



# CUCM Upgrade to 8.6.1

ver1.2



**Ryan Bennett**

**Note: All upgrade paths prior to 8.5(2) will REQUIRE the installation of a COP. The COP file will deliver functionality to (a) allow the upgrade path to be supported and (b) provide user experience enhancements. These capabilities are being delivered in a phased approach. The Phase I COP file will simply allow the upgrade path to be supported. Initially, upgrades from 8.5 will NOT require a COP file. The Phase II COP file delivers Refresh Upgrade User Experience Enhancements and was made available with AC2. Throughout AC3, we will deliver updates to the Phase II COP that will also deliver Refresh Upgrade User Experience Enhancements for the remaining upgrade paths.**

- Refresh Upgrade is initiated in the same manner as previous upgrades.
- Refresh Upgrade (RU) is very different from the standard Upgrade (L2) from a user experience standpoint
- User improvements, i.e. enhancements to the GUI and CLI, are delivered via the Refresh Upgrade COP, which is mandatory.
- The following is what you will experience during a Refresh Upgrade
  - Initiate upgrade in typical manner
  - Phase 1: Data export
  - Phase 2: System reboots, installs rhel5, reboots, and install applications
  - Phase 3: Data import
  - The upgrade is complete and services will be started.
  - Note: Monitor the console for progress during the Refresh Upgrade.

# Overview

Upgrade from 8.5.1 to 8.6.1 was done on a VMWare setup within the lab. Physical servers might work slightly different based on the model, so be sure to let your engineer know the exact model of the server first. Below is the information that you will see whenever you have the issue.

The screenshot displays the Cisco Unified Operating System Administration interface. The main window is titled "Software Installation/Upgrade" and shows the following details:

- Status:** Ready
- Software Location:** Options/Upgrades\* UCSInstall\_UCOS\_8.6.1.10000-12.sgn.iso
- File Checksum Details:**
  - File: UCSInstall\_UCOS\_8.6.1.10000-12.sgn.iso
  - MD5 Hash Value: -
- Version Information:**
  - Current Version: 8.5.1.10000-26
  - Upgrade Version: 8.6.1.10000-12
- Reboot Options:**
  - Reboot to upgraded partition
  - Do not reboot after upgrade

Below the main window, a smaller window shows the same interface but with a warning message:

- Warning:** To ensure the integrity of the installation file, please verify the MD5 hash value against the Cisco Systems web site
- Warning:** A backup is highly recommended before proceeding

At the bottom of the smaller window, it says "Done" and "i \*- indicates required item."

# Overview

## Error seen during the upgrade attempt:

The screenshot shows the Cisco Unified Operating System Administration interface. The page title is "Cisco Unified Operating System Administration" with the Cisco logo. The navigation bar includes "Navigation Cisco Unified OS Administration" and "Go". The user is logged in as "CCMAdministrator". The main menu includes "Show", "Settings", "Security", "Software Upgrades", "Services", and "Help". The current page is "Software Installation/Upgrade".

**Installation Status**

File UCSInstall\_UCOS\_8.6.1.10000-12.sgn.iso  
Start Time Thu Jun 02 01:33:11 CDT 2011  
Status Error encountered: The selected upgrade is disallowed from the current version

**Installation Log**

```
06/02/2011 02:08:23 refresh_upgrade|Hardware is supported for "callmanager" deployment|<LVL::Info>  
06/02/2011 02:08:23 refresh_upgrade|Validate from version 8.5.1.10000-26|<LVL::Info>  
06/02/2011 02:08:23 refresh_upgrade|***** Upgrade Failed *****|<LVL::Info>  
06/02/2011 02:08:23 refresh_upgrade|*** Please install the Refresh Upgrade COP, and reattempt the upgrade ***|<LVL::Info>  
06/02/2011 02:08:23 refresh_upgrade|*****|<LVL::Info>  
06/02/2011 02:08:28 refresh_upgrade|File:/common/download/8.6.1.10000-12/refresh_upgrade:772, Function: validate_from_version(), Upgrade  
from 8.5.1.10000-26 not allowed|<LVL::Error>  
06/02/2011 02:08:28 refresh_upgrade|Exiting with result 1|<LVL::Info>  
06/02/2011 02:08:28 refresh_upgrade|(CAPTURE) Mail notification cancelled - smtp server address for email not found! [/common/cisco
```

