



Plan for Cisco Prime Collaboration Assurance Upgrade

The supported upgrade versions are listed in the following table:

Before you upgrade to Cisco Prime Collaboration Assurance 11.0 or later, you must know the supported upgrade versions and virtual machine requirements for Cisco Prime Collaboration Assurance 11.0 and later. For details on virtual machine requirements for Cisco Prime Collaboration Assurance, see [Virtual Machine Requirements for Cisco Prime Collaboration Assurance](#).



Note For Cisco Prime Collaboration Assurance 11.0 and later, Small OVA (Assurance & Analytics) requires 250-GB disk space (100 GB more than what was required for the same Small OVA in Cisco Prime Collaboration Assurance versions 10.5.1 and 10.6). Thus to upgrade to the Cisco Prime Collaboration Assurance 11.0 and later, Small OVA (Assurance & Analytics) increase the disk size by adding a new vDisk of size equal to 100-GB. Refer to VMware documentation to upgrade or add the hardware resources.

For more information on feature support after Cisco Prime Collaboration Assurance upgrade, see [Changes After Upgrade](#).

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Supported Upgrade Versions for Cisco Prime Collaboration Assurance 11.0

To upgrade from Cisco Prime Collaboration 9.x and 10.x to Cisco Prime Collaboration 11.0, you must first upgrade to any of the supported upgrade versions in the following table, and then upgrade to Cisco Prime Collaboration 11.0. Purchase an upgrade license or order one through Product Upgrade Tools (PUT) because the existing licenses of Cisco Prime Collaboration 9.x or 10.x, do not work with Cisco Prime Collaboration 11.0.

The following table lists the support details for each version of Cisco Prime Collaboration Assurance:

Cisco Prime Collaboration Releases	Deployment Mode	After Upgrade to Cisco Prime Collaboration	License Requirements	Notes
10.5.1	Standard—Cisco Prime Collaboration Assurance	Evaluation—Cisco Prime Collaboration Assurance	Not applicable	<p>After the evaluation expires, it comes back to Standard mode.</p> <p>Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.</p>
	Licensed—Cisco Prime Collaboration Assurance only	Licensed—Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	<p>The Cisco Prime Collaboration 10.5.1 license files cannot be used with Cisco Prime Collaboration 11.0.</p> <p>If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode.</p>	<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide.</p> <p>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.</p>
	Licensed—Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics	Licensed—Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	<p>If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.</p>	

Cisco Prime Collaboration Releases	Deployment Mode	After Upgrade to Cisco Prime Collaboration	License Requirements	Notes
				<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide.</p> <p>Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines—Database and Application.</p> <p>Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the <i>Prime Collaboration Analytics Licensing</i> section of “Overview of Cisco Prime Collaboration Analytics” chapter in Cisco Prime Collaboration Analytics Guide for details on disabling Cisco Prime Collaboration Analytics.</p> <p>You may choose to enable Cisco Prime Collaboration Analytics anytime within the evaluation period. However, the evaluation period for Cisco Prime Collaboration Analytics is not extended from initial upgrade date.</p>

Cisco Prime Collaboration Releases	Deployment Mode	After Upgrade to Cisco Prime Collaboration	License Requirements	Notes
10.6	Standard—Cisco Prime Collaboration Assurance	Evaluation—Cisco Prime Collaboration Assurance	Not applicable	<p>After the evaluation expires, it comes back to Standard mode.</p> <p>Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.</p>
	Licensed—Cisco Prime Collaboration Assurance only	Licensed—Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	<p>The Cisco Prime Collaboration 10.6 license files cannot be used with Cisco Prime Collaboration 11.0.</p> <p>If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode.</p>	<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide.</p> <p>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.</p>
	Licensed—Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Analytics	Licensed—Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	<p>If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.</p>	

