使用Prime协作部署升级CUCM/CUC/CUPS

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简介

本文档介绍如何使用Prime协作部署(PCD)升级Cisco Unified Communications Manager/Cisco Unity Connection/Cisco Unified Presence Server(CUCM/CUC/CUPS)。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于以下软件和硬件版本:

• CUCM版本10.0

• PCD版本10.5

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解潜在影响。

背景信息

Cisco PCD是一种应用,旨在帮助管理统一通信应用。它允许用户执行任务,例如将旧软件版本的 群集迁移到新的虚拟机、在当前群集上进行新安装和升级。摘要:自动执行升级和迁移任务。 本文档重点介绍PCD版本10.5的升级任务。

PCD版本10.5升级任务支持的版本

这些版本包括升级应用程序服务器或安装COP文件上升级任务的版本:

- 支持的Cisco Unified CM版本: 8.6(1-2)、9.0.(1)、9.1(1)、9.1(2)、10.x
- 支持的Cisco Unified Presence(CUP)版本: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified CM 支持的IM和在线状态版本: 9.0(1)、9.1(1)、10.x
- 支持的Cisco Unified Contact Center Express版本: 9.0(2)、10.x
- 支持的Cisco Unity Connection版本: 从8.6(x)到8.6(x)从8.6(x)到9.x从9.x到9.x从10.0(1)到10.x

配置

要配置服务器,请完成以下步骤:

 为了升级集群中的应用服务器,请确保平台管理Web服务(9.x版或更高版本)或平台简单对 象访问协议(SOAP)服务(8.6版)在该服务器上运行。

	Service Name	Status:	
0	Platform Administrative Web Service	Runnir	g

- 2. 在Linux外壳中,输**入sftp adminsftp@<Cisco Prime协作部署服务器>**,然后提供密码(在 CLI和GUI中相同)。
- 3. 将目录更改为升级目录。例如,从Linux外壳中,输入cd upgrade并按Return键。

4. 上传ISO文件或COP文件。例如,输入put UCSInstall_UCOS_10.0.x.xxx.sgn.iso。

● ○ ○	mkhan4 — ssh — 80×24	R
sftp>		
sftp> ls		
UCSInstall_UCOS_10.0.1.11001-2.9	sgn.iso UCSInstall_UCOS_8.6.2.24900-17.sgn.iso	
sftp>		
sftp>		
sttp>		
sttp>		
step		
sftns		
sftp>		
sttp>		
sttp>		
srcp>		U,

5. 登录PCD管理页面。

		Cisco Prime Collaboratio	n Deployment	
		Username Password	administrator ••••••	
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6. 从Cisco PCD应用的菜单中选择Inventory > Clusters以访问Clusters页面。

cisco Prime Cisco Collaboration Deployment	🔿 Monitoring 🛛 Task 💌	Inventory T Administration T
Auto Refresh: Enable Disable	Task Status	Inventory
Task List Total	0 🚸 Step Description	ESXi Hosts
Show Upgrade Tasks *	No data available	
Status Task Start Time		
No data available		

7. 单击"集群"页顶部的**发现集群**以发现当前集群。

cisco Collaboration De	ployment	🏠 Monitoring Tasl	d v I	inventory 💌 🖌	Administration	
Clusters						
🗙 Delete 🛛 💇 Discover Cluster	9 Define Migration Destination Cluster	Q Define New UC Cluster				
Cluster Name	 Product 	and Version	Nodes	Cluster Type	Discovery Status	Actions
No data available						

系统将显示"发现群集"向导。

8. 在向导的步骤1下,输入所需信息,然后单击Next。

iter LAB			
her 209.165.201.5			
me administrator			
brd			
		Previous Next	Finish Cancel
			V
			Ś
	ster LAB	ster LAB	Iter LAB Previous Next

注意:对于同时具有CUCM和IM and Presence(IM/P)节点的集群,请输入CUCM发布者。在 发现过程中,COP文件(ciscocm.ucmap_platformconfig.cop)会自动安装在集群中所有节点的 活动分区上。此COP文件严格用于集群发现过程,不会影响呼叫管理器。

9. 在向导的步骤2下, Cisco PCD从发布方的服务器资产中生成一个群集节点列表。可能需要几分钟才能完成。列表完全生成后,"集群发现过程完成。"消息。完成后,单击Next 进入此向导的步骤3。