Below is the error that you will see within the upgrade logs, but its not directly on the bottom, you will need to scroll up just a bit.

```
*** Upgrade Failed ***  
*** Please Install the Refresh Upgrade COP, and reattempt the upgrade ***  
*****
```

Below is the file that you will need to install prior to being able to complete the upgrade

The screenshot shows the Cisco Unified Operating System Administration interface. The page title is "Cisco Unified Operating System Administration For Cisco Unified Communications Solutions". The navigation menu includes "Show", "Settings", "Security", "Software Upgrades", "Services", and "Help". The current page is "Software Installation/Upgrade".

The "Status" section shows "Status: Ready".

The "Software Location" section shows "Options/Upgrades\*" with a dropdown menu containing "ciscocm.refresh\_upgrade\_v1.0.cop.sgn".

The "Invalid Upgrades" section contains a table with the following data:

Option Names	Status
FreeFTPd.lnk	Name does not match any filter pattern.
ciscocm.refresh_upgrade_v1.0.cop	Name matches a filter which indicates the name does not represent a signed file. Upgrade requires signed files.
freeFTPd.exe	Name does not match any filter pattern.

At the bottom, there is a legend: "i \* - indicates required item."

**ciscocm.refresh\_upgrade\_v1.0.cop.sgn** is the full name of the file.

# Continue stepping through the normal upgrade process

**Cisco Unified Operating System Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified OS Administration Go  
CCMAdministrator | Search Documentation | About | Logout

Show Settings Security Software Upgrades Services Help

### Software Installation/Upgrade

Cancel Next

**Status**

- Warning:** To ensure the integrity of the installation file, please verify the MD5 hash value against the Cisco Systems web site
- Warning:** You may need to stop some services before you install a locale. You may then restart those services after you complete the locale installation. Refer to your product-specific online help for locale installation details.

**File Checksum Details**

File	cisoccm.refresh_upgrade_v1.0.cop.sgn
MD5 Hash Value	21:c5:be:ca:10:c0:51:d9:86:c7:17:ae:a8:88:2f:33

Cancel Next

\*- indicates required item

**Cisco Unified Operating System Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified OS Administration Go  
CCMAdministrator | Search Documentation | About | Logout

Show Settings Security Software Upgrades Services Help

### Software Installation/Upgrade

Install Another

**Installation Status**

File	cisoccm.refresh_upgrade_v1.0.cop.sgn
Start Time	Thu Jun 02 03:24:37 CDT 2011
Status	Complete

**Installation Log**

```
06/02/2011 03:28:43
*****
SUCCESS: Successful install of refresh_upgrade_v1.0. All GUI and CLI sessions will terminate shortly. Tomcat will be restarted, which can take several minutes.
*****
06/02/2011 03:28:43
```

Install Another

\*- indicates required item.

**Tomcat restarts and then it takes about 5 – 10 minutes to get the Web Admin page back up and running.**

**Now go back and attempt the re-install, everything should work just fine.**

After you complete the upgrade you will see the following:

admin:show version inactive

Active Master Version: 8.5.1.10000-26

Active Version Installed Software Options:

ciscocm.refresh\_upgrade\_v1.0.cop

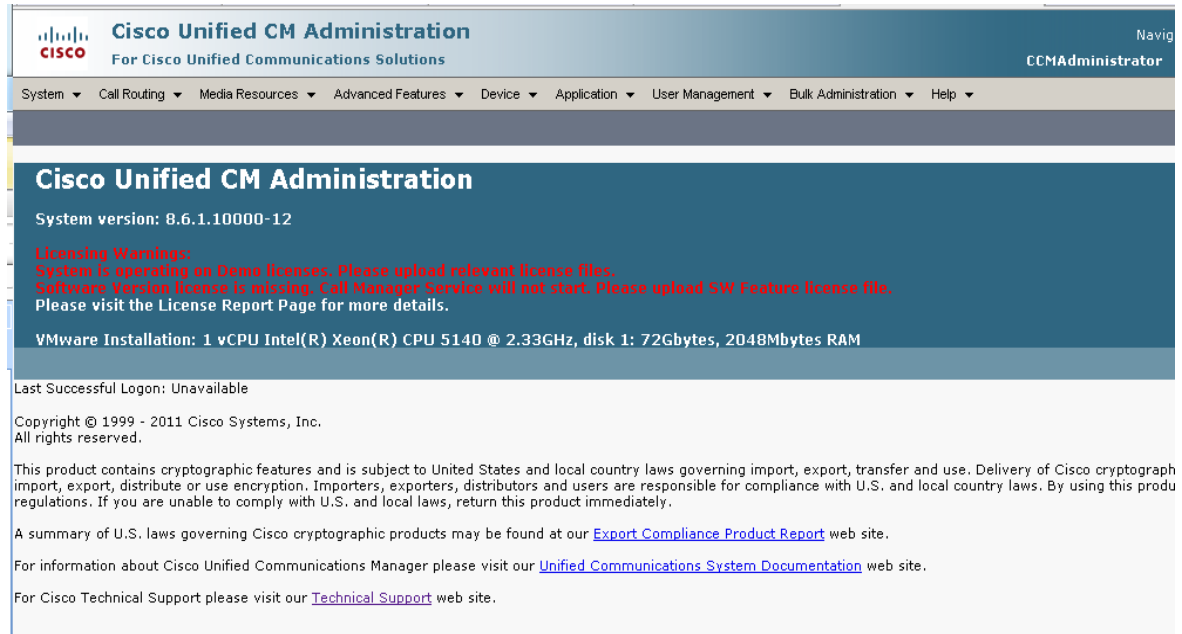
admin:show version active

Inactive Master Version: 8.6.1.10000-12

Inactive Version Installed Software Options:

ciscocm.refresh\_upgrade\_v1.0.cop

Finally you will see the following, to confirm that you've upgraded the CUCM server successfully.



The screenshot displays the Cisco Unified CM Administration web interface. At the top, the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions" are visible. The user is logged in as "CCMAdministrator". A navigation menu includes System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The main content area shows the system version as 8.6.1.10000-12. A red "Licensing Warning" message states: "System is operating on Demo Licenses. Please upload relevant license files. Software Version license is missing. Call Manager Service will not start. Please upload SW Feature license file. Please visit the License Report Page for more details." Below this, the VMware installation details are listed: "1 vCPU Intel(R) Xeon(R) CPU 5140 @ 2.33GHz, disk 1: 72Gbytes, 2048Mbytes RAM". The footer contains copyright information (© 1999 - 2011 Cisco Systems, Inc.), a disclaimer about cryptographic features, and links to the Export Compliance Product Report, Unified Communications System Documentation, and Technical Support web sites.

## Other screens you might come across



**You can setup email notifications to be pushed out after the upgrade was successful**

**Cisco Unified Operating System Administration**  
For Cisco Unified Communications Solutions

Show ▾ Settings ▾ Security ▾ Software Upgrades ▾ Services ▾ Help ▾

**Software Installation/Upgrade**

Cancel Next

**Status**

Status: Ready

**Software Location**

Source\* Remote Filesystem

Directory\* /nfs/voice/cucm/iso/8.6.1.10000-43

Server\* 172.18.108.50

User Name\* kerusse

User Password\* .....