Cisco Prime Collaboration Releases	Deployment Mode	After Upgrade to Cisco Prime Collaboration	License Requirements	Notes
				<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide.</p> <p>Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - Database and Application.</p> <p>Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the <i>Prime Collaboration Analytics Licensing</i> section of “Overview of Cisco Prime Collaboration Analytics” chapter in Cisco Prime Collaboration Analytics Guide for details on disabling Cisco Prime Collaboration Analytics.</p> <p>You may choose to enable Cisco Prime Collaboration Analytics anytime within the evaluation period. However, the evaluation period for Cisco Prime Collaboration Analytics is not extended from the initial upgrade date.</p>

Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.1

To upgrade from Cisco Prime Collaboration 10.x and 11.0 to Cisco Prime Collaboration 11.1, you must first upgrade to any of the supported upgrade versions in the following table, and then upgrade to Cisco Prime Collaboration 11.1.



Note You must install the latest service pack available for that version before upgrading.

Licenses

You must purchase an upgrade license or order one through Product Upgrade Tools (PUT) because the existing licenses of Cisco Prime Collaboration 9.x, 10.x, do not work with Cisco Prime Collaboration 11.1. The licenses of Cisco Prime Collaboration 11.0 will work with 11.1.

The following tables lists the support details for each version and different modes of Cisco Prime Collaboration Assurance:

Standard Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
10.6	Standard Mode	Not applicable	Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.
11.0			

Advanced Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
10.6 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics)	Licensed-Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	The Cisco Prime Collaboration 10.6 license files cannot be used with Cisco Prime Collaboration 11.1. You must purchase upgrade licenses when you move from 10.x to 11.x.	
11.0 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics)		If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode. If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.	

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
			<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see https://www.cisco.com/c/en/us/td/docs/net_mgmt/prime/collaboration/11-0/contact_center/Guide/Cisco_Prime_Collaboration_Contact_Center_Guide_11_0.html.</p> <p>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.</p> <p>Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - Database and Application.</p> <p>Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the Prime Collaboration Analytics Licensing section of "Overview of Cisco Prime Collaboration Analytics" chapter in https://www.cisco.com/c/en/us/td/docs/net_mgmt/prime/collaboration/11-0/analytics/guide/Cisco_</p>

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
			Prime_Collaboration_Analytics_Guide_11.html for details on disabling Cisco Prime Collaboration Analytics.

Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.5

To upgrade from Cisco Prime Collaboration 9.x or 10.x to Cisco Prime Collaboration 11.5, you must first upgrade to any of the supported upgrade versions in the following table, and then upgrade to Cisco Prime Collaboration 11.5. You can directly upgrade from Cisco Prime Collaboration 11.0 or 11.1 to Cisco Prime Collaboration 11.5.



Note You must install the latest service pack available for that version before upgrading.

Follow the patch sequence below once you upgrade from 11.5 to 11.5 Service Pack 1 (SP1).

1. Upgrade from 11.5 to 11.5 SP1.

File Information : Prime Collaboration Assurance and Analytics 11.5 Service Pack 1 .

2. Apply VMWare tools patch.

File Information : Cisco Prime Collaboration 11.5 Assurance and Analytics VMWare Tools Upgrade Package for 11.5.

3. Apply Leap seconds patch .

File Information :CCO Patch Posting on top of 11.5 + Sp1. CSCva99488 --2016 Leap Seconds.

4. Apply patch for db migration script fails to update db schema during PCA Service Pack 1 upgrade.

File Information :CCO Patch Posting on top of 11.5 + Sp1. CSCvb49601 - db migration script fails to update db schema during PCA SP1 upgrade.

Follow the link to [apply all the patches sequentially given in the steps above](#) .

Licenses

You must purchase an upgrade license or order one through Product Upgrade Tools (PUT) because the existing licenses of Cisco Prime Collaboration 9.x, 10.x, do not work with Cisco Prime Collaboration 11.5. The licenses of Cisco Prime Collaboration 11.0 and 11.1 will work with 11.5.

The following tables lists the support details for each version and different modes of Cisco Prime Collaboration Assurance:

Standard Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
11.0	Standard Mode	Not applicable	Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.
11.1	Standard Mode	Not applicable	Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.

