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# Upgrading or Downgrading the SBC 1000/2000

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This document describes the recommended procedure for upgrading or downgrading the SBC 1000/2000.

- ASM Roll-up Update
- Downgrading (rolling-back) an SBC Edge Upgrade
- Upgrading the Inactive Partition

## 1

### Before You Begin



#### Recommendations

- Software upgrades should be performed during off-peak hours.
- Before upgrading or staging an upgrade, set all Logging to Error level unless advised otherwise by Ribbon support. For information about logging, see [Supported Logging Levels](#).

You will need **current software maintenance** to perform the upgrade.



#### STOP

Read the [release notes](#) for the target SBC 1000/2000 software version. The upgrade notes (in particular) contain important information that may be relevant to your SBC 1000/2000 configuration. A newer version of SBC 1000/2000 may have different requirements than the previous version.

1. Make sure your environment still complies with the [SBC 1000/2000 requirements](#) and [supported platforms](#).



The [End of Support Announcements for SBC Edge and SWe Lite](#) page has important information regarding platform support for future versions of SBC 1000/2000.

2. **You must Backup your SBC Edge data** in the unlikely event that you encounter an issue with your SBC 1000/2000 upgrade and need to [roll back](#) by downgrading.



Ribbon recommends renaming the backup filename to indicate the **current software version and build number**. For example, rename the backup to `Ribbon_SBC_1000/2000-1.3.0-b80.tar.gz` if you are currently running a SBC 1000/2000 version 1.3.0 build 80.

3. In the event of new alarms raised after upgrading the SBC 1000/2000, ensure you have no outstanding alarms before upgrading the SBC 1000/2000. To clear alarm(s), follow the instructions outlined in [Acting on Displayed Alarms](#).
4. If you encounter any problems with your production upgrade that you cannot resolve in a timely manner, create an issue at [our support site](#) so we can assist you.

# 2

## Performing the Upgrade

Refer to the appropriate upgrade instructions below for your SBC 1000/2000 hardware configuration:

- [Prepare to Upgrade the SBC 1000/2000 with a Built-in ASM](#)
- [Upgrade the SBC 1000/2000](#)



Starting in Release 5.0, the ASM uses the Windows Server 2012R2 in order to prepare for Skype for Business SBA.

- To upgrade your SBC to Skype for Business SBA, see [Skype for Business - Best Practice Upgrade to Skype for Business 2015 SBA](#).
- To use Lync 2010 SBA after Release 5.0, see [Skype for Business - Best Practice Downgrade to Lync 2010 SBA](#).
- To use Lync 2013 SBA on Windows Server 2008R2, see [Best Practice Downgrade to Lync 2013 SBA for Windows Server 2008R2](#).
- To upgrade to Lync 2013 SBA on Windows Server 2012R2, see [Skype for Business - Best Practice Upgrade to Lync 2013 SBA on Windows Server 2012 R2](#).

### Prepare to Upgrade the SBC 1000/2000 with a Built-in ASM

To ensure the Ribbon SBC 1000/2000 can communicate with the ASM, you must **always upgrade the SBC Communication Service before upgrading the Ribbon SBC 1000/2000 software.**



The ASM may become unavailable if you upgrade the Ribbon SBC 1000/2000 firmware before upgrading the ASM SBC Communication Service.

**Follow these steps to upgrade the SBC Communication Service:**

1. From the [Ribbon SBC Edge Download Center](#), download the **SBC Communication Service** update — file name `uxcommsvc-release-A.B.C.zip`, where A.B.C refers to the [version](#) you are upgrading to.
2. Open the `.zip` file and unpack it to a temporary folder. This will produce a `Setup.msi` file.
3. Apply this SBC Communication Service update by following the instructions outlined in [Installing an ASM Package](#).
4. To ensure the SBC Communication Service was properly updated, [verify the SBC 1000/2000 Communication Service Version](#) has changed to the intended version.

You now may proceed with upgrading the SBC 1000/2000; follow [the instructions below](#).

### Upgrade the SBC 1000/2000

1. From the [Ribbon SBC Edge Download Center](#), download the **sw-release-x.y.z** file where x.y.z indicates the version number you are upgrading to:
  - SBC 1000 Model - the filename uses file extension `.img`.
  - SBC 2000 Model - the filename uses file extension `.img`.
2. Select the desired SBC 1000/2000 upgrade method:
  - Upgrade and activate new version in a single step - use the [One-Step Upgrade](#)
  - Upgrade and activate new version during maintenance hours - [Upgrading the Inactive Partition](#)
3. Ensure the SBC 1000/2000 has upgraded by [verifying the running SBC Edge software version](#).

Congratulations, you have completed upgrading the SBC 1000/2000! Proceed to the [Upgrade Check List](#).

# 3

## Post-upgrade Check List

1. You must **clear your web browser cache** before you login to the SBC 1000/2000.
  - Clearing the browser cache on Internet Explorer
  - Clearing the browser cache on Mozilla Firefox
2. **Perform a backup of your data** on the new SBC 1000/2000 version. Similarly to the backup performed in step 3 of the [Before You Begin](#) section above, we recommend you rename the backup filename to indicate the current software version and build number.
3. Ensure there are no new alarms generated after the upgrade. In the event of finding new alarms, address what is causing them.

