

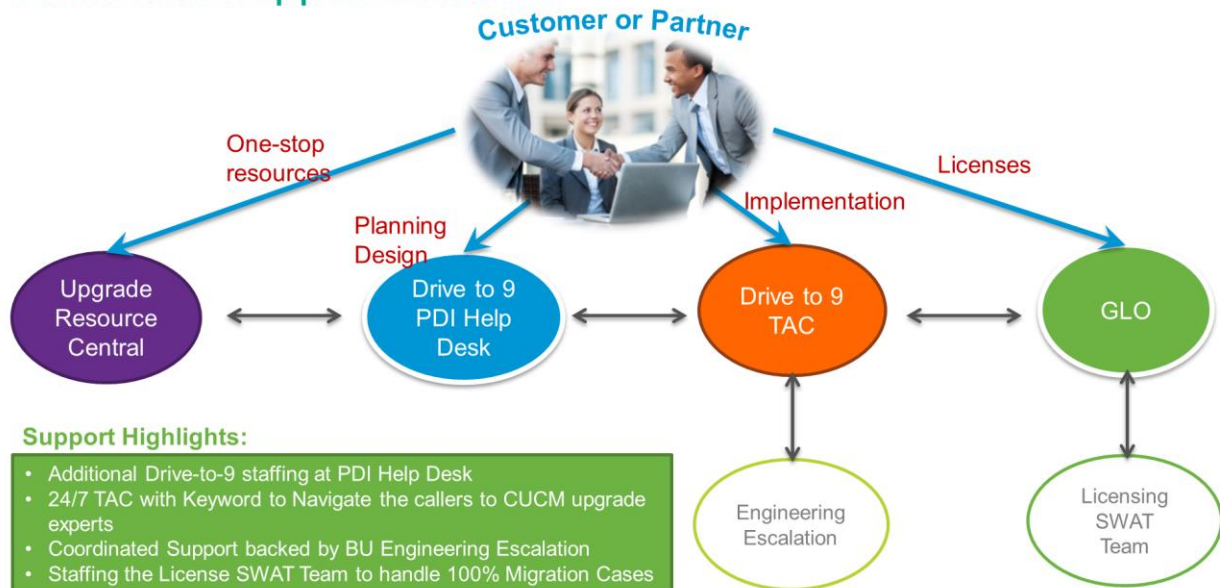
Cisco Drive to 9 Support Overview

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Overview

Cisco Unified Communications Manager release 9.1 is the unified call-processing component of the Cisco Unified Communications solution. It enhances business productivity and facilitates agility by creating a unified workspace encompassing every combination of applications, devices, networks, and operating systems. This scalable, distributable, and highly available enterprise-class system delivers voice, video, mobility, and presence services to IP phones, media processing devices, VoIP gateways, mobile devices, and multimedia applications. In order to facilitate customers to upgrade Cisco Unified Communications Manager release 9.1 and above, Cisco provides below support and services:

Drive to 9 Support Structure



CUCM Upgrade Resource Center: a web site with all information about upgrading to CUCM release 9.1, including streamlined CUCM upgrade procedures, VoDs, latest promotions, user/partner community, etc. All customers and partners are recommended to use this resource center as one-stop resource to plan and design their CUCM upgrade activities;

Cisco Global Licensing Operations (GLO): For any CUCM licensing issues, Customers and partners are recommended to file a case with GLO.

Cisco Planning, Design, and Integration (PDI) Help Desk: Cisco has a 12x5 global support organization which addresses the need for proactive support required by Cisco Partners for the planning, design and implementation of CUCM upgrade. Cisco partners are recommended to engage with PDI help desk first before filing a pro-active TAC case, so that PDI team can help review their upgrade plan and provide necessary support.

Cisco Technical Assistance Center (TAC): Customers and partners can file a pro-active TAC case directly, but it is recommended to use PDI helpdesk first.

License migration support

To apply CUCM 9.0 licenses, please perform your licensing activity online at www.cisco.com/go/license which has below new and enhanced licensing self-service capabilities:

- Bulk license fulfillment/registration
 - Ability to load and register multiple PAKS within a single registration
 - Ability to register licenses for multiple devices within a single registration
- License Rehost
 - Ability to process a license transfer in a non-RMA scenario
- License Resend
 - Ability to resend and download previously registered licenses
- License Lookup
 - Ability to view existing licenses online
- License Edit
 - Ability to edit user specific information tied to licenses

For any additional CUCM licenses issue, you can open a case with Global Licensing Operation (GLO), which is open 24 hours a day every day:

- Open a TAC case at <http://cisco.com/tac/caseopen> and select the appropriate technology and sub-technology (be sure to select "Licensing" listed under "Type of Problem"). This is the preferred method and the most efficient method for customers to open severity 3 cases.
- Call Cisco TAC (call 1-800-553-2447 in the US and Canada or click [here](#) for global numbers) and press option 3 and request "license support" and you will be routed to the Global Licensing Operations (GLO) support team; or
- Send an e-mail to: licensing@cisco.com

PDI Help Desk

Cisco partners are recommended to engage with PDI help desk first before filing a pro-active TAC case, the benefits of PDI help desk are:

- Productivity Gains
 - Avoidance of common mistakes & expensive pitfalls
 - Good Planning & Design promote a smooth project lifecycle
 - Technology specialist “solution-level” support for Partner engineers
 - Early Feedback on Software & Documentation = faster fix delivery to field
- No Contract Required – your Partner status guarantees entitlement to use PDI
- Unique support offering in the industry

Please find general information, Hours of operation, FAQ, how to open cases, etc at our website <http://www.cisco.com/go/pdihelpdesk>

Please send your comments or questions about the PDI program at pdihd-uc@cisco.com

TAC Support

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco provides around-the-clock, award-winning technical support services, online and over the phone through Cisco Technical Assistance Center (TAC).

| Method | Access |
|-------------------------|---|
| Phone Support | 1-800-553-2447 U.S. For worldwide support numbers, refer to Cisco worldwide contacts: www.cisco.com/en/US/partner/support/tsd_cisco_worldwide_contacts.html |
| Email Support | tac@cisco.com |
| Online Support | tools.cisco.com/ServiceRequestTool/create/launch.do |
| Manage Your Case Online | tools.cisco.com/ServiceRequestTool/query/ |

Cisco set up a dedicated TAC team to support Drive to 9 CUCM upgrade activity; In order for your TAC case to be routed to the right team 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.

Summary

In summary, please refer to below table when you need help.

| Objectives | Who | How |
|--|----------------------------------|---|
| I need more information | Upgrade Resource Center | https://communities.cisco.com/community/partner/collaboration/migration |
| I need help on licensing | Global Licensing Operations(GLO) | http://www.cisco.com/go/license |
| I need advice on CUCM 9.1 upgrade planning | PDI Help Desk | http://www.cisco.com/go/pdihelpdesk |
| I need support during the CUCM upgrade | TAC | http://tools.cisco.com/ServiceRequestTool/create/launch.do , please choose the key word "Communications Manager Upgrade to v9 (Drive-To-9 Initiative)" |