Step-by-Step Guide to Upgrade CCP to Version 15

Contents

Introduction

This document describes the upgrade steps for Customer Collaboration Platform (CCP) from versions 12.5, 12.5 SU1, 12.5 SU2, and 12.5 SU3 to 15.0 and the correct procedure to avoid upgrade failure.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Customer Collaboration Platform (CCP)
- VMware ESXi

Components Used

The information in this document is based on these software and hardware versions:

- CCP version 12.5 SU3
- VMware ESXi 7.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Informartion

We can upgrade to CCP 15.0 only from versions CCP version 12.5(1), 12.5(1) SU1, 12.5(1) SU2, and 12.5(1) SU3

- Perform the pre-upgrade task of installing the COP file as mentioned in the CCP Install and Upgrade Guide, Release 15.0.:

Table 3. Release Versions and COP Files for Customer Collaboration Platform

Version	Release 15.0 Pre-Upgrade COP Name
12.5(1)	ciscoccp.keymanagement.v01.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU1	ciscoccp.keymanagement.v02.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU2	ciscoccp.keymanagement.v02.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU3	ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn

- Make sure you perform the installation of the cop file and upgrade only from CLI.
- Make sure the CCP is running with Linux Filesystem ext4. If it is running with ext3, rebuild the server before upgrading to version 15.
- Take a Healthy DRS backup before performing the upgrade
- Make sure you are running the UCCX VM on Esxi version 7.0 or higher, else the upgrade to 15 fails.

Configure

Step 1: Compatibility with UCCX

Verify the CCP compatibility with UCCX and other related servers before proceeding with the upgrade as mentioned in the UCCX 15 Compatibility matrix documentation.

Solution Products and Components

Cisco Unified Communications Manager (Unified CM) and Business Edition 6000 and 7000(FN 1)			Gateways for Outbound Agent and IVR(FN2,4)	Customer Collaboration Platform (CCP)(FN6)	Cisco Instant Messaging and Presence (IM&P) (FN5)	Cisco Smart Software Manager On-Prem (Cisco SSM On-Prem) (FN 8)
12.x	14(FN 9)	15				
12.5(1)	14.0	15.0	Router Series ■ 43XX ■ 44XX ■ Catalyst 8200, 8300, and 8500 Cisco IOS(FN 3) ■ 17.6 ■ 17.9 ■ 17.10 ■ 17.11 ■ 17.12 ■ 17.13 ■ 17.14 ■ 17.15	15.0	■ 12.5(1) ■ 14.X	9-202412(FN 7)

Step 2: Pre-upgrade task

1. Make sure your current version is CCP 12.5 SU3, then install the cop file "ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn" before upgrading to CCP 15

2. After downloading the Cop file "**ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn**", you can put it on your SFTP server and when you start your CCP upgrade, you can give the IP address, the username of your SFTP server, user and password, and directory of SFTP so that CCP can pick the cop from the SFTP server.

3. First, install the COP file "**ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn**" on server via CLI using the command: **utils system upgrade initiate**

4. Verify that if it is installed sucessfully by running the CLI command: **show version active**

```
admin:
admin:
admin:show version active
Active Master Version: 12.5.1.11003-470
Active Version Installed Software Options:
ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop
admin:
admin:
```

Step 3: Modify Guest OS, vRAM and Video Memory as per OVA requirement

1. Shutdown the CCP Server

2. Change Guest OS to either Alma Linux 8(64 bit) or Other Linux(64 bit)

3. Modify vRAM from 8GB to 10GB for Small Deployment. For a Large Deployment, you must configure 14GB of vRAM. Check the CCP Virtualization guide

Version 15.0 (top)

Supported Versions of VMware vSphere ESXi= 7.0 and above (inclusive of all updates)

Component & Capacity Point	VM Configuration Requirements click to download OVA file for this version					
	vCPU	Megahertz (MHz)	Physical CPU Base Frequency	vRAM	vDisk	vNIC
Small deployment option	2	4390	2.50 GHz	10 GB	2 x 80 GB	1
Large deployment option	4	8000	2.50 GHz	14 GB	1 x 146GB 1 x 256GB	1

Notes:

- For more details, see Notes for VM Configurations and IOPS or Notes for Megahertz Sizing.
- For all other details on hardware and VMware support, refer to Cisco Collaboration Infrastructure.
- Refer to Quote Collab for modeling VM placement on a user defined hardware configuration.

