

Cisco Small Business

SBCS

Technical Enablement Lab (TEL)



UC500 SWP 8.1.0 Upgrade with CCA 3.0

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Introduction

Before you begin, you must download the necessary UC500 Software Packs and Locale Packs from <http://www.cisco.com/go/uc500swpk> redirecting to: <https://supportforums.cisco.com/docs/DOC-9829/> (A Cisco.com partner login is required and a support contract is required if out of HW warranty). Do not unzip the SWP file since CCA will use it as a .zip file.

It is a recommended best practice to follow the latest Software pack (SWP), as new CME features and phone support are delivered in these updates to IOS/CME and CUE:

<https://supportforums.cisco.com/docs/DOC-9827>

During software installation, files are transferred from your PC to the UC500 flash using a built-in TFTP server within CCA. Make sure your PC meets recommended minimum requirements. CCA installs with its own JAVA so no worries there. Disable any third-party TFTP or FTP services running on your PC and verify that network and firewall settings allow TFTP and FTP traffic between your PC and the UC500. You also need to make sure your PC can route to and from CME and CUE, you are running in administrator mode and a few other things to check here (do this once for your PC with CCA managing your UC 500s) <https://supportforums.cisco.com/docs/DOC-9779>

Download the latest CCA (3.0 used in this lab) from <http://www.cisco.com/go/configassist>. While Office Manager (OM) may be used as an end user admin tool for CCA configured systems, it must not be running when CCA is running (they are mutually exclusive in run mode).

Connect your PCs Ethernet NIC to a LAN switch port on the UC 500, disable your wireless NIC and any VPN clients and you are ready to begin. It is a best practice recommendation to perform this task locally (staging environment or at the customer premises) and not over the WAN. This activity requires an hour of dedicated PC and connection. It is advisable to not run other applications on the PC while this is running. CCA will format the UC 500 flash (both IOS and CUE) and during that process it retrieves all information to the PC and then writes it back (a full back up and restore is actually now run as part of SW Upgrade). It would be disastrous to have a loss of connectivity occur when the system is void of all data. It is recoverable, but only with local console access which, isn't very fun.

If the system is a lab system, it is a good training exercise to include the application of the default configuration (newest version in the SWP) and configure your system again using CCA 3.0. Any out of band CLI detected with CCA 3.0 is not supported. CCA 3.0 now configures what you need in typical deployments and makes it easier using the JAVA based GUI so it's a good idea to learn and explore how far you can take a factory defaulted system, to convince yourself that it is right for your practice and requirements.

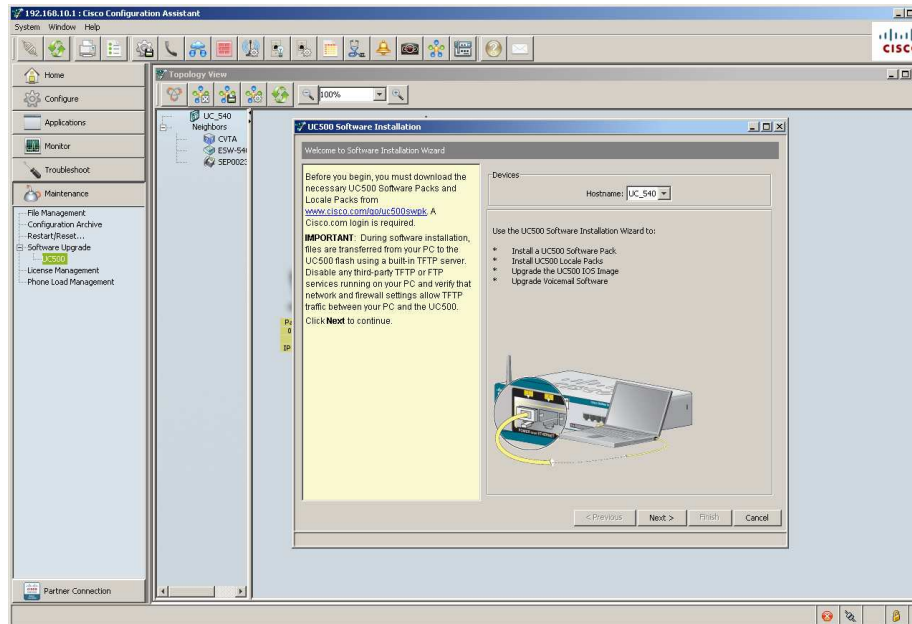
If the system is a running deployed system, obviously not a good idea to default it, and CCA will introduce new configuration as the system is configured. As an example, you will see a pop up window after SW Upgrade without default applied indicating that CCA wants to turn off auto ephone-dn assignment. Please follow these instructions as many of the new functions rely on these new modes of operation.

