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- [Cisco Unified Operating System Administration for Cisco Unified Presence](#)
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About Software Upgrades

With this version of Cisco Unified Presence, you can install upgrade software on your server while the system continues to operate. Two partitions exist on your system: an active, bootable partition and an

inactive, bootable partition. The system boots up and operates entirely on the partition that is marked as the active partition.

When you install upgrade software, you install the software on the inactive partition. The system continues to function normally while you are installing the software. When you are ready, you activate the inactive partition and reboot the system with the new upgrade software. The current active partition will then get identified as the inactive partition when the system restarts. The current software remains in the inactive partition until the next upgrade. Your configuration information migrates automatically to the upgraded version in the active partition.

If for any reason you decide to back out of the upgrade, you can restart the system to the inactive partition that contains the older version of the software. However, any configuration changes that you made since upgrading the software will get lost.

Note: You can only make changes to the database on the active partition. The database on the inactive partition does not get updated. If you make changes to the database after an upgrade, you must repeat those changes after switching the partition.

- [Pre-Upgrade Tasks](#)
- [Additional Upgrade Considerations](#)
- [Disabling Throttling to Decrease the Time Required to Upgrade](#)

Pre-Upgrade Tasks

Before you begin the upgrade, perform the following tasks:

- Read the release notes and documentation for the new release and be sure you understand the supported upgrades, new features, and how the upgrade interacts with the other products associated with your system.

Document	Location
<i>Hardware and Software Compatibility Information for Cisco Unified Presence</i>	http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html
Release notes for Cisco Unified Presence	http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html

- Ensure that you have the necessary license files for the new release. If your Cisco Unified Presence server is operating in Evaluation mode following a fresh installation, you cannot upgrade it until you

enable Cisco Unified Presence in permanent Production mode. You must upload the Cisco Unified Presence server license file that you previously acquired.

- Before you begin the upgrade, back up your system.

Related Topics

- See the *Deployment Guide for Cisco Unified Presence* for information about Cisco Unified Presence licensing modes
- [Getting More Information](#)

Additional Upgrade Considerations

When you are upgrading Cisco Unified Presence, also consider the following:

- You can perform software installations and upgrades by using the **Software Upgrades** menu options, or using the Command Line Interface. The system can only upload and process software that Cisco approves.
- If you have a Cisco Unified Presence cluster comprising multiple nodes, you must upgrade all nodes in the cluster. If you have a multi-node cluster, where Node A is the publisher server and Node B is the subscriber server, you must upgrade Node A prior to upgrading Node B. The system transfers specific files and a copy of the database from Node A to Node B during an upgrade. Also, you cannot perform a fresh installation on Node A and then perform an upgrade on Node B.
- You must also enable the SIP trunk in Cisco Unified Presence Administration.
- After upgrading Cisco Unified Presence, you must map line appearances to users to support presence; the system does not base presence on line appearances mapping to the primary extensions of users.
- Make sure that the Call Detail Record (CDR) Maintenance task is not running during an upgrade. If not configured explicitly, the CDR maintenance tasks runs for two hours at midnight everyday. To change the CDR maintenance time, change the Cisco AMC service parameter in Cisco Unified Presence Administration.

Note: If you have to upgrade Cisco Unified Communications Manager as part of your Cisco Unified Presence upgrade, note the following:

- You must stop and restart Cisco Unified Presence Sync Agent service. To restart the Sync Agent service, navigate to Cisco Unified Serviceability and select **Tools > Control Center - Network Services**.
- You must configure a SIP PUBLISH trunk on Cisco Unified Communications Manager to communicate with Cisco Unified Presence.

Related Topics

- [utils system upgrade CLI Command](#)

Disabling Throttling to Decrease the Time Required to Upgrade

To preserve system stability during upgrades, the system throttles the upgrade process, which may take considerably longer to complete in Cisco Unified Presence 7.0(1) and later than it did in earlier releases.

However, if the upgrade process is taking much longer than you would like, you can disable throttling. Although disabling throttling decreases the time it takes to perform the upgrade, it may degrade system performance. For more information about throttling and the causes of slow upgrades, see the "Effects of I/O Throttling" section. To disable throttling, use the following command in the CLI before you start the upgrade: **utils iothrottle disable**.

