

Appendix 5-B: Cisco CallManager 3.2 Software Upgrade Checklist

The following is a sample of a software upgrade checklist created by Anthony Garcia, AVVID network design engineer. Columns A–H represent the servers being upgraded. Place a check in boxes A–H to indicate that the task has been completed for each server.

A	B	C	D	E	F	G	H	Task Number	Upgrade Task
Pre-Upgrade Tasks									
								1	Put new device loads in TFTP path.
								2	Configure Data Connection Directory (DCD) on subscribers and TFTP.
								3	Disable Trend Micro Service. (Stop and then disable.)
								4	Dump CDRs. This process can take a long time.

									5	Reduce msdb/dbo.sys replication alerts.
									6	Run Backup and verify completion.
									7	Turn off PerfMon alerts.
									8	Get current gateway, phone counters, and TFTP file count.
									9	Clean up disk space. Trace files, c:\templ, perf logs, empty Trash, and copy upgrade files to servers.
									10	Upgrade Routing Information Base (RIB) configuration. Done at console and via web browser.
									11	Reboot process guidelines.
									12	Fix RIB configuration. Done at console via web browser.
									13	Create PC BIOS, RAID Firmware CD #2.
									14	Perform OS update (win-S-Upgrade.2000-1-3.exe).
									15	Stop CallManager.
									16	Apply Microsoft SQL Service Pack 3.
									17	Run QCHAIN.
									18	Create RIB driver for W2K.
									19	Set win32time on each server. Run this command: net time/setsntp:ntp02.
									20	Perform disk swap routine.

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Upgrade Tasks									
								21	Log on as Administrator.
								22	Upgrade Publisher, and reboot at end.
								23	Verify database tables and stored procedures.
								24	Upgrade TFTP.
								25	Change CMTFTP login name in Services.
								26	Reboot TFTP.
								27	Verify TFTP file generation and verify that CMTFTP login name is correct.
								28	Disable Rogue via web browser.
								29	Upgrade Primaries. Do <i>not</i> reboot. Stagger every 5 minutes.
								30	Simultaneously reboot Primaries and...
								31	Simultaneously stop CallManager service on backups.
								32	Verify CallManager Heartbeat, tables, and stored procedures DB totals on Primaries.
								33	Upgrade Backups, reboot, and end.
								34	Verify CallManager Heartbeat, tables, and stored procedures DB totals on Backups.

Post-Upgrade Tasks									
								35	Change SQLSvc and Administrator passwords.
								36	Verify CallManager Heartbeat, tables, and...
								37	Edit voice mail message waiting indicator (MWI) configuration.
								38	Perform full cluster reboot (Pub, TFTP, Primaries, and then Backup).
								39	Verify auditing.
								40	Disable Telnet service.
								41	Remove Software Message Transfer Parts (MTPs), Conf Bridges, and MOH that were built with Hawkbill.
								42	Enable Rogue via web browser.
								43	Enable Trend Micro Service.
								44	Reset IIS Security.
								45	Check IP Services (on phone, services button).
								46	Reset Gateways, Digital PBX Adapter (DPA) Voice Mail Gateways, and VG200s.
								47	Test calls.
								48	Test voice mail.
								49	Test PA (if installed).
								50	Verify and enable PerfMon alerts.
								51	Verify that <i>cisco_main\domain admins</i> is in the local administrators group.
								52	Verify DCD search and update functionality.

continues