SW Upgrade

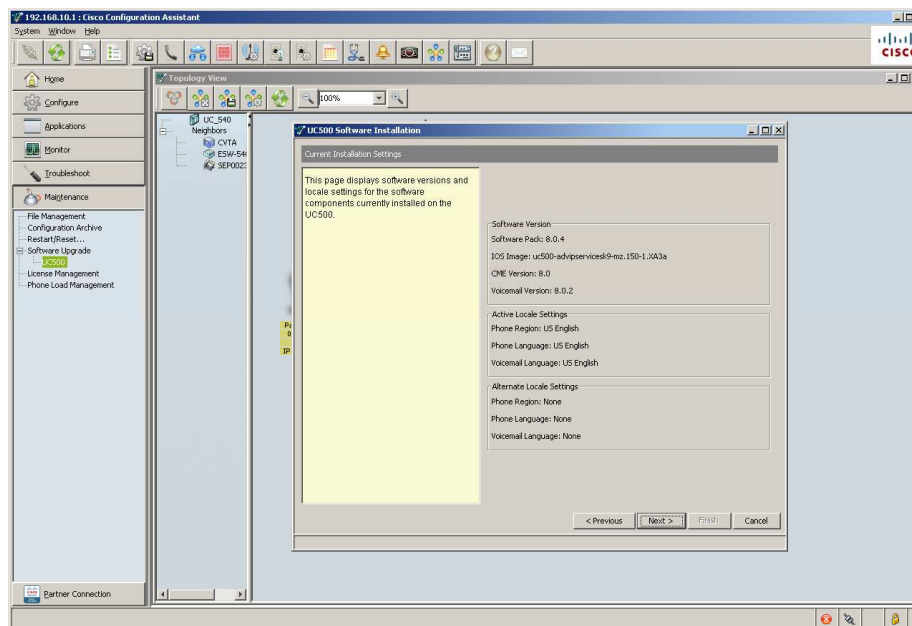
You will navigate to the following place: Maintenance > SW Upgrade > UC500

The SW Upgrade for the UC 500 is now wizard based and so UC 500 is separated from other managed network elements.

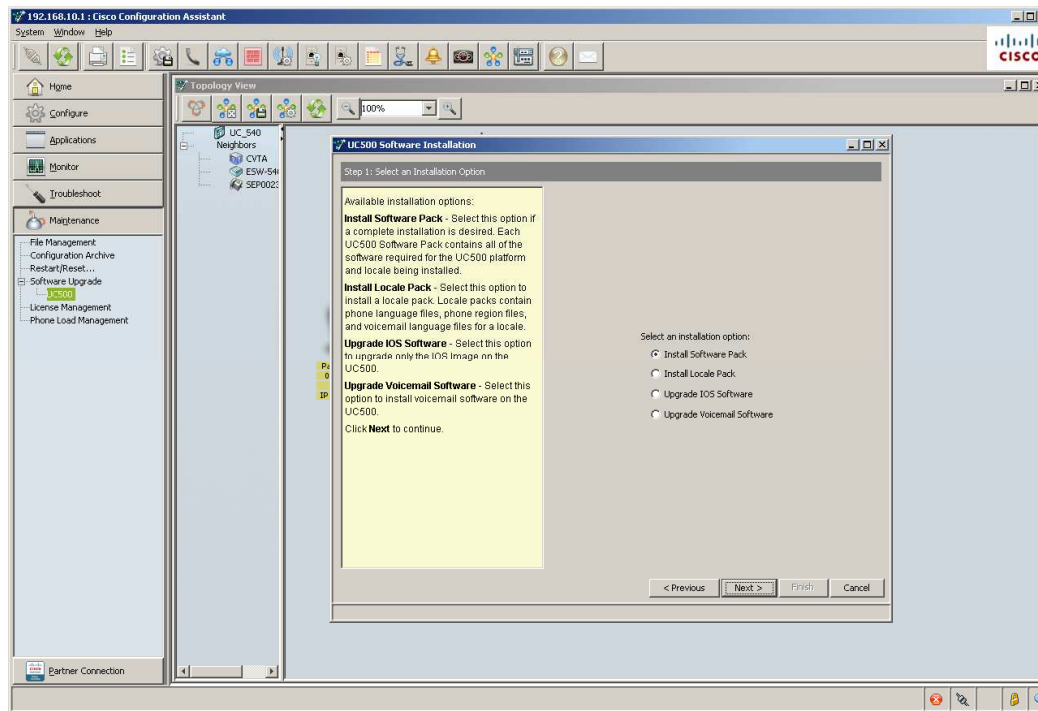
The screens that you will walk through are shown in the remainder of this document.



