



# Upgrade

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## Upgrade a Multinode Environment

### Before You Begin

Create a new backup using the platform command-line interface. You can back up the cluster, or back up each node individually.



#### Note

You can reduce the time to upgrade Cisco Unified Communications Domain Manager (Unified CDM) by performing backup activities before the upgrade maintenance window. You can also reduce the time for upgrade and backup by running node upgrades in parallel (a process that includes a backup). Use the following CLI command:

```
cluster upgrade media/platform-install-1.x.x-x.iso fast
```

Another alternative is to use VMware snapshots for your backup if reducing the length of time for the upgrade is a primary consideration. Consider the following when using VMware snapshots to back up Unified CDM:

- Cisco cannot guarantee that a VMware snapshot can be used to successfully restore Unified CDM or any Cisco HCS Management application. If you cannot restore the application from a snapshot, your only recourse is to reinstall the application.
- When the backup is complete and you do not need the VMware snapshot for restore activities, delete the snapshot immediately to preserve LUN space.

For more information about the risks of using VMware snapshots, refer to the “Backup and Restore” chapter in the *Cisco Unified Communications Domain Manager, Release 10.6(2) Maintain and Operate Guide*.

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Turn off any scheduled imports. See [Turn off Scheduled Imports, on page 5](#).

Check for running imports. Either wait for them to complete or cancel them. See [Cancel Running Imports, on page 5](#).

## Procedure

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- Step 1** Use SFTP to transfer the upgrade .iso file to the platform user's media folder on the primary Unified node.
- sftp platform@<unified\_node\_hostname>
  - cd media
  - put <upgrade\_iso\_file>
- Step 2** On the primary Unified node, verify the .iso image with the **ls -l media** command.
- Step 3** On the primary Unified node, run the **cluster upgrade media/<platform-xxx.iso>** command to upgrade the cluster.
- Step 4** After the upgrade is complete, verify the cluster status with the **cluster status** and **cluster run all diag health** commands.
- Step 5** On the primary Unified node, run the **VOSS upgrade\_db** command.
- Step 6** On the primary Unified node, run the **security update** command.
- Step 7** On the primary Unified node, run the **cluster run all diag health** command to verify that all services are up.
- Step 8** Use SFTP to transfer the upgrade template file to the platform user's media folder on the primary Unified node:
- sftp platform@<unified\_node\_hostname>
  - cd media
  - put <upgrade\_template\_file>
- Step 9** On the primary Unified node, run the **ls -l media** command to verify the template file.
- Step 10** On the primary Unified node, run the **app template media/<CUCDM-xxx.template>** command.
- Note** You should see the message: `Services have been restarted. Please ignore any other messages to restart services.` The template upgrade automatically restarts any necessary applications.
- Step 11** Review the output from the **app template** command and confirm that the message `Script /opt/platform/admin/home/template_XXXXXX/install_script completed successfully` appears.
- If no errors are indicated, make a backup or snapshot.
  - For an unsupported upgrade path the install script stops with the message: `Upgrade failed due to unsupported upgrade path. Please log in as sysadmin and see Transaction logs for more detail. You can restore to the backup or revert to the VM snapshot made before the upgrade.`
  - If there are errors for another reason, the install script stops with a failure message listing the problem. Resolve the problem and retry the installation.
- Step 12 Note** **These steps are to be run only on secondary nodes.**
- Use SFTP to transfer the new `Macro_Update.template` file to the media directory on the Cisco Unified Communications Domain Manager 10.6(x) server (e.g. `Macro_Update.template`, see version compatibility chart)

- a) `sftp platform@<cucdm10 hostname>`
- b) `cd media`
- c) `put Macro_Update.template`

**Step 13** Issue the **app template media/Macro\_Update\_xx.template** command from the CUCDM platform CLI. It takes less than one minute to install the template on each secondary node.

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### What to Do Next

- Log in to the user interface as `hcsadmin` and verify the upgrade by selecting **About > Extended Version**. If your web browser cannot open the user interface, clear your browser cache before trying to open the interface again.
- Reactivate the scheduled imports that you turned off before upgrading.

## Upgrade a Standalone Environment

### Before You Begin

Create a new backup using the platform CLI.



