

**Scenario 1:** Issues found while running CCE 9.0(1) installer to upgrade from 8.5(2) or above to 9.0(1).

Complete the following steps:

1. Un-install the available ICM version from Add/remove program.
2. Un-install SQL Server 2008 and all its components.
3. Install SQL Server 2005 followed by SP 4.
4. Restore the ICM Database from the backup folder where the database were backed up before upgrade.
5. Ensure SQL protocol order of Named Pipes is higher than TCP/IP.
6. Delete all folders from **C:\Program Files (x86)\InstallShield Installation Information** and **C:\Program Files\InstallShield Installation Information**.
7. Delete the ICM install folder. For example, **c:\icm**
8. Delete the following ICM registry keys:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Cisco Systems, Inc.
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{0596...
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{268E...
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{9A96...
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\5812E862FDCF7DA408E023588A9AC2E...
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\5E1769A9BCD7C7440AF2E6D686EAA9...
9. Import the registry backup file from **C:\Temp\UnifiedICM-CCE-CCHRegSave\_\*.reg**.
10. Install 8.0.1A and the required patch by specifying the patch installer during installation.
11. Create/Re-create a new service account for the Logger and AW processes.
12. Start the Central Controller services.

**Scenario 2:** Issues found during SQL Server 2008 Installation/EDMT Migration/Restoring the backed up SQL 2005 ICM Database in SQL 2008.

Complete the following steps:

1. Un-install SQL Server 2008 and all its components.
2. Install SQL Server 2005 and SP 4.

## Central\_Controller/AW/HDS\_Common\_Ground\_upgrade\_failure\_scenarios\_and\_roll\_back\_procedure

3. Restore the ICM Database from the backup folder where the database were backed up before upgrade.
4. Ensure SQL protocol order of Named Pipes is higher than TCP/IP.
5. Create/Re-create a new service account for the Logger and AW processes.
6. Start the Central Controller services.