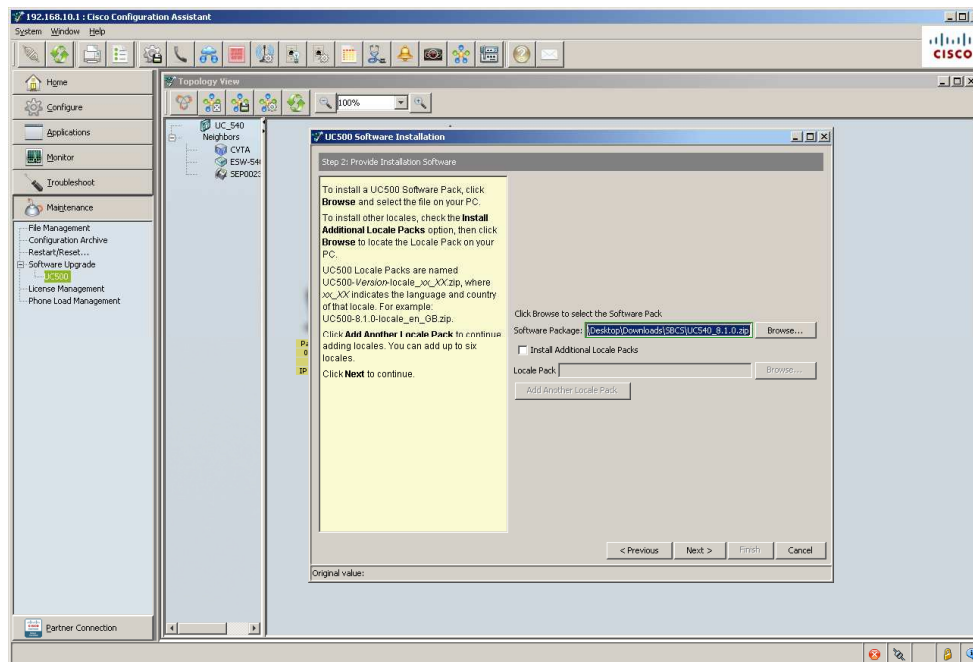
The current SW revisions of all components are discovered and displayed.