Cluster Discovery Progress During discovery, the list of cluster nodes will be retrieved, and each of the nodes contacted. Cluster Name LAB Cluster Discovery is complete. Hostname Contact Status Product Active Version Inactive Version Hardware Viri ucm-sub Successful CUCM 10.0.1.10000-24 VMware Viri Previous Next Finish	¥						55	tep 2 of 3
During discovery, the list of cluster nodes will be retrieved, and each of the nodes contacted. Cluster Name LAB Cluster Discovery is complete. Cluster Name Contact Status Hostname Contact Status Yenoub Successful CUCM 10.0.1.10000-24 VMware Vin ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vin							covery Progress	luster Discover
Cluster Name LAB Cluster Discovery is complete. Custer Nodes Hostname Contact Status Product Active Version Inactive Version Hardware Virf ucm-pub Successful CUCM 10.0.1.10000-24 VMware Virf ucm-sub Successful CUCM 10.0.1.10000-24 VMware Virf				contacted.	and each of the node	ster nodes will be retrieved.	overy, the list of clust	During discovery.
Cluster Name LAB Cluster Discovery is complete.				conductor.	and courror are node	ster nodes mit de redieved,	overy, one list of class	Juning discovery,
Cluster Discovery is complete. Cluster Nodes Hostname Contact Status Product Active Version Inactive Version Hardware ucm-pub Successful CUCM 10.0.1.10000-24 VMware Vir ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir							Name LAB	Cluster Name
Cluster Nodes Hostname Contact Status Product Active Version Inactive Version Hardware ucm-pub Successful CUCM 10.0.1.10000-24 VMware Vir ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir						slete.	er Discovery is comple	🗹 Cluster Disc
Hostname Contact Status Product Active Version Inactive Version Hardware ucm-pub Successful CUCM 10.0.1.10000-24 VMware Vir ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir Previous Finish Inactive Vir Inactive Vir							odes	Cluster Nodes
ucm-pub Successful CUCM 10.0.1.10000-24 VMware Vir ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir		Hardware	Inactive Version	Active Version	Product	 Contact Status 		Hostname
ucm-sub Successful CUCM 10.0.1.10000-24 VMware Vir	irtua	VMware Virtua.		10.0.1.10000-24	CUCM	Successful		ucm-pub
Previous Next Finish	rtua	VMware Virtua.		10.0.1.10000-24	CUCM	Successful		ucm-sub
Previous Next Finish								
Turker Bala Andrewent	Cancel	Finish Can	Previous Next				A	Turker Dela Arrier
Juster Kole Assignment	8						Assignment	Juster Role Assig

10. 单击Assign Functions按钮以将功能(可选)分配给每个群集节点。系统将显示"分配函数"对 话框。分配了要分配的所有功能后,单击OK。

Cluster Access			V
Cluster Discovery Progress			V
Cluster Role Assignment	Assign Functions		
Optional - Assign the serve on the cluster.	Hostname ucm-pub	< Previous Node Next Node >	of a task performed
			Test
a turing the street	Functions		10012
P Assign Functions	Function		- 10
Hostname	Primary Call Processing		
ucm-pub	Primary Call Processing Primary TETP		
ucm-sub	Primary VoiceMail		
	Publisher		
	Secondary Call Processing		
	Notes (optional)		
			-
		OKCan	cel
		Drawlov at 10	d Ealth Cancel
		Previous	A Finist Cance

11. 单击 **完成**。

1001100000					🖌 🗸
ster Discovery Progress					v
ster Role Assignment					
tional - Assign the server i	role(s) to each cluster n	ode to identify its functional role(s) in the cluster and to help	determine	the proper sequence	of a task performed
the cluster.					
					Total 2
Assign Functions			Show	All	- 8
ostname	Product	Functions .	Notes		
cm-pub	CUCM	Publisher, Primary TFTP, Music On Hold, Primary Call	1		
:m-sub	CUCM	Secondary Call Processing, Secondary TFTP, Music			
			Pres	vious Next	inish Cancel