Note: If you want to reenabling throttling after you start the upgrade, you must cancel the upgrade, reenabling throttling, and then restart the upgrade.

Effects of I/O Throttling

This section describes how throttling affects the upgrade process, identifies possible causes of slow or stalled upgrades, and provides actions you can take to speed up the upgrade.

This section contains the following information:

- [Overview](#)
- [Disabling Throttling](#)
- [Server Models](#)
- [Write-Cache](#)

Overview

Throttling may cause the upgrade to take longer. Throttling is enabled by default and is necessary if you perform the upgrade during normal business hours.

Disabling Throttling

To disable throttling, use the following command: `utils iothrottle disable`

Note: If you want to reenabling throttling after you start the upgrade, you must cancel the upgrade, reenabling throttling, and then restart the upgrade.

Server Models

The Server model you have also impacts the upgrade speed. Upgrades on servers that have SATA hard drives, such as MCS-7816 and MCS-7825, take longer than servers with SAS/SCSI hard drives, such as MCS-7835 and MCS-7845.

Write-Cache

A disabled write-cache on the server also causes the upgrade process to run more slowly. Multiple factors can cause the write-cache to become disabled, including dead batteries on older servers.

Before starting an upgrade, verify the status of the write-cache on the MCS-7835/45 disk controllers. You do not need to verify the write-cache status on the MCS-7816, MCS-7825 servers. To verify write-cache status, access the Cisco Unified Operating System Administration, and select Show > Hardware.

If you determine that your write-cache is disabled because of a dead battery, you need to replace the hard disk controller cache battery. Follow your local support procedures to get this battery replaced.

See the following examples of output from the Show > Hardware menu for details on determining the battery and write-back cache status.

In the following example write-cache is enabled. The example indicates that 50 percent of the cache is reserved for write and 50 percent of the cache is reserved for read. If the write-cache was disabled, 100 percent of the cache would be reserved for read or the Cache Status would not equal "OK". Also, the battery count equals "1". If the controller battery was dead or missing, it would indicate "0".

Example:

7835/45-H1 and 7835/45-H2 Servers with Write-Cache Enabled

```
Smart Array 6i in Slot 0

  Bus Interface: PCI

  Slot: 0

  Cache Serial Number: P75B20C9SR642P

  RAID 6 (ADG) Status: Disabled

  Controller Status: OK

  Chassis Slot:

  Hardware Revision: Rev B

  Firmware Version: 2.80
```

```
Rebuild Priority: Low
Expand Priority: Low
Surface Scan Delay: 15 sec
Cache Board Present: True
Cache Status: OK
Accelerator Ratio: 50% Read / 50% Write
Total Cache Size: 192 MB
Battery Pack Count: 1
Battery Status: OK
SATA NCQ Supported: False
```

The following example indicates that the battery status is enabled and that the write-cache mode is enabled.

Example:

7835/45-I2 Servers with Write-Cache Enabled

RAID Details :

Controllers found: 1

Controller information

```
Controller Status : Okay
Channel description : SAS/SATA
Controller Model : IBM ServeRAID 8k
Controller Serial Number : 20ee0001
Physical Slot : 0
Copyback : Disabled
Data scrubbing : Enabled
Defunct disk drive count : 0
Logical drives/Offline/Critical : 2/0/0
```

```
-----
Controller Version Information
-----
```

Example:

BIOS : 5.2-0 (15421)
Firmware : 5.2-0 (15421)
Driver : 1.1-5 (2412)
Boot Flash : 5.1-0 (15421)

Controller Battery Information

Status : Okay
Over temperature : No
Capacity remaining : 100 percent
Time remaining (at current draw) : 4 days, 18 hours, 40 minutes

Controller Vital Product Data

VPD Assigned# : 25R8075
EC Version# : J85096
Controller FRU# : 25R8076
Battery FRU# : 25R8088

Logical drive information

Logical drive number 1

Logical drive name : Logical Drive 1
RAID level : 1
Status of logical drive : Okay
Size : 69900 MB
Read-cache mode : Enabled
Write-cache mode : Enabled (write-back)
Write-cache setting : Enabled (write-back) when protected by
battery
Number of chunks : 2
Drive(s) (Channel,Device) : 0,0 0,1

Logical drive number 2

Logical drive name : Logical Drive 2
RAID level : 1
Status of logical drive : Okay
Size : 69900 MB
Read-cache mode : Enabled
Write-cache mode : Enabled (write-back)
Write-cache setting : Enabled (write-back) when protected by
battery
Number of chunks : 2
Drive(s) (Channel,Device) : 0,2 0,3

How to Upgrade and Install Software

You can access the upgrade file during the installation process from either a local DVD or from a remote FTP or SFTP server. Be aware that directory names and filenames that you enter to access the upgrade file are case-sensitive.