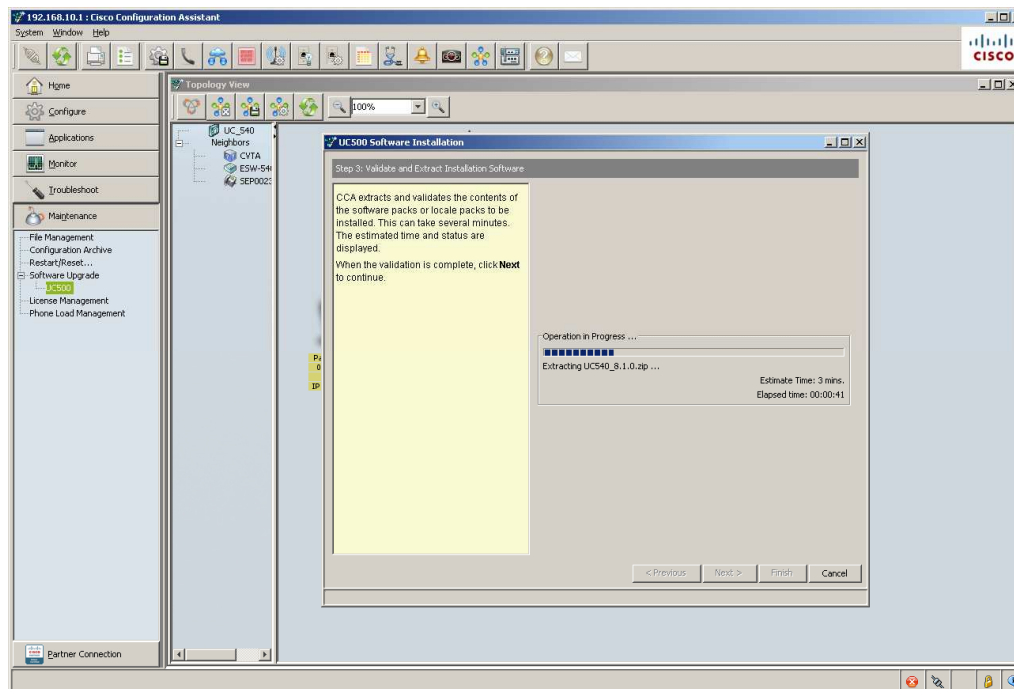
You may choose to upgrade only IOS, only CUE (Voicemail) or all components. Also added are language pack updates in CCA 3.0.

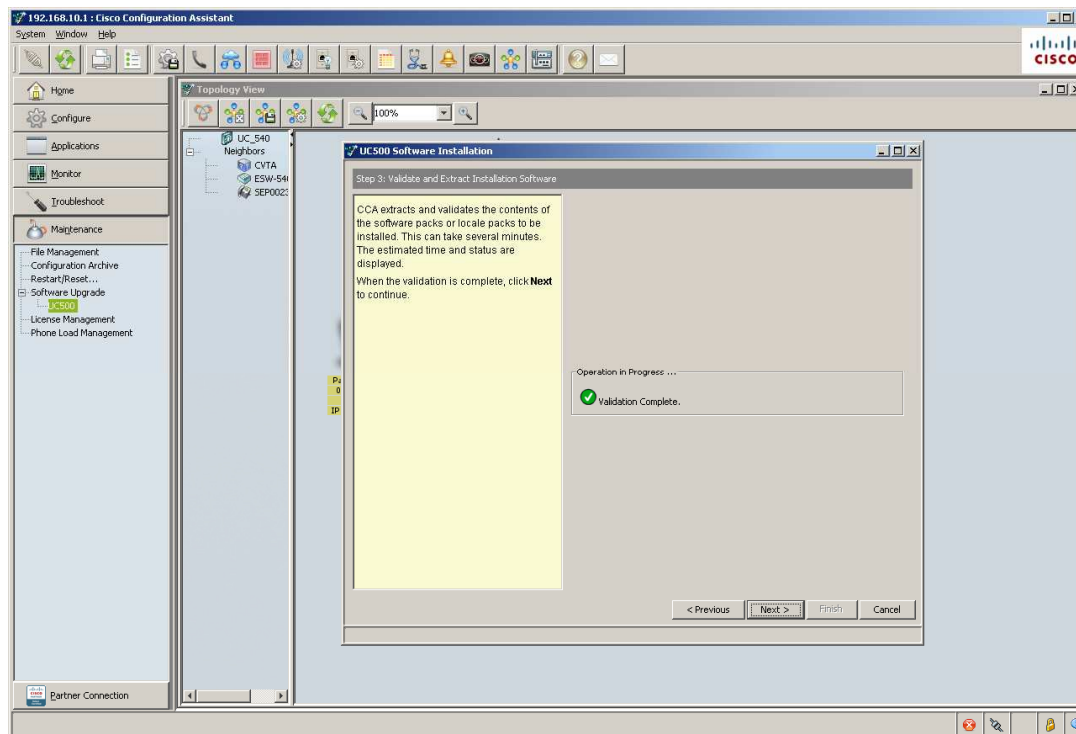


This is where you select the .zip file you previously downloaded for UC 500 to your CCA PC.

