

# Rollback Procedure for Migration from Unified Communications Manager 4.x to 6.x

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## Introduction

Rollback can be considered when you face a major issue that does not allow the telephony solution to provide an appropriate service.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

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, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Rollback Procedure

Complete these steps:

1. Collect all logs and information related to the event that led to the rollback decision.
2. Restore the DHCP configuration, and set parameter 150 to initial value. For example: IP address of Publisher, then IP address of subscriber.
3. Deactivate SRST on all Device Pools, and reset all IP Phones.
4. Shut down Cisco Unified Communications Manager 6 servers, and start the Cisco Unified Communications Manager 4 cluster in this order:

- a. Shutdown or disconnect the two networks cable of the Publisher for Cisco Unified Communications Manager 6.
  - b. Start the Publisher for Cisco Unified Communications Manager 4. Check that all services are started. If that server is started but not connected to the network, connect it, and then restart it.
  - c. Shutdown or disconnect the two network cables of Subscriber 1 for Cisco Unified Communications Manager 6.
  - d. Start Subscriber 1 for Cisco Unified Communications Manager 4. Check that all services are started. If that server was started but not connected to the network, connect it, then restart it.
  - e. Shutdown or disconnect the two network cables of Subscriber 2 for Cisco Unified Communications Manager 6.
5. Monitor the IP Phone registration.
  6. Restore each voice router gateway backup configuration. Save, reset, and check each E1 registration to subscriber 1.
  7. Restore SRST on Device Pools, and reset all IP Phones.
  8. Perform basic call tests with IP Phones, internal, inbound, and outbound calls.
  9. Ensure all services are running on the Cisco Unified Communications Manager server and call the TAPS server with an IP Phone in order to consider CRS/TAPS.

## Related Information

- [Voice Technology Support](#)
  - [Voice and Unified Communications Product Support](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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