Business Edition 5000 server, you must configure Cisco Unity Connection Administration on the Cisco Unified Communications Manager Business Edition 5000 server because configuration export does not export Cisco Unity Connection data.

The following procedure describes how to export your data from Cisco Unified Communications Manager Business Edition 3000 and import it to Cisco Unified Communications Manager Business Edition 5000.

Procedure

Step 1   Run a backup, as described in the "Backing Up Your Data" section on page 9-1.

Step 2   Export your data through the Configuration Export page. (Select **Maintenance > Configuration Export** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.)

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> **Tip**   Cisco recommends that you do not make any changes to the tar file after you complete the export.

Step 3   If you plan to import the data to a Cisco Unified Communications Manager Business Edition 5000 server, install Cisco Unified Communications Manager Business Edition 5000 on the Cisco Unified Communications Manager Business Edition 5000 server. Refer to *Installing Cisco Unified Communications Manager Business Edition 5000.*

Step 4   If necessary, upgrade Cisco Unified Communications Manager Business Edition 5000 to the exact same version that is running on the Cisco Unified Communications Manager Business Edition 3000 server. For upgrade information, refer to *Cisco Unified Communications Operating System Administration Guide*.

Step 5 To import the Cisco Unified Communications Manager Business Edition 3000 data to a Cisco Unified Communications Manager Business Edition 5000 server, access the Bulk Administration Tool that is automatically available on the Cisco Unified Communications Manager Business Edition 5000 server after installation. Refer to *Cisco Unified Communications Manager Bulk Administration Guide*.

Step 6 After the import of data is complete, update the configuration in the GUIs on the Cisco Unified Communications Manager Business Edition 5000 server. To identify the documents that support Cisco Unified Communications Manager Business Edition 5000, refer to *Cisco Unified Communications Manager Business Edition 5000 Documentation Guide.*