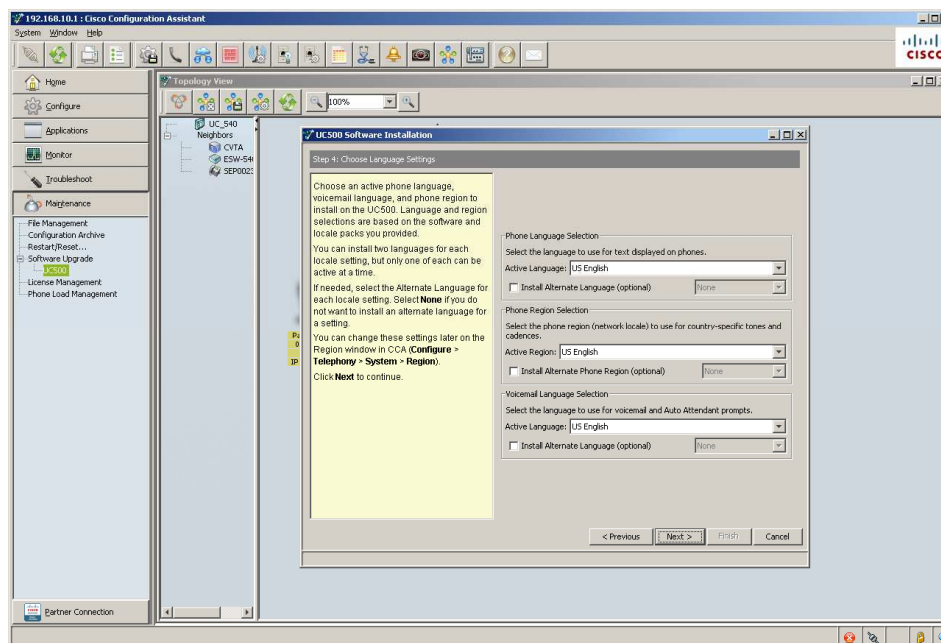


CCA extracts and validates the contents of the software packs or locale packs to be installed. This can take several minutes. The estimated time and status are displayed. When the validation is complete, click Next.



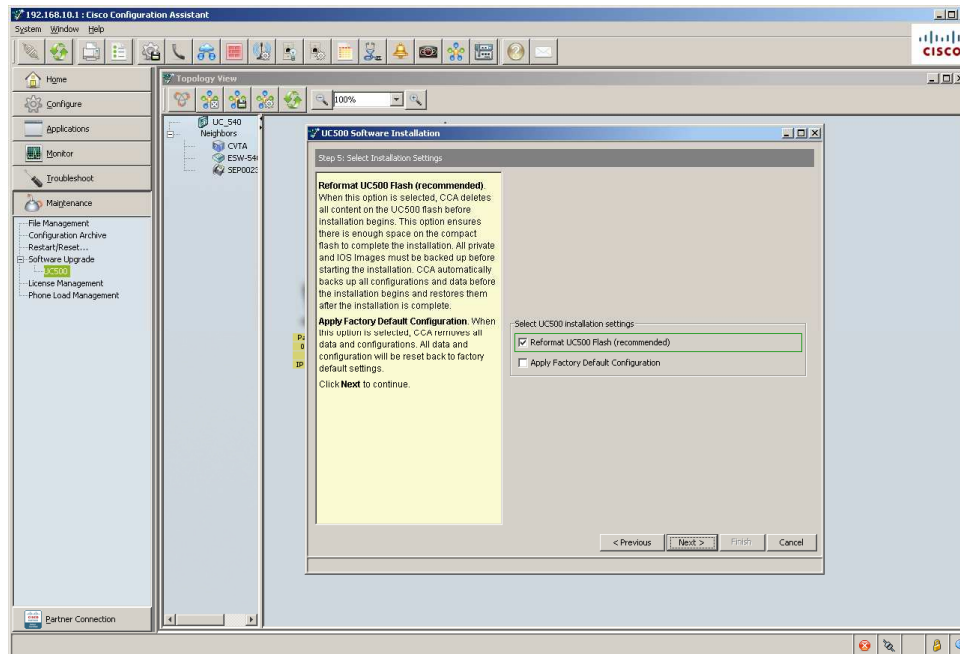


I am leaving the default US English and am not installing alternate languages.