- [Obtaining the Upgrade File](#)
- [Upgrading and Installing from Local Source](#)
- [Upgrading and Installing From Remote Source](#)

Obtaining the Upgrade File

Before you begin the upgrade process, you must obtain the appropriate upgrade file from Cisco.com.

If you plan to download the upgrade file, complete the following tasks:

- Download the appropriate upgrade file from Cisco.com.
- Copy the upgrade file to a writable CD or DVD. Because of their size, some upgrade files may not fit on a CD and will require a DVD.
- Do not rename the patch file before you install it because the system will not recognize it as a valid file.
- Do not decompress the file. If you do, the system may not be able to read the upgrade files.

Related Topics

- [Getting More Information](#)

Upgrading and Installing from Local Source

You can install software from a CD or DVD that is located in the local disc drive and then start the upgrade process.

Before You Begin

- Review the software upgrade process and ensure that you have completed the prerequisite system backup procedures.
- Obtain the upgrade file from cisco.com.

Procedure

1. Insert the CD or DVD into the disc drive on the local server that is to be upgraded.
2. Log in to Cisco Unified Operating System Administration.
3. Select **Software Upgrades > Install/Upgrade**.
4. Select **DVD/CD** from the **Source** list.
5. Enter the path to the patch file on the CD or DVD in the Directory field. If the file is in the root directory, enter a slash (/).
6. Enter the server name in the **Server** field.
7. Enter your user name in the User Name field.
8. Enter your password in the **User Password** field.
9. Select the transfer protocol from the **Transfer Protocol** field, for example, SFTP.
10. Click **Next** to continue the upgrade process.
11. Select the upgrade version that you want to install and click **Next**.
12. Monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.
13. When the download completes, verify the checksum value against the checksum for the file that you downloaded that is shown on Cisco.com.
14. Perform one of the following actions:

If you want to:	Action
Install the upgrade and automatically reboot to the upgraded partition	Select Reboot to upgraded partition .
Install the upgrade and then manually reboot to the upgraded partition at a later time	Select Do not reboot after upgrade .

15. Click **Next**.
16. Click **Finish** when the installation completes.

Troubleshooting Tips

- You must reboot the system in order to activate the upgrade.
- If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path that you want to specify. For example, if the upgrade file is in the patches directory, you must enter **/patches**. If the upgrade file is located on a Windows server, check with your system administrator for the correct directory path.
- The two checksum values must match to ensure the authenticity and integrity of the upgrade file. If the checksum values do not match, download a fresh version of the file from Cisco.com and try the upgrade again.

Related Topics

- [Reverting a Cisco Unified Presence Node to a Previous Version](#)
- [Getting More Information](#)

Upgrading and Installing From Remote Source

You can install software from a network drive or remote server and then start the upgrade process.

Before You Begin

Review the software upgrade process and ensure that you have completed the prerequisite system backup procedures.

Procedure

1. Log in to Cisco Unified Operating System Administration.
2. Select **Software Upgrades > Install/Upgrade**.
3. Select **Remote Filesystem** from the **Source** list.
4. Enter the path to the patch file on the remote system in the **Directory** field.
5. Enter the server name in the **Server** field.
6. Enter your user name in the **User Name** field.
7. Enter your password in the **User Password** field.
8. Select the transfer protocol from the **Transfer Protocol** field, for example, SFTP.
9. Click **Next** to continue the upgrade process.
10. Select the upgrade version that you want to install and click **Next**.
11. Monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.
12. When the download completes, verify the checksum value against the checksum for the file that you downloaded that is shown on Cisco.com.
13. Perform one of the following actions:

If you want to:	Action
Install the upgrade and automatically reboot to the upgraded partition	Select Reboot to upgraded partition .
Install the upgrade and then manually reboot to the upgraded partition at a later time	Select Do not reboot after upgrade .

