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General FAQ

Q: What is Drive to Collab?

A: “Drive to 9” has been re-branding and expanded to “**Drive to Collab**”. Drive to Collab now includes three areas – migration, displacement and adoption. All the Drive to 9 activities will continue under the Drive to Collab migration track for both on-premise and cloud deployments. **The associated CB Plus offers are extended through FY’14.**

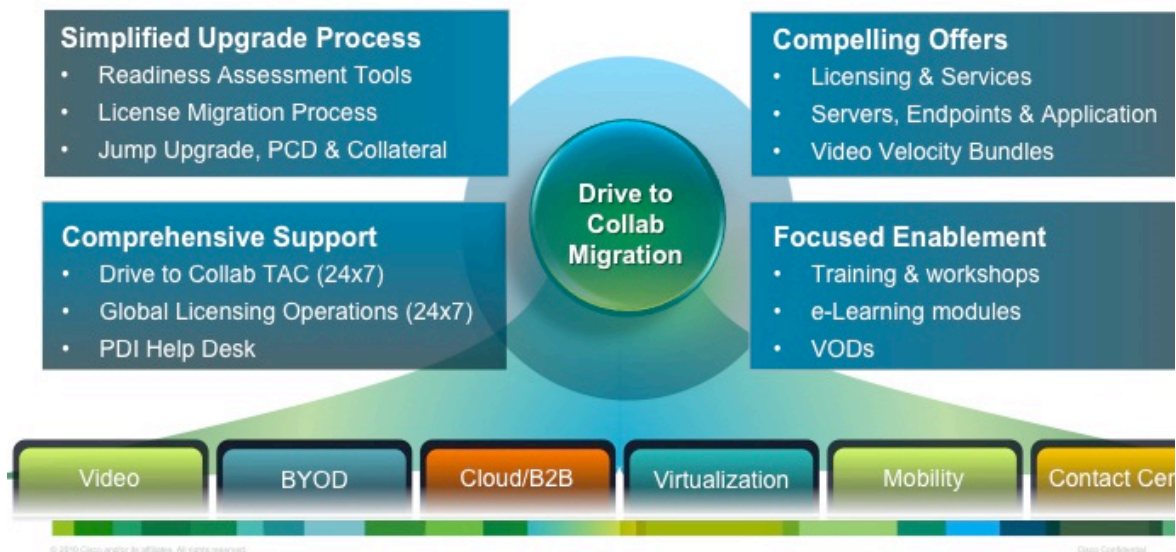
Q: What is the Drive to Collab Upgrade/Migration Track?

A: The Drive to Collab Migration Program is a Cisco Initiative aimed at migrating Cisco Unified Communications customers to the latest CUCM version 9.1 or CUCM 10.0 release. As part of this campaign, Cisco is:

- *Improving the upgrade experience*, with streamlined procedures, readiness assessment tools, and simplified licensing processes
- *Providing high touch support*, with a PDI help desk to assist migration planning and specialized TAC support for upgrades
- *Offering attractive incentives*, with offers on servers, endpoints, licensing, service contracts, applications, voice gateways, along with other products

Drive to Collab: Migration Program

Includes CUCM 9.1 & 10.0



Q: What platforms and applications does Drive to Collab cover?

A: Drive to Collab applies to migrations to CUCM 9.1 or 10.0 on larger deployments, as well as mid-market installations on the BE6K. Customers may upgrade from older versions of those platforms, or from other platforms such as the BE5K, BE3K, UC 500, or UC 300 series products. CUCM 10.0 is only supported on virtualized platforms.

The Drive to Collab program addresses UC applications, such as Unity, Contact Center, Attendant Console, and CUP in both the upgrade planning / readiness assessment phase. Various

promotional offers also apply on WebEx, Attendant Console, Contact Center, and User-based licensing.

Q: How do I take advantage of the Drive to Collab Program?

A: You can follow the step-by-step engagement model below, with additional details on the Drive to Collab websites.



Note: Please work with your partner on Step 4 to place your order.

