Windows Server and SQL Server Upgrade

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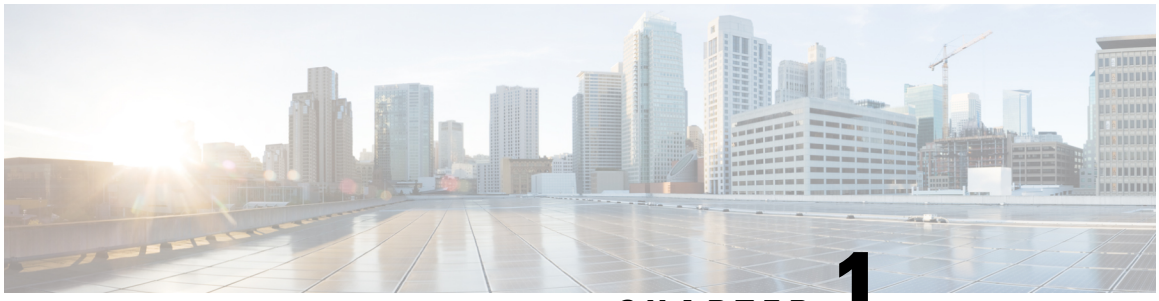

CHAPTER 1

Contact Center Enterprise Notes for Windows Server and SQL Server Upgrade

This article outlines the procedure for existing customers with CCE 12.0 on Windows Server 2012 R2 and SQL Server 2014 to upgrade to Windows Server 2016 and SQL Server 2017. This upgrade procedure is applicable for UCCE, PCCE, and HCS-CC solutions.

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Upgrading to Windows Server and SQL Server

The Engineering Specials (and Maintenance Releases) on CCE 12.0 going forward is based on the Windows Server 2016 and SQL Server 2017 platform.

The existing 12.0(1) customers on Windows Server 2012 R2 and SQL Server 2014 must perform this upgrade.

Note

- Before upgrading, refer to the 12.0 Virtualization for Unified Contact Center Enterprise guide for ESXi requirement.
- Change the guest operating system to Microsoft Windows Server 2016 (64 bit). To do so, right-click the virtual machine, select **Edit settings** > **Options** > **General Options** and select the guest operating system as Microsoft Windows Server 2016 (64 bit) and ensure the VM is powered off during this procedure.
- Ensure that the virtual machine has enough space before the upgrade. Operating System upgrade to Windows Server 2016 requires minimum of 32-GB primary hard disk space. If the virtual machine is a Logger/Distributor machine, the upgrade to SQL Server 2017 Standard or Enterprise edition requires an extra 6 GB.
- During Windows Server 2016 upgrade, ensure **Windows Server 2016(Desktop Experience)** and **Keep personal files and apps** options are selected.
- SQL Server upgrade is not applicable for CVP, ECE, CCMP, and CCDM.

Component	Required Patch	Upgrade Procedure
Router, Logger, Distributor, and PGs	ES-18	Ensure to follow the steps in *Installing Unified CCE 12.0(1) ES18* section in the following link to perform the upgrade

Component	Required Patch	Upgrade Procedure
		procedure. It is recommended to perform the steps in the given sequence. https://www.cisco.com/web/software/280840583/147172/Release_Document_1.html
CVP	ES-05	1. Upgrade CVP 12.0(1) Windows Server 2012 R2 to Windows Server 2016 following the procedure documented in *Upgrade Windows Server* section of the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.0(1)*. 2. Ensure to follow the steps in *Installing CVP 12.0(1) ES5* section in the following link after Windows Server 2016 upgrade. https://www.cisco.com/web/software/280840592/147174/Release_Document_1.html
ECE		1. Stop all ECE services on all servers. 2. On all ECE servers, upgrade Windows Server 2012 R2 to Windows Server 2016. 3. Start all ECE services on all servers. 4. (Optional) It is recommended that you apply ES-01 patch. If you have not applied ES-01 patch before upgrading your Windows Server, then apply the ES-01 patch by following the procedure documented in the following link. https://www.cisco.com/web/software/286310764/146516/ECE_12.0.1_ES1_Readme.txt
CCMP/CCDM		1. Ensure CCMP/CCDM 12.0.1 on Windows Server 2012 R2 is up and running. 2. Stop all the services of CCMP/CCDM 12.0.1 on Windows Server 2012 R2 (Side A and Side B). 3. Disable the CCMP/CCDM services by changing the start type from **Automatic** to **Disabled** in all the CCMP/CCDM servers. 4. Upgrade Windows Server 2012 R2 to Windows Server 2016 in all the CCMP/CCDM servers. 5. Enable the CCMP/CCDM services by changing the start type from **Disabled** to **Automatic** in all the CCMP/CCDM servers. 6. Start all the CCMP/CCDM 12.0.1 services (Side A and Side B).