群集显示在"群集"页上,并显示群集名称、产品和版本以及"已发现"的群集类型。 发现状态应 列出"成功"。

cisco Prime Collaboration Deployment	👧 Monitoring	Task 💌 In	ventory 💌	Administration +	
Clusters					
X Delete 👷 Discover Cluster 👷 Define Migration Destination	n Cluster 🤶 Define New U	C Cluster			
Cluster Name	Product and Version	Nodes	Cluster Type	Discovery Status	Actions
LAB	CUCM - 10.0.1.10000-24	2	Discovered	Successful	Delete

12. 从主**菜单中选择任**务>升级。

cisco Collaboration Deployment		☆ Monitoring	Task 🛛 💌 Inventory 🗠	A
Auto Refresh: Enable Disable	Total 0 😵	Task Status Step Descri	Tasks Upgrade Switch Versions	
Show All Status Task Start Time	- 5	No data available	Server Restart Readdress Install	
No data available			Migrate	

13. 单击Add Upgrade Task。

Cisco Prime Cisco Collaboration Deploy	vment	🟠 Monitoring	Task 🔻
Jpgrade			
Scheduled Tasks and History			
🔀 Delete 🛛 🔁 Add Upgrade Task			
Status	Start Time		rt Time
No data available. Try adjusting the cu	urrent filter or select All from	n the Show menu.	

系统随即会显示"添加升级任务"向导。

14. 从Cluster下拉列表和Product下拉列表中,选择要升级节点的群集和产品。从节点列表中选中 作为升级一部分的群集节点复选框。单击 Next。

Choose the	duster to be upgrad	led.The selected version will	be installated over inactive versio	n installed on the server	s
Cluster	LAB	*			
Product	CLICM				
Churter Node	COCH	-			
Hostni	ame	Active Version	Inactive Version	Product	Role
✓ ucm-p	ub	10.0.1.10000-24	ł	CUCM	Publisher, Primar
✓ ucm-s	ub	10.0.1.10000-24	}	CUCM	Secondary Call
				Previous	t Finish Cano
Choose Upgr	ade File				
Set Start Tim	e & Upgrade Option	ns			
Specify Run S	Sequence				

15. 单击Browse以从文件服务器中选择升级文件。

	Add Upgrade Task ×
	Step 2 of 5
	Choose Cluster
ect	Choose Upgrade File
	Choose the upgrade file for each product being upgraded.
l	The .iso and .cop images will need to be uploaded to the /upgrade directory via the Cisco Prime Collaboration Deployment local SFTP server using the 'adminsftp' account.
	Unified CM Upgrade file Previous Next Finish Cancel
	Set Start Time & Upgrade Options
	Specify Run Sequence
	Review 🖉

16. <u></u>单击"**Choose File(选择**文件)",然**后单击"Next**(下一步)"。

Add Upgrade Task X											
Chor	Choose Upgrade File ×										
Cho	By default, only files that are valid for the selected nodes are displayed. To see the complete list of files, choose Show All from the menu.										
¢	File Directory: /upgrade Available Files										
U	U Files are retrieved from SFTP server										
Set 5		She	w Valid File	s Only *							
Spec	File Name UCSInstall_UCOS_10.0.1.11001-2.sgn.iso	•	Kind	Validity true	s d						
Revi											
					-						
Choose File Close											
			_		-11						

注意:如果未选择有效的升级文件,则禁用"下一步"按钮。

17. 您有多个选项可安排升级。点击相应选项的单选按钮。在本例中,选择了"手动启动任务"。单击 Next。

Add Upgrade Task	×
Step 3 of 5	
Choose Cluster	 Image: A second s
Choose Upgrade File	\$
Set Start Time & Upgrade Options	
Select a start time for the task and set upgrade options.	
The time zone shown here corresponds to the time zone of this Cisco Prime Collaboration Deployment server and not necessarily that the target servers or cluster.	of
Schart Time	
Start task manually	
 Start task immediately upon completion of this wizard 	
Upgrade Options	
Automatically switch to new version after successful upgrade	
Previous Next Finish Can	cel
Specify Run Sequence	S
Review	s/