14. Click **Next**.
15. Click **Finish** when the installation completes.

Troubleshooting Tips

- You must reboot the system in order to activate the upgrade.
- If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path that you want to specify. For example, if the upgrade file is in the patches directory, you must enter **/patches**. If the upgrade file is located on a Windows server, check with your system administrator for the correct directory path.
- To ensure the authenticity and integrity of the upgrade file, the two checksum values must match. If the checksum values do not match, download a fresh version of the file from Cisco.com and try the upgrade again.

Related Topics

- [Reverting a Cisco Unified Presence Node to a Previous Version](#)
- [Getting More Information](#)

How to Manage Locale-Specific Upgrades

- [Locale Installation](#)
- [Installing Locales](#)
- [Locale Installer Error Messages](#)

Locale Installation

Cisco provides locale-specific versions of the Cisco Unified Communications Manager Locale Installer on www.cisco.com. Installed by the system administrator, the locale installer allows the user to view/receive the chosen translated text or tones, if applicable, when a user works with supported interfaces.

User Locales

User locale files provide translated text and voice prompts, if available, for phone displays, user applications, and user web pages in the locale that the user selects. User-only locale installers exist on the web.

Network Locales

Network locale files provide country-specific phone tones and gateway tones, if available. Network-only locale installers exist on the web. Cisco may combine multiple network locales in a single locale installer.

Note: The Cisco Media Convergence Server (MCS) or Cisco-approved, customer-provided server can support multiple locales. Installing multiple locale installers ensures that the user can select from a multitude of locales. Changes do not take effect until you reboot every server in the cluster. Cisco strongly recommends that you do not reboot the servers until you have installed all locales on all servers in the cluster. Minimize call-processing interruptions by rebooting the servers after regular business hours.

Cisco Unified Presence Locale Files

When installing Cisco Unified Presence locales, you must install both of the following files:

- User Locale files-Contain language information for a specific language and country and use the following convention:

`ps-locale-language-country-version.cop`

- Combined Network Locale file-Contains country-specific files for all countries for various network items, including phone tones, annunciators, and gateway tones. The combined network locale file uses the following naming convention:

ps-locale-combinednetworklocale-*version*.cop

Installing Locales

You can install more than one locale file from either a local or a remote source. Perform one of the following actions:

If you want to:	For Additional Information
Install locale files from a local source	<ol style="list-style-type: none"> 1. See Locale Installation for more information about the locale files that you must install. 2. See How to Upgrade and Install Software and follow the same procedure.
Install locale files from a remote source	<ol style="list-style-type: none"> 1. See Locale Installation for more information about the locale files that you must install. 2. See How to Upgrade and Install Software and follow the same procedure.
Activate the newly installed locales	Restart the server.

Locale Installer Error Messages

See [Table: Locale Installer Messages and Descriptions](#) for a description of the messages that can occur during Locale Installer activation. If an error occurs, you can view the messages in the installation log.

Table: Locale Installer Messages and Descriptions

Message
[LOCALE] File not found: <language>_<country>_user_locale.csv, the user locale has not been added to the database.
[LOCALE] File not found: <country>_network_locale.csv, the network locale has not been added to the database.
[LOCALE] CSV file installer installdb is not present or not executable

[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maDialogs_<ll>_<CC>.properties.Checksum.

[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maMessages_<ll>_<CC>.properties.Checksum.

[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maGlobalUI_<ll>_<CC>.properties.Checksum.

[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt.Checksum.

[LOCALE] Could not find /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt in order to update UCM Assistant locale information.

[LOCALE] Addition of <locale-installer-file-name> to the database has failed!

[LOCALE] Could not locate <locale-installer-file-name>

[LOCALE] Could not copy <locale-installer-file-name> to migratory path. This locale will not be migrated during an upgrade.

[LOCALE] DRS registration failed

[LOCALE] DRS unregistration failed

[LOCALE] Backup failed!

[LOCALE] No COP files found in restored tarball!

[LOCALE] Failed to successfully reinstall COP files!

[LOCALE] Failed to build script to reinstall COP files!