4. Increase total video memory to 8MB by navigating to (**Edit Settings -> Virtual Machine Properties -> Virtual Hardware -> select Video card -> Specify custom settings -> set Total video memory to 8 MB**)

5. Power on the virtual machine

Step 4: Update vmtools to Open

1. Ensure that the VM type is open-vm-tools. Use the utils vmtools status command to know the type of vm-tools. Run the **utils vmtools switch open** command to change the VM type

```
admin:
admin:
admin:utils vmtools switch
      utils vmtools switch native
      utils vmtools switch open

admin:utils vmtools switch open
```

2. The command updates the vm-tools and restarts the VM. After the restart, run **utils vmtools status** and verify the VM type.

```
admin:
admin:utils vmtools status
The vmtools installed on this server is running
Version: 10.1.5.59732
Type: open-vm-tools
admin:
```

Step 5: Upgrade to CCP 15

1. Download the ISO for CCP 15 : (UCSInstall_CCP_15_0_1_UCOS_15.0.1.10000-24.sgn)

2. After downloading the CCP ISO file for 15, you can put it on your SFTP server.

3. We always recommend upgrading CCP via CLI and here are the commands to upgrade CCP via CLI:

utils system upgrade initiate

4. Run the given commands to verify the active and inactive partitions after the upgrade.

show version active - To see the present version

show version inactive -To see the new version

```
admin:
admin:show version active
Active Master Version: 12.5.1.11003-470
Active Version Installed Software Options:
ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop
admin:
admin:
admin:show version inactive
Inactive Master Version: 15.0.1.10000-24
Inactive Version Installed Software Options:
No Installed Software Options Found.
admin:
admin:
```

Step 6: Perform Switch version

utils system switch-version

Make sure all the services are up.

```
admin:
admin:show version active
Active Master Version: 15.0.1.10000-24
Active Version Installed Software Options:
No Installed Software Options Found.
admin:
admin:
admin:show version inactive
Inactive Master Version: 12.5.1.11003-470
Inactive Version Installed Software Options:
ciscoccp.1501.PREUPGRADE-ApacheSolandraMigration.170.cop
admin:
```

Step 7: Verify GUI access

- Check if the IP of the accessing machine is under permit-list or not.

utils permitlist admin_ui list

- Add / Delete the IP addresses from the permit list if needed

utils permitlist admin_ui add

utils permitlist admin_ui delete

Step 8: Verify CCP status from UCCX Server

1. Check the integration with UCCX server from **Cisco Unified CCX Administration -> Subsystems -> Chat and Email -> CCP Configuration** and verify that the CCP Status displays green for all the components

2. Verify if the Tomcat certificate is exchanged properly between UCCX and CCP post upgrade

3. Check integration with Email and Chat servers

Supported Upgrade path from 12.5(1), 12.5(1) SU1 and 12.5(1) SU2

Here are the upgrade path information from other Supported versions

Table 3. Release Versions and COP Files for Customer Collaboration Platform

Version	Release 15.0 Pre-Upgrade COP Name
12.5(1)	ciscoccp.keymanagement.v01.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU1	ciscoccp.keymanagement.v02.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU2	ciscoccp.keymanagement.v02.cop.sgn ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn
12.5(1) SU3	ciscoccp.15.0.PREUPGRADE-ApacheSolandraMigration.170.cop.sgn

ciscoccp.keymanagement.v01.cop.sgn

ciscoccp.keymanagement.v02.cop.sgn

Before upgrading to version 15, install the appropriate pre-upgrade COP file on the current version and then the same steps outlined in this document earlier.

References

Cisco Customer Collaboration Platform Installation and Upgrade Guide, Release 15.0

Virtualization for Cisco Customer Collaboration Platform (formally known as SocialMiner)

Unified CCX Software Compatibility Matrix for 15

Release Notes for Cisco Unified Contact Center Express Solution, Release 15.0

Port Utilization in SocialMiner