注意:"成功升级后自动切换到新版本"选项在包含IM and Presence或Unity Connection节点的群集上不可用。

- 18. [可选]指定完成任务的步骤顺序。如果未指定,则使用默认选项。
- 19. <u>单击 **Next**。</u>

dd L	Jpgrad	le Task		>						
Step	4 of 5									
Cho	Choose Cluster									
Choose Upgrade File										
Set	Start Ti	ime & Upgrade Options		✓						
Spe	cify Ru	un Sequence								
Spe	ecify the	e sequence in which upgrade is processed by the also pause the task when a step completes.	servers. If there is an error during the process, the	e task will be stopped. You can						
	Step	Description	Upon Completion	Actions						
۲	1	Upgrade the CUCM Publisher: ucm-pub	Continue	1						
۶	2	Upgrade the following node(s): ucm-sub	Continue	/ 92						
			Previous	Next Finish Cancel						
Rev	iow									
Nev	icit.			V						

注意:Next按钮保持启用状态,允许用户点击以获知任何错误配置。

20. 使用**Review**部分验证您创建的任务的详细信息。如果需要,可以为任务添加注释。注释随任 务一起保存,如果任务在完成前已编辑,则注释将可见。单击**完成**以安排任务。

Add Upgrade Task		×							
Step 5 of 5									
Choose Cluster		 Image: A start of the start of							
Choose Upgrade File									
Set Start Time & Upgrade 0	Dptions	 Image: A start of the start of							
Specify Run Sequence		 Image: A start of the start of							
Review									
Review the settings summa	arized below and press Finish to create the task								
Task type Cluster Unified CM upgrade file Nodes	Upgrade LAB UCSInstall_UCOS_10.0.1.11001-2.sgn.iso ucm-pub (Step 1) ucm-sub (Step 2)								
Start Time	Manual								
Switch Versions Notes	False Previous Next Finish	ancel							

21. 单击**手动启动任**务,以使任务保持手动启动。

study. Cisco Prime						About Logout Help
CISCO Collaboration	Deployment	A Monitoring	Task * Inventory *	Administration *		0 P
Jpgrade						
Scheduled Tasks and His	Rory					Gelected 0 Total 1 😽
🗙 Delete 🛛 👰 Add Upgrade Ta	ask.				Show All	- 8
Status	Start Time	 Last Status Re 	port Time Cluster	Notes	Actions	
Manual Start			LAB		View Details Validate Task Start Ta	k Delete

验证

使用本部分可确认配置能否正常运行。

- 1. 单击主菜单上的Monitoring以查看Monitoring页面。
- 2. 单击"**查看日志**"。

- dis	cisco Collaboration Deployment ① Monitoring Task I * Inventory I * Administration I *								Nood Log	0 P		
	Auto Refresh: Enable	Disable	Up	grade	AB						Ga	ncel
🖏 Task List Tree 1 😔				Status	Started Vew Log The task has started.	Cluster CUCM Upgrade File	LAB	Install_UCOS_10.0.1.11	1001-2.sgn.iso			
Status	Task Upgrade LA8	Start Time May 22, 2014 16:50		Start Time May 22, 2014 16:50 15T								
				Task Status								
				Step	Description			Upon Completion	Status			
			•	1	Upgrade the CUCM Publisher: ucmpub			Continue	Running			
			۲	2	Upgrade the following node(s): ucmsub			Continue	Waiting			

系统将显示View Task Log。

View Task Log			×
14		Show A	MI - 5
Timestamp	 Туре 	Messages	
May 22, 2014 16:49 IST	STATUS	The task has been scheduled.	
May 22, 2014 16:49 IST	INFO	Upgrade task action ID #311 with 1 node(s) scheduled.	
May 22, 2014 16:50 IST	STATUS	The task has started.	
May 22, 2014 16:50 IST	INFO	Upgrade task action ID #311 with 1 node(s) started.	
May 22, 2014 16:50 151	ΩNFO	Upgrade job for node ucm-pub started.	
			Close

故障排除

本部分提供了可用于对配置进行故障排除的信息。

升级任务中每个步骤的成功或失败取决于PCD服务器能否在升级过程中接收来自集群中每台服务器 的响应。如果升级失败,请直接在统一通信节点上验证COP文件安装状态。下一步是收集安装和升 级日志并检查故障原因。

还可以使用file get install /*命令从CLI收集安装日志。

此外,您还可以使用文件get activelog tomcat/logs/ucmap/log4j/*命令获取PCD主应用程序日志。