



## VOSS-4-UC

# Method of Procedure (MOP) for 19.3.4 Patch Bundle 5 Installation

Release 19.3.4-PB5

Feb 23, 2022

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## Dependencies

- Release 19.3.4

or

- Release 19.3.4 with one of:
  - 19.3.4 Patch Bundle 1
  - 19.3.4 Patch Bundle 2
  - 19.3.4 Patch Bundle 3
  - 19.3.4 Patch Bundle 4

## Patch Overview

- **Patch Name:** `19.3.4-PB5-Delta-Bundle-patch.script`
- **Features Included:** See release notes for detail.
- **SHA256 Checksum:** `138f11e42aff1f4654d64ecc2dca2652ae8fa18810c87d9ab749eaf0a2803917`

## Important Information:

- Release 19.3.4 Patch Bundle 5 is a cumulative patch bundle and contains all the fixes included in all previous patch bundles delivered for this version. For details on previous 19.3.4 Patch Bundles, refer to:
  - [Release Notes for 19.3.4 Patch Bundle 1.](#)
  - [Release Notes for 19.3.4 Patch Bundle 2.](#)
  - [Release Notes for 19.3.4 Patch Bundle 3.](#)
  - [Release Notes for 19.3.4 Patch Bundle 4.](#)
- **About Adaptations:** We recommend verifying the compatibility of any installed adaptations with this patch bundle in a lab before installing in production. Some adaptations might need to be re-installed post patch bundle installation.

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## Installation Procedure

The Patch and the MOP are available here:

- Server Name: <https://voss.portalshape.com>
- Path: **Downloads > VOSS-4-UC > 19.3.4 > Patches**
- Patch Directory: **Patch Bundle 5**
- Patch File: `19.3.5-PB4-Delta-Bundle-patch.script`
- MOP File (this file): `MOP-19.3.4-PB5-Delta-Bundle-patch.pdf`

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**Important:** We recommend taking snapshots of all nodes that are part of the cluster before applying the patch - to be used for rollback if needed.

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## Patch Script Upload

Upload the following file to the media folder on the PRIMARY NODE (or Standalone Node if running in Standalone):

- `19.3.4-PB5-Delta-Bundle-patch.script`

Note: It is recommended that the file upload is done prior to the maintenance window.

## Checksum Verification

To verify SHA256 checksums for the patch, run the following command on the PRIMARY NODE:

- Command : `system checksum media/19.3.4-PB5-Delta-Bundle-patch.script`
- Expected: `138f11e42aff1f4654d64ecc2dca2652ae8fa18810c87d9ab749eaf0a2803917`

## Pre-Installation, Version Check

The release version should be one of:

- 19.3.4
- 19.3.4-PB1
- 19.3.4-PB2
- 19.3.4-PB3
- 19.3.4-PB4

Log in on the GUI and check the information contained in the menu **About > Version**. The release version should be:

- 19.3.4

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or

Log in on the GUI and check the information contained in the menu **About > Extended Version > Patches** and ensure that one of the following is displayed:

- 19.3.4 Patch Bundle number 1
- 19.3.4 Patch Bundle number 2
- 19.3.4 Patch Bundle number 3
- 19.3.4 Patch Bundle number 4

## Schedules, Transactions and Version Check

Ensure that no schedules or transactions run during the maintenance window. Refer to the “Schedules, Transactions and Version Check” topics for multinode and standalone topologies in the *Upgrade Guide with Delta Bundle*.

## Pre-Installation, Security and Health Steps

Verify the system health before installation. Refer to the “Pre-Upgrade, Security and Health Steps” topics for multinode and standalone topologies in the *Upgrade Guide with Delta Bundle*.

## Patch Installation

Run the following command on the *PRIMARY NODE* (or Standalone Node if running in Standalone):

```
app install media/19.3.4-PB5-Delta-Bundle-patch.script
```

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**Note:** Before the patch installation starts, the user is prompted to:

- Continue with the installation.

Append the `--force` parameter to remove this prompt.

- Delete or keep the patch script in the `media` directory after installation.

Append the `delete-on-success` parameter with a `yes|no` value to the command to remove this prompt.

To remove all prompts, use the command and parameters:

```
app install media/19.3.4-PB5-Delta-Bundle-patch.script delete-on-success yes --force
```

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## Post-Upgrade, Security and Health Steps

Verify the system health after installation. Refer to the “Post-Upgrade, Security and Health Steps” topics for multinode and standalone topologies in the *Upgrade Guide with Delta Bundle*.

- If you are upgrading directly from 19.3.4 or if you have not carried out this step during previous 19.3.4 Patch Bundle installations (introduced in Patch Bundle 1), run a manual summary attribute migration:

```
voss migrate_summary_attributes data/InterfaceBusinessAdminPortal
```

- If the Northbound Billing Integration (NBI) is in use, please verify that all NBI services are running.

## Post-Checks

### 12.1 Restore Schedules

Re-enable scheduled imports if any were disabled prior to the upgrade. Refer to the “Restore Schedules” topics for multinode and standalone topologies in the *Upgrade Guide with Delta Bundle*.

### 12.2 Log Files and Error Checks

Inspect the output of the command line interface for upgrade errors. Refer to the “Log Files and Error Checks” topics for multinode and standalone topologies in the *Upgrade Guide with Delta Bundle*.

### 12.3 Generic System Tests

- Ensure all services are running on *all* nodes using `app status`.
- Log in to Administration Portal, go to **About > Extended Version > Patches** and ensure that the Patch Bundle number 5 is displayed.
- Log in to the Administration Portal of all the nodes using an administrator account.
- Log in to the Self-service Portal of all the nodes using a Self-service account.
- Log in to the Business Admin Portal on all nodes using an administrator account with a Role configured for access to the Business Admin Portal and verify functionality. (For Role Configuration, please refer to the Business Admin Portal Quickstart Guide).

## 12.4 Hunt Group Management changes

Carry out this step if you have not done so during the 19.3.4 Patch Bundle 4 installation.

Three new Helper fields have been added to the Hunt Group page:

- **Queue Calls:** `HF.queue_calls_checkbox`
- **Forward Hunt No Answer Action:** `HF.cfna_action`
- **Forward Hunt Busy Action:** `HF.cfb_action`

If you have any customized Field Display Policies for `relation/HuntGroupRelation` or the Business Admin Portal (`BusinessAdminHuntGroupFDP`), then these new fields need to be added to your customizations manually.

### VERY IMPORTANT

For Bulk Loading or API integrations the Queue Calls (`HF.queue_calls_checkbox`) field **MUST** be included in the Bulk Loader sheet, and set to **TRUE**, when performing MODIFICATIONS to existing Hunt Groups, when either enabling Queueing or updating existing Queueing field values. Failure to include `HF.queue_calls_checkbox` with a value of TRUE will result in Queueing being Disabled.

The use of Forward Hunt No Answer Action(`HF.cfna_action`) and Forward Hunt Busy Action(`HF.cfb_action`) is not required for Bulk Loaders.

### Note

The Helper fields will only be shown in the Bulk Loader when using the Excel (formatted) export option. The values when exported will always show as blank in the export as these fields do not physically exist within the Unified CM AXL API and are only used to drive GUI and Workflow logic and are therefore not saved within the Hunt Group Relation instance.

## 12.5 EKB-9885 Privacy field does not update when modifying Cisco Unified Client Services Framework devices

After upgrade, import the `device/cucm/PhoneType` model for all Unified CM Clusters in order for this change to work.

For steps to create a custom data sync, refer to the chapter on Data Sync in the Core Feature Guide.