Q: Where can I find detailed information on Drive to Collab?

A: Additional information on the Drive to Collab Program can be found at:

- Customer Upgrade Resource Central: www.cisco.com/go/cucmupgrade

Specific Topic FAQs can be found at:

- Technical FAQs for Customers: <https://supportforums.cisco.com/docs/DOC-34721>
- Drive to Collab Support FAQs: <https://supportforums.cisco.com/docs/DOC-34721>

Inquiries may be sent to the following mailers:

- Overall program: ask-drive-to-9@cisco.com
- Licensing: licensing@cisco.com

Readiness Assessment

Q: What tools are available to help me assess of my CUCM environment?

A: You can use one of the following tools to carry out readiness assessment:

- iPad App is called CUCM Upgrade Central and is available on Apple store: <https://itunes.apple.com/us/app/id650114526?mt=8>
- Web Tool - Upgrade Readiness Assessment: <http://tools.cisco.com/cucst/upgrade/index.jsp>

Q: How do I use the readiness assessment tools?

A: For iPad, the user must be on the same network as CUCM and have OS Administrator login credentials. If a user would like to run the assessment and does not have access to the network or CUCM then they should run the assessment on the Web Tool and provided they have CURT and Device files for CM. Instructions on how to generate the CURT and Device files are at the following link: <http://tools.cisco.com/cucst/upgrade/index.jsp>

Additionally, an online VOD providing details and instructions on these tools can be found at:
<https://supportforums.cisco.com/videos/6617>

Q: I do not have network access to the customer CUCM. Can I still use the readiness assessment tool?

A: If a user would like to run the assessment and does not have access to the network or CUCM, then they should run the assessment on the Web Tool and ask the CUCM Administrator to provide the CURT and Device files for CUCM. Instructions on how to generate the CURT and Device files are at the following link: <http://tools.cisco.com/cucst/upgrade/index.jsp>

Alternatively the user can manually input the details in the Web Tool. Use of the iPad app requires network access to the CUCM cluster.

Q: Does the readiness assessment work with Windows CUCM?

A: Currently, the readiness tool works only with appliance based CUCM, version 5.x and up.

Q: Does the iPad application for CUCM readiness assessment include version 10.0?

A: Yes, iPad app supports upgrades readiness assessment to version 9.1(2) and version 10.0(1)

Planning Your Upgrade

Q: What are the steps I should follow when planning my upgrade?

A: We have a comprehensive pre-upgrade checklist, upgrade execution and post upgrade checklist. You can find detailed instructions in the upgrade process presentation:

<https://supportforums.cisco.com/docs/DOC-34934>

Q: Where can I find documentation procedures to upgrade from my current version of CUCM?

A: Upgrade procedures can be found at:

<https://supportforums.cisco.com/community/netpro/collaboration-voice-video/uc-migrations>

You can then click on "Documents" --> Filter by Categories & Tags --> Choose Migration Guides and Procedures. You will find a list of documents to guide you through the upgrade process based on your current version.

Q: Where do I download my CUCM upgrade images?

A: Upgrade Images can be downloaded from Product Upgrade Tool:

<http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>.

If you are performing "jump" upgrade, you can obtain intermediate 6.x/7.x images by opening a case with TAC. Please mention that you need to perform a "jump" upgrade to CUCM 9.1 and indicate which release you will need: 6.1.4, 6.1.5, 7.1.3 or 7.1.5. If 7.1.5 – indicate if Restricted or Unrestricted version is required.

Q: Where do I find details on upgrade procedures including supported HW, upgrade paths and upgrade procedures?

A: These details are in the Upgrade Migration FAQ at:
<https://supportforums.cisco.com/docs/DOC-34721>

Q: What support can I receive to assist me during the planning phase?