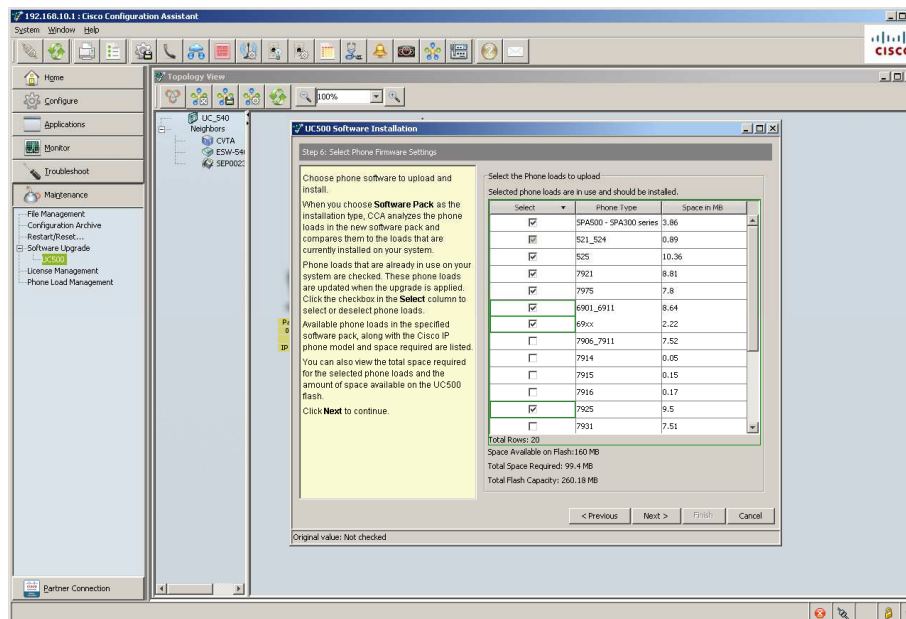


DO NOT "Apply Default Configuration" unless you want to factory reset your system.

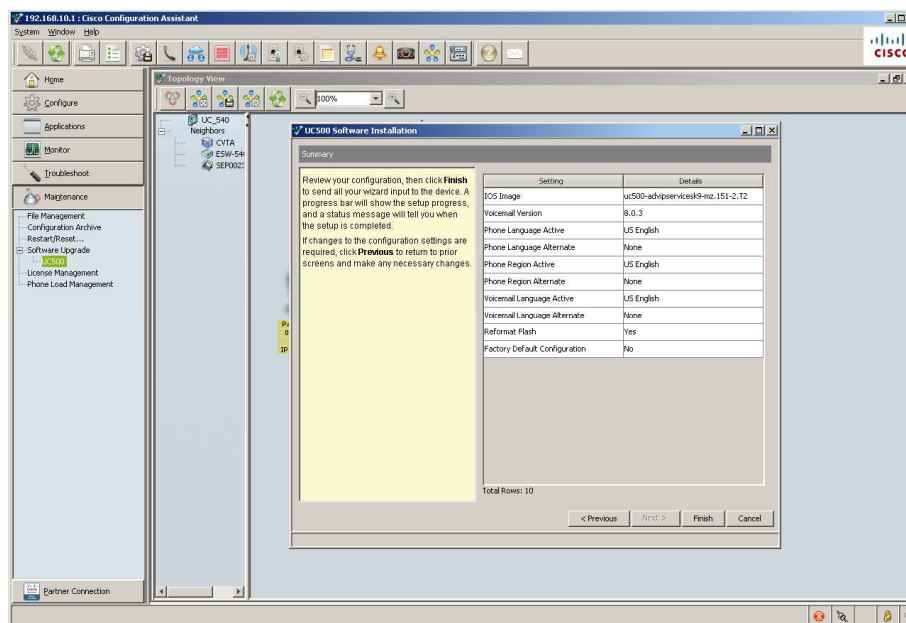
If you do format the flash, make sure you have copied off any customized desktops or ringtones since it is likely CCA will not put back files it does not recognize.