Transfer Protocol\* SFTP

SMTP Server 14.48.40.22

Email Destination hpotter@702e.local

Cancel Next





Show Settings Security Software Upgrades Services Help

### Software Installation/Upgrade

Cancel Next

#### Status

- Warning:** To ensure the integrity of the installation file, please verify the MD5 hash value against the Cisco Systems web site
- Warning:** A backup is highly recommended before proceeding

#### File Checksum Details

File UCSInstall\_UCOS\_8.6.1.10000-43.sgn.iso  
MD5 Hash Value 41:53:a5:fd:ce:c0:7d:e0:c7:18:61:c3:1f:a4:8c:e2

#### Version Information

Current Version 8.5.1.10000-26  
Upgrade Version 8.6.1.10000-43



#### Status

- This is a Refresh Upgrade. Refresh Upgrades require an extended service outage and multiple reboots. Please refer to the Software Upgrades section of the Cisco Unified Communication Operating System Administration Guide for more information.



#### Switch Options

- Switch to new version after upgrade
- Do not switch to new version after upgrade

### Software Installation/Upgrade

 Cancel  Next

#### Status

-  **Warning:** To ensure the integrity of the installation file, please verify the MD5 hash value against the Cisco Systems web site
-  **Warning:** A backup is highly recommended before proceeding




#### File Checksum Details

File UCSInstall\_UCOS\_8.6.1.10000-24.sgn.iso  
MD5 Hash Value c6:82:92:0c:c5:d4:b8:c3:b5:14:ed:d4:06:cd:fb:a7

#### Version Information

Current Version 8.5.1.12017-2  
Upgrade Version 8.6.1.10000-24

#### Status

-  This is a Refresh Upgrade. Refresh Upgrades require an extended service outage and multiple reboots. Please refer to the Software Upgrades section of the Cisco Unified Communication Operating System Administration Guide for more information.
-  This server model requires a USB storage device in order to proceed with the upgrade. Please insert a USB storage device with at least 16GB of capacity. Note that any existing data on the USB device will be deleted.
-  This Refresh Upgrade will COMPLETELY REFORMAT YOUR SERVER. Reverting to your current version following the Refresh Upgrade will require a reinstall and restore. You must have a valid backup.

-

Welcome to the Platform Command Line Interface

```
admin:utils system upgrade initiate
```

Warning: Do not close this window without first canceling the upgrade.

```
    Downloaded: UCSInstall_UCOS_8.6.1.10000-24.sgn.iso
    File version: 8.6.1.10000-24
    File checksum: c6:82:92:0c:c5:d4:b8:c3:b5:14:ed:d4:06:cd:fb:a7
```

Automatically switch versions if the upgrade is successful (yes/no): █

Command Line Interface is starting up, please wait ...

Welcome to the Platform Command Line Interface

```
admin:utils system upgrade initiate
```

Warning: Do not close this window without first canceling the upgrade.

```
    Downloaded: UCSInstall_UCOS_8.6.1.10000-24.sgn.iso
    File version: 8.6.1.10000-24
    File checksum: c6:82:92:0c:c5:d4:b8:c3:b5:14:ed:d4:06:cd:fb:a7
```

This is a Refresh Upgrade. Refresh Upgrades require an extended service outage and multiple reboots. Please refer to the Software Upgrades section of the Cisco Unified Communication Operating System Administration Guide for more information.

Switch to new version if the upgrade is successful (yes/no): █

Welcome to the Platform Command Line Interface

admin:utils system upgrade initiate

Warning: Do not close this window without first canceling the upgrade.

Downloaded: UCSInstall\_UCOS\_8,6,1,10000-24,sgn.iso  
File version: 8,6,1,10000-24  
File checksum: c6:82:92:0c:c5:d4:b8:c3:b5:14:ed:d4:06:cd:fb:a7

This is a Refresh Upgrade. Refresh Upgrades require an extended service outage and multiple reboots. Please refer to the Software Upgrades section of the Cisco Unified Communication Operating System Administration Guide for more information.

This server model requires a USB storage device in order to proceed with the upgrade. Please insert a USB storage device with at least 16GB of capacity. Note that any existing data on the USB device will be deleted.

This Refresh Upgrade will COMPLETELY REFORMAT YOUR SERVER. Reverting to your current version following the Refresh Upgrade will require a reinstall and restore. You must have a valid backup.

Start Refresh Upgrade (yes/no): █

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