A: For the limited time, Cisco has put together the holistic support structure to help customer's CUCM upgrade activities:

- A dedicated licensing escalation team, to handle customer licensing cases and facilitate license migration
- Additional PDI help desk staff, to support your Cisco qualified UC partner with setting up the proper CUCM migration plan and establishing a pro-active TAC case on your behalf
- Faster routing to specialized TAC resources, to direct inquiries to CUCM experts who can readily address migration issues during the upgrade
- A dedicated program team, that supports the overall activities and coordinates between various Cisco internal teams, including engineering escalation

Licensing & Service Contracts

Q: Where should I go to determine my license entitlement and for license support?

A: You can use one of the following methods:

- Email GLO licensing@cisco.com (preferred option)
- Open a Case Online (Select Problem Type as "Licensing") at <http://cisco.com/tac/caseopen>
- Call one of the Worldwide Telephone Numbers (Press 3 for Licensing):
www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Q: What information do I need to provide to the Licensing Support Desk?

A: In all cases, include in **your subject line** whether this is a **"Drive to Collab Pre-Migration UC license request"** or a **"Drive to Collab Post-Migration UC license request"**. Please also include your **CCO login ID** and **LCU output**. Additionally, please see the table below:

License Migration Process

Before Upgrading to 9.1(2)/10.0 - Email Subject: Drive to Collab Pre-Migration Request	After Upgrading to 9.1(2)/10.0 - Email Subject: Drive to Collab Post-Migration Request
<ol style="list-style-type: none">1. "CUCM Upgrade Central" iPad App License Usage or LCU Output (Run on the CUCM Publisher)2. Mac Address of current Publisher (If available, include all previous Publisher or License Mac)3. UCSS/ESW information - Optional	<ol style="list-style-type: none">1. "CUCM Upgrade Central" iPad App License Usage or LCU Output (Run on the CUCM Publisher)2. Mac Address of the Publisher (If available, include all previous Publisher or License Mac)3. ELM License Request file (in .txt as an attachment)4. Site information (name-all name permutations, City, state, country) for contract update5. UCSS/ESW, Email ID, Unused DLU Allocation – Optional

Escalation Process: Call GLO and speak with License Duty Manager

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Q: How long will it take before I receive a response from the Licensing Support Desk?

A: SLA for GLO on License Entitlement & License Migration is 3-5 business days. If all the information requested is not submitted to GLO, it may take longer to get the licenses.

Q: What happens to Public space licenses in 8.6, which cost less the ENH UCL required in 9.1 and higher?

A: Public space devices are migrated to UCL Enhanced licenses in 9.0 and higher.

Q: How are unused DLU's converted to user based licenses?

A: Unused DLU's from previous UCL purchase can be converted to user licenses for existing UCL users. Unused DLU's from CUWL purchases cannot be used for UCL. At the time of migration, there is a lot of flexibility around how one can configure the unused DLUs. After migration, whatever was decided will be considered final moving forward. Customers can choose to not use the unused DLUs but will neither get credit for it nor use it later. UCSS contract will be updated with the updated license count & type.

Q: Where can I find additional details on license policy and migration?

A: Additional license information can be found at: <https://supportforums.cisco.com/docs/DOC-34900>

Offers

Q: What promotional offers are available and how do I take advantage of them?

A: For customers upgrading, Cisco is offering promotional offers on various collaboration products such as servers, endpoints, licensing, service contracts, applications, voice gateways, along with other products. Contact your certified Cisco Unified Communications partner for details.

Upgrade Cisco Unified CM

Q: Where do I find details on upgrade procedures including supported HW, upgrade paths and upgrade procedures?

A: These details are in the Upgrade Migration FAQ at <https://supportforums.cisco.com/docs/DOC-34721>. Upgrade procedure for CUCM 10.0 is at <https://supportforums.cisco.com/docs/DOC-39208>

Q: How has Drive to Collab simplified the upgrade process?

A: Drive to Collab has simplified the upgrade process in the following ways:

- **Readiness Assessment Tool:** Automates Readiness Assessments
- **Jump Upgrade:** Reduces Time & Risk during upgrade
- **Customized Collateral:** Tested, Validated and Simplified upgrade procedures
- **Single Point of Contact for License Migration:** Error-free migration of licenses to 9.1.(2) or 10.0

Q: What is the “Jump” Upgrade, and how do I get a copy of the software?