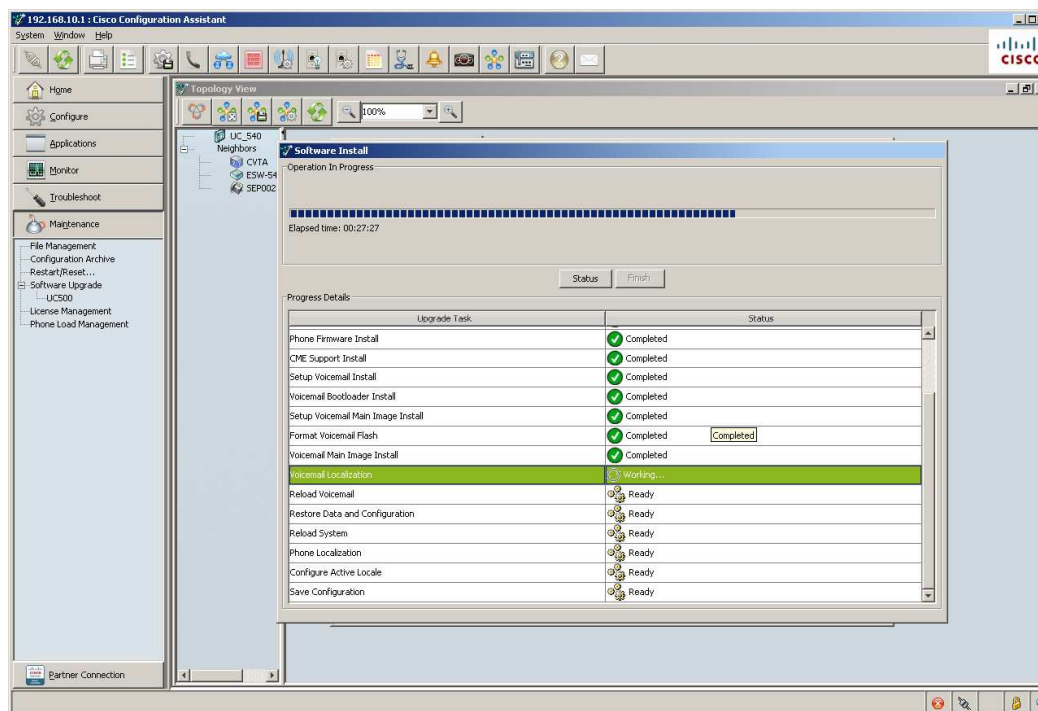
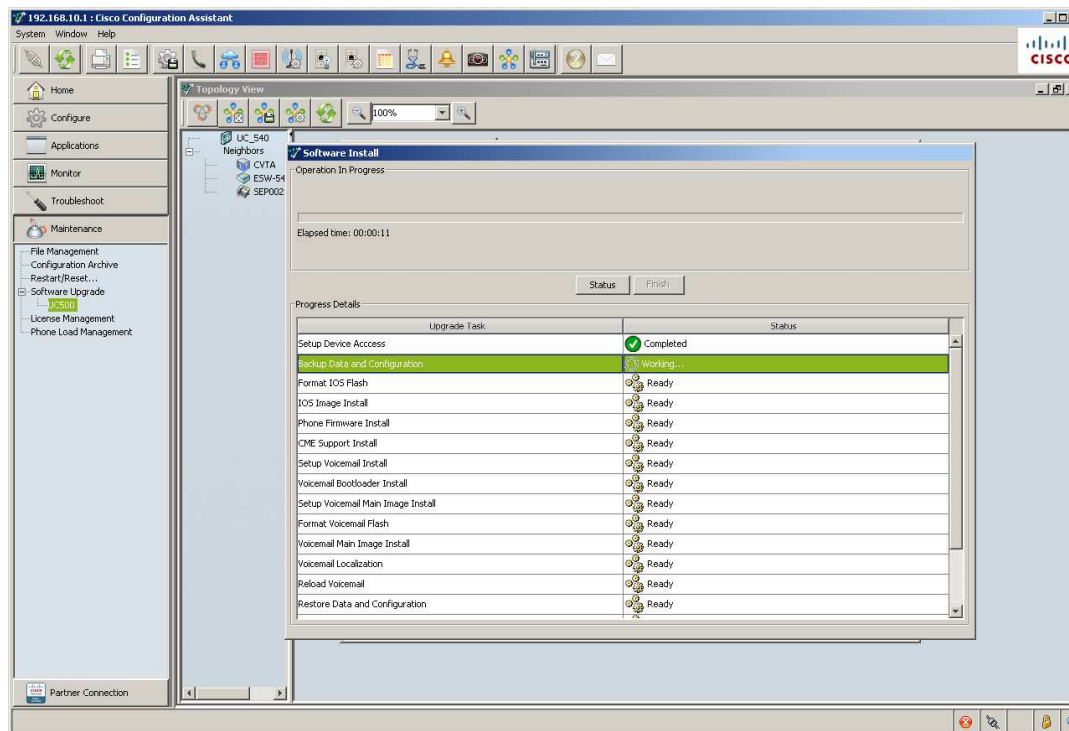
The Phone Load manager (PLM) is also available outside of SW Upgrade in the CCA Maintenance drawer, but this is where you should check the phone types you intend to connect to the UC 500 system. Note that SWP 8.1.0 does not include support for the brand new 6945 so CCA doesn't configure it. The 69xx phone load is for all other models. Note that flash space is available on models UC 540 and UC 560 for all phone loads, but not UC 520, so select carefully.