#### Note

You can reduce the time to upgrade Cisco Unified Communications Domain Manager (Unified CDM) by performing backup activities before the upgrade maintenance window. You can also reduce the time for upgrade and backup by running node upgrades in parallel (a process that includes a backup). Use the following CLI command:

**cluster upgrade media/platform-install-1.x.x-x.iso fast**

Another alternative is to use VMware snapshots for your backup if reducing the length of time for the upgrade is a primary consideration. Consider the following when using VMware snapshots to back up Cisco Unified Communications Domain Manager:

- Cisco cannot guarantee that a VMware snapshot can be used to successfully restore Unified CDM or any Cisco HCS Management application. If you cannot restore the application from a snapshot, your only recourse is to reinstall the application.
- When the backup is complete and you do not need the VMware snapshot for restore activities, delete the snapshot immediately to preserve LUN space.

For more information about the risks of using VMware snapshots, refer to the “Backup and Restore” chapter in the *Cisco Unified Communications Domain Manager, Release 10.6(2) Maintain and Operate Guide*.

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Before upgrading, turn off any scheduled imports. See [Turn off Scheduled Imports, on page 5](#).

Before upgrading, check for running imports. Either wait for them to complete or cancel them. See [Cancel Running Imports, on page 5](#).

## Procedure

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- Step 1** Use SFTP to transfer the upgrade .iso file to the platform user's media folder on the server.
- sftp platform@<cucdm\_server\_hostname>
  - cd media
  - put <upgrade\_platform\_iso>
- Step 2** Log in to the server CLI as platform user.
- Step 3** Run the **app upgrade media/<upgrade\_iso\_file>** command.
- Step 4** Run the **system provision** command.
- Step 5** Run the **upgrade\_db** command.
- Step 6** Run the **security update** command.
- Step 7** Run the **system reboot** command.
- Step 8** Use SFTP to transfer the Cisco Unified Communications Domain Manager 10.6(x) Cisco HCM-Core file to the platform user's media folder on the server:
- sftp platform@<cucdm\_server\_hostname>
  - cd media
  - put <upgrade\_template\_file>
- Step 9** Upgrade the template with the **app template media/<template\_file>** command.
- Note** You should see the message: `Services have been restarted. Please ignore any other messages to restart services.` The template upgrade automatically restarts any necessary applications.
- Step 10** Review the output from the **app template** command and confirm that the message `Script /opt/platform/admin/home/template_XXXXXX/install_script completed successfully` appears.
- If there are no errors indicated, make a backup or snapshot.
  - If there are errors because of an unsupported upgrade path, the install script stops with a failure message: `Upgrade failed due to unsupported upgrade path. Please log in as sysadmin and see Transaction logs for more detail.` You can restore to the backup or revert to the VM snapshot made before the upgrade.
  - If there are errors for another reason, the install script stops with a failure message listing the problem. Resolve the problem and retry the installation.
- Step 11** Run the **system reboot** command.
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## What to Do Next

- Log in to the user interface as hcsadmin and verify the upgrade by selecting **About > Extended Version**. If your web browser cannot open the user interface, clear your browser cache before trying to open the interface again.
- Reactivate any scheduled imports that you turned off before upgrading.

## Cancel Running Imports

Cancel running imports to reduce load on the system and improve upgrade performance.

### Procedure

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- Step 1** Log in as hcsadmin@sys.hcs.
  - Step 2** Select **Administration Tools** > **Transaction** to view Transactions.
  - Step 3** Hover over the Action heading, then click the search icon.
  - Step 4** In the Search String field, type Import and hit enter.  
Import jobs are displayed.
  - Step 5** Look for jobs that have Status of "Processing" and either wait for them to complete or cancel them.
  - Step 6** To cancel a job, click the job, then click the **Cancel** button.
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## Turn off Scheduled Imports

Turn off scheduled imports to reduce load on the system and improve upgrade performance.

### Procedure

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- Step 1** Log in as hcsadmin@sys.hcs.
  - Step 2** Select **Administration Tools** > **Scheduling** to view scheduled jobs.
  - Step 3** Click each scheduled job. On the **Base** tab, uncheck the **Activate** check box.
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