



Migration and Upgrade: Frequently Asked Questions

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CHAPTER

1

Introduction

This Frequently Asked Questions (FAQ) document answers some of the most common questions about migrating to Cisco Unified Communications Manager (Unified Communications Manager) Release 9.1(x).

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Upgrade process

What is a high availability upgrade?

High availability upgrades provide the highest service availability throughout the upgrade process.

The Drive to Nine high availability upgrade procedures can be used by organizations with the following environment:

- None of the current Media Convergence Server (MCS) servers support Unified Communications Manager Release 9.1(x).
- All of the current MCS servers can support an upgrade to Unified Communications Manager Release 8.0(3).
- You require high availability during the upgrade process.

The upgrade procedure is performed in a controlled fashion to limit the downtime of call services. A high availability upgrade consists of the following high-level steps:

- Upgrade to Unified Communications Manager Release 8.0(3) on current MCS hardware.
- Virtualize Unified Communications Manager Release 8.0(3).

- Upgrade from Unified Communications Manager Release 8.0(3) to Unified Communications Manager Release 9.1(x).

What is a refresh upgrade?

A refresh upgrade is required in situations where incompatibilities exist between the old and new software releases.

When you perform a refresh upgrade, the Cisco Unified Communications Manager node is offline and the downtime of the node is much longer than that of a standard upgrade. A typical refresh upgrade takes between 1 and 4 hours, depending on the size of the database. When you perform a refresh upgrade, plan your downtime accordingly.

For information about refresh upgrades, see "Refresh upgrade" in the [Cisco Unified Communications Manager 9.1 Migration and Upgrade Guide](#).

I have the following MCS servers: MCS 7825H3 and MCS 7828H3. Is the refresh upgrade process different for these servers?

During a refresh upgrade, the installation process reconfigures RAID on the MCS 7825H3 and 7828H3 servers. All data is exported to an external USB drive during the upgrade. After the RAID is reconfigured and the operating system is installed, the installation process uses the data on the USB drive to upgrade the server to the new release.

For more information about performing refresh upgrades on MCS 7825H3 and 7828H3 servers, see "Refresh upgrades on 7825H3 and 782H3 servers" in the [Cisco Unified Communications Manager 9.1 Migration and Upgrade Guide](#).

My hardware does not support Cisco Unified Communications Manager Release 8.0(3) or Release 9.1(x). What are my upgrade options?

A bridged upgrade may be an option. You can perform a bridged upgrade when the server has not been certified to run the latest release but can be used to migrate from MCS hardware to a virtual environment. When you perform a bridged upgrade, the Unified Communications Manager services will not start and you cannot make configuration changes. Only DRS functionality is supported.

To determine if your hardware supports bridged upgrades, see [Cisco Unified Communications Manager 9.1 Migration and Upgrade Guide](#).

As an alternative to bridged upgrades, a new upgrade option will be available in 6-8 weeks with Cisco Unified Communications Manager Release 9.1(2). The new upgrade option will allow customers to virtualize pre-8.0(2) releases for migration purposes only. The new procedure will support software versions 6.1(4), 6.1(5), 7.1(3) and 7.1(5).

The readiness assessment tool does not have a customized upgrade procedure for my environment. What are my upgrade options?

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To determine if your hardware supports bridged upgrades, see the [Cisco Unified Communications Manager 9.1 Migration and Upgrade Guide](#).

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Applications

I have Cisco Unified Attendant Console deployed with my current Unified Communications Manager release. Will Cisco Unified Attendant Console be supported with Unified CM Release 9.1(x)?

Cisco Unified Attendant Console is End of Sale (EoS) and End of Life (EoL).

For information about replacement product and options available, see the [End of Sale and End of Life Announcement](#).

I have Cisco IM and Presence Service nodes deployed with my current Unified Communications Manager release. Do I need to upgrade my IM and Presence nodes when I upgrade my Unified Communications Manager to Release 9.1(x)?

From Release 9.0(1), Unified Communications Manager and IM and Presence (previously known as Cisco Unified Presence) are tightly integrated and have software version number dependency.

For information about the upgrade requirements and sequence, see "Software version restrictions" in the [Upgrade Guide for Cisco Unified Communications Manager Release 9.1\(1\)](#).

I have Unified Contact Center Express (UCCX) deployed with my current Unified Communications Manager release. Do I need to upgrade my UCCX when I upgrade my Unified Communications Manager to Release 9.1(x)?