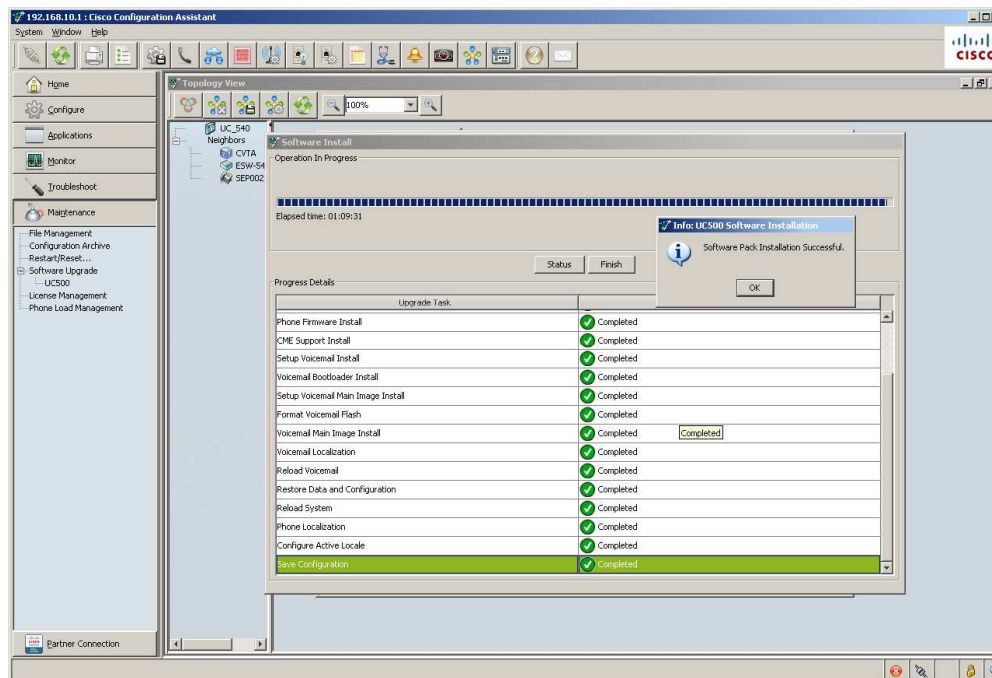
In the following screen, the resulting SW revisions are displayed to confirm.



The process now begins. Status is much more robust in CCA 3.0. Allow the PC to remain undisturbed for the next 45-60 minutes.



During the time voice mail is reloaded and restored, the visual MWI will be extinguished on all phones and not re-enabled until voice mail config restored into CUE. This condition lasts for about 15 minutes, during which time CUE (AA and Voice Mail) is unavailable.



Navigate to Monitor> Telephony> SW Pack to check the operational versions.