A: “Jump” Upgrade is a simplified upgrade process to 9.1(2) that allows migration from MCS to UCS in a controlled lab environment, followed by flash-cut to Production. It Replaces the need for interim HW as required by Bridged Upgrade and has Minimal downtime. A new Refresh Upgrade cop file v1.2 is also required to execute “jump” upgrade.

Q: I'm doing “jump” upgrade. How do I get the bootable 6.1.(4)/(5) or 7.1.(3)/(5) images?

A. Please open a case with TAC, and mention that you need to perform a "jump" upgrade to CUCM 9.1. Please indicate which interim release you will need: 6.1.4, 6.1.5, 7.1.3 or 7.1.5. If 7.1.5 – indicate if Restricted or Unrestricted version is required.

Q: Do I have to replace my IOS G1 gateways (28xx,38xx series routers) to G2 gateways (29xx, 39xx series routers) if I upgrade to CUCM 9.1(2) or CUCM 10.0

A: Not required if you do not need new features on G2 gateways. SRST 9.x and higher requires G2 gateways. However, if you continue to remain on older SRST version that is supported on G1 routers, it should continue to work, provided the firmware on the phones is or above to what is outlined in the matrix below:

http://www.cisco.com/en/US/docs/voice_ip_comm/cusrst/requirements/guide/srs86spc.htm

Q: Do I have to upgrade my IOS gateways to recommended releases?

A: The CUCM and IOS gateway minimum version compatibility is at:

http://www.cisco.com/en/US/prod/collateral/routers/ps259/product_data_sheet0900aecd8057f2e0.pdf

However, we recommend that you upgrade your routers to the recommend IOS release as indicated by the readiness assessment tool or according to the Compatibility matrix below, as Cisco has validated against these releases.

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/versions/IPTMtrix.html

Q: How can I get support during the upgrade process?

A: Cisco has set up a dedicated TAC team to support Drive to Collab CUCM upgrade activity. For the most efficient and expedited support, please select the new key word “Communications Manager Upgrade to v9 (Drive-To-9 Initiative)” from the drop down box of key word when filing a TAC case.

If a customer files a pro-active TAC case, please also include below:

- Network topology map with name & IP address for all affected nodes
- Upgrade schedule, including the drop-dead time when the upgrade will abort if needed
- Pre/Post test plan
- Upgrade plan, including phone firmware, licensing, agent desktop (if applicable), failover, Cisco products like Unity Connection, 3rd party products, etc.
- Contact information for critical participants

The above information is imperative for Cisco TAC engineer to provide support during the upgrade process.

Q: What is Cisco Prime License Manager (PLM)?

A: Cisco Prime License Manager provides simplified, enterprise-wide management of user-based licensing, including license fulfillment. Cisco Prime License Manager handles licensing fulfillment, supports allocation and reconciliation of licenses across supported products, and provides enterprise-level reporting of usage and entitlement. It was previously known as Enterprise License manager. Upgrades from Enterprise License Manager to Prime License Manager are supported.

Q: Is CUCM 10.0 supported only on virtual machine?

A: CUCM 10.0 and above is only supported on virtual machines, and no longer supported on MCS and other bare metal servers.

Adoption

Q: What is the focus of the Adoption program?

A: To help our customers unleash the intrinsic value of their collaboration tools in order to alter how our customers can accelerate business value by utilizing the innovative tools they already own but have yet to deploy and adopt.

Q: What is the timing of the program?

A: We are still in our early pilot phase but anticipate to formally launch the program in North America in Q1 FY'15. At this time, guidance as to availability of program in regions or theaters outside North America is yet to be determined.

Competitive

Q: What is the competitive Displacement Program focused on?

A: The object of the competitive displacement program is to Migrate non-Cisco Voice Accounts to Cisco UCM Solution. Target markets for the program is Germany, Brazil & Japan with top UC competitors. The details of the program are being finalized and should be available in late Q3 FY'14.