Please refer to [Cisco Unified Communications Compatibility Tool](#) for software compatibility information.

I have applications that use an AXL interface to access and modify Unified Communications Manager information. Will my application continue to work after I upgrade to Unified Communications Manager Release 9.1(x)?

Please refer to "Upgrade your AXL application" on the [Developer Network](#).

Licensing

I am upgrading to Unified Communications Manager Release 9.1(1) from Release 6.1(2) through 6.1(5), or 7.0(1) through 7.1(5) using the high availability upgrade procedure. What type of licenses do I need to perform the upgrade?

The high availability upgrade procedure has the following three steps for upgrading to Release 9.1(x).

- upgrade your current Unified Communications Manager release to Release 8.0(3)
- virtualize Unified Communications Manager Release 8.0(3)
- upgrade Unified Communications Manager Release 8.0(3) to Release 9.1(x)

The licenses required for this upgrade are:

- Unified Communications Manager Release 8.0(3) Software Feature License based on the MAC address of the MCS Server (publisher node); this license is required after you upgrade your current Unified Communications Manager release to Release 8.0(3).
- Unified Communications Manager Release 8.0(3) Node, Software Feature License and Device License based on the License MAC for the virtual server. You will need to re-host all of the licenses based on the physical MAC of the publisher node to the license MAC of the publisher node running on the virtual machine. These licenses are required after you virtualize Unified Communications Manager Release 8.0(3).
- Unified Communications Manager Release 9.1(x)

After you upgrade Unified Communications Manager Release 8.0(3) to Release 9.1(x), you must migrate the licenses to Enterprise License Manager (ELM) within 60 days. To support high availability, Unified Communications Manager Release 9.x clusters operate in a full-featured demo mode for 60 days without a license. After 60 days, the clusters continue to operate and route calls, but the functionality to add or remove devices and users is disabled until valid licenses are available on the associated Enterprise License Manager (ELM).

For information about how to obtain 8.X Software Feature Licenses and how to re-host the licenses, see [Product License Registration](#).

For information about how migrate your pre-9.X licenses to 9.1(x) licenses, see [License Migration Overview](#) on the Migration Resources forum.

Version matching

When I backup and restore data between MCS and UCS hardware, does the Unified Communications Manager version need to match exactly, including any Service Releases or Engineering Special releases?

Before you restore Cisco Unified Communications Manager, ensure that the Cisco Unified Communications Manager version that is installed on the server matches the version of the backup file that you want to restore. The Disaster Recovery System supports only matching versions of Cisco Unified Communications Manager for restore. For example, the Disaster Recovery System does not allow a restore from version 7.0(1).1000-1 to version 7.1(2).1000-1, or from version 7.1(2).1000-1 to version 7.1(2).1000-2. The last parts of the version number change when you install a service release or an engineering special.

The product version needs to match, end-to-end, for the Disaster Recovery System to run a successful Cisco Unified Communications Manager database restore. Disaster Recovery System adheres to strict version checking and allows restore only between matching versions of Cisco Unified Communications Manager.

User IDs and passwords

I plan to migrate from MCS hardware to UCS hardware as part of the Drive-to-Nine migration to Unified Communications Manager Release 9.1(x). Do I need to use the same administration and security credentials when I migrate my Unified Communications Manager servers to UCS hardware?

Cisco recommends that you use the same user IDs and passwords while building the Unified Communications Manager servers on UCS servers. Unified Communications Manager release 8.0(x) and above require the cluster security password to match when you perform a DRS restore.

To reset any of the Unified Communications Manager passwords before starting the upgrade process, see "How to reset passwords on CUCM" in the [Cisco Support Community](#). Resetting the security password for the cluster requires resetting the password on all nodes and also a cluster-wide reboot.

Changes in Release 9.1(x)

What are some of changes I will see when I upgrade to Unified Communications Manager 9.1(x)?

Cisco Unified CM Release 9.0(x) and above uses a new URL for the Cisco Unified Communications Manager User Options page. The new URL is <http://<cucm-ip-address>/ucmuser>. This URL replaces <http://<cucm--ip-address>/ccmuser>. If you enter the old URL, you will be re-directed to the new URL.

Cisco Unified CM User Options has been updated with a new user interface. For more information, see "User Option page enhancements" in the [New and Changed Information for Cisco Unified Communications Manager Release 9.0\(1\)](#). Also refer to http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucm/useroptions/9_0_1/CUCM_BK_CA32DEF9_00_cisco-unified-communications-manager-user_chapter_00.html.

