Upgrade CUIC from a Standalone to CUIC/LD/IdS Co-resident Deployment

Contents

Introduction

This document describes how to upgrade the Cisco Unified Intelligence Center (CUIC) standalone server to CUIC/Live Data (LD)/Identity Service (IdS) co-resident server in 11.6(x) for 2000 Agent Rogger type.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUIC
- Unified Contact Center Enterpris (UCCE)

Components Used

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

- CUIC 11.0(x)/10.5(x)
- Administration and Real-Time Data Server (AW) 11.6(x)

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

As the upgrade steps from 11.0(x) to 11.6(1) are different that the ones from 10.5(x) to 11.6(1), this document explains them in different sections.

Release 11.5(1) and above introduced the 2000 Agents Rogger reference model which incorporates CUIC, Live Data (LD), and Cisco Identity Service (IdS) to run on the same virtual machine.

Configure

Upgrade from 11.0(x) to 11.6(1)

This section describes the steps needed to upgrade CUIC from version 11.0(x) to a co-resident server with version 11.6(1).

Step 1. Set **Deployment Type** in **Unified CCE Administration > System > Deployment** to **UCCE: 2000 Agents Rogger** in the AW.

Step 2. Install **ciscocuic.cce2k-cores-deployment.cop** on the CUIC 11.0(x) servers.

Step 3. Restart the CUIC Servers in the Command Line Interface (CLI).

```
utils system restart
```

> **Note**: Refer to the COP File Readme.

> **Note**:Install guide states to run the command **set cuic co-resident** after the install of COP file. This is incorrect as the COP installed resolves this.

Step 4. Upgrade the CUIC to version 11.6(1) and switch the version in the CLI.

```
utils system switch-version
```
Step 5. Check that the LD and IdS services are operational in the CLI.

```
utils service list
```
Upgrade from 10.5(x) to 11.6(1)

This section describes the steps needed to upgrade CUIC from version 10.5(x) to a co-resident server with version 11.6(1).

Step 1. Set **Deployment Type** in **Unified CCE Administration > System > Deployment** to **UCCE: 2000 Agents Rogger** in the AW.

Step 2. Install the COP file **ciscocuic.refresh_upgrade_v1.4.cop.sgn** on the CUIC 10.5(x) servers.

Step 3. Restart the CUIC Servers in the CLI.

```
utils system restart
```
Step 4. Upgrade CUIC to version 11.0(x) and switch the version in the CLI.

```
utils system switch-version
```

Step 5. Upgrade CUIC to 11.6(1). See the section **Upgrade from 11.0(x) to 11.6(1)**.

Step 6. Check the LD and IdS services are operational in the CLI.

```
utils service list
```

Verify

Confirm the install succeeded. Run these CLI commands:

- This command shows the versionwhich runs on the active partition.

```
show version active
```

- This command shows the version on the inactive partion.

```
show version inactive
```
- This command displays the install log.

```
file view install system-history.log
```

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Troubleshoot

There is currently no troubleshoot procedure available for this configuration.

Related Information

These two defects are open against 10.5 and 11.x documentation

- CSCvg76065 UCCE Install and Upgrade guide, incorrect cop file documented to enable CLI cuic co-resident on CUIC
- CSCvh18697 UCCE v11.6 Install and Upgrade guide, incorrect cop file documented for cuic co-resident Upgrade
- **Technical Support & Documentation - Cisco Systems**