ENT Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
11.0 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)	Licensed-Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	The Cisco Prime Collaboration 10.6 license files cannot be used with Cisco Prime Collaboration 11.5. You must purchase upgrade licenses when you move from 10.x to 11.x.	Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Guide . If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.
11.1 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)		If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode. If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.	Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - Database and Application. Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the Prime Collaboration Analytics Licensing section of "Overview of Cisco Prime Collaboration Analytics" chapter in Cisco Prime Collaboration Analytics Guide for details on disabling Cisco Prime Collaboration Analytics.

MSP Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
10.5.1 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)	Licensed-Cisco Prime Collaboration Assurance, and Cisco Prime Collaboration Contact Center Assurance.	The Cisco Prime Collaboration 10.5.1 license files cannot be used with Cisco Prime Collaboration 11.5. However the license files of 11.0 can be used with 11.5.	Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Guide .
11.0 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)		If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode. If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.	

Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.6

To upgrade from Cisco Prime Collaboration 9.x or 10.x to Cisco Prime Collaboration 11.6, you must first upgrade to any of the supported upgrade versions in the following table, and then upgrade to Cisco Prime Collaboration 11.6. You can directly upgrade from Cisco Prime Collaboration 11.1, 11.5, or 11.5 SP1 to Cisco Prime Collaboration 11.6.



Note You must install the latest service pack available for that version before upgrading.

Licenses

You must purchase an upgrade license or order one through Product Upgrade Tools (PUT) because the existing licenses of Cisco Prime Collaboration 9.x, 10.x, do not work with Cisco Prime Collaboration 11.6. The licenses of Cisco Prime Collaboration 11.1 and 11.5 will work with 11.6.

The following tables lists the support details for each version and different modes of Cisco Prime Collaboration Assurance:

Standalone Standard Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
11.5	Standalone Standard Mode	Not applicable	Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.

ENT - Standard Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
11.1	ENT-Standard Mode	Not applicable	Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance is not supported in the Standard mode.
11.5			

ENT - Advanced Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
11.1 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)	Licensed-Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.	The Cisco Prime Collaboration 10.6 license files cannot be used with Cisco Prime Collaboration 11.5. You must purchase upgrade licenses when you move from 10.x to 11.x.	Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Guide . If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.
11.5 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)		If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode. If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.	Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - Database and Application. Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the Prime Collaboration Analytics Licensing section of "Overview of Cisco Prime Collaboration Analytics" chapter in Cisco Prime Collaboration Analytics Guide for details on disabling Cisco Prime Collaboration Analytics.

MSP Mode

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
<p>11.0/11.5 to 11.6 (Licensed-Cisco Prime Collaboration Assurance with or without Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance)</p>	<p>Licensed-Cisco Prime Collaboration Assurance, Cisco Prime Collaboration Analytics, and Cisco Prime Collaboration Contact Center Assurance.</p>	<p>If you are in the Evaluation mode, you are required to purchase the advanced license file in order to move to the Advanced mode.</p> <p>If the Cisco Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Cisco Prime Collaboration Assurance reverts to the Cisco Prime Collaboration Assurance Standard deployment.</p>	

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
			<p>Cisco Prime Collaboration Contact Center Assurance is a new feature supported from the 10.5 and later. For more details, see Cisco Prime Collaboration Contact Center Guide.</p> <p>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Cisco Prime Collaboration Analytics is disabled.</p> <p>Cisco Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Cisco Prime Collaboration Analytics in very large OVA deployment of Cisco Prime Collaboration Assurance, you require two virtual machines - Database and Application.</p> <p>Note If you do not wish to evaluate Cisco Prime Collaboration Analytics, you can disable Cisco Prime Collaboration Analytics. See the Prime Collaboration Analytics Licensing section of "Overview of Cisco Prime Collaboration Analytics" chapter in Cisco Prime Collaboration Analytics Guide for details on disabling Cisco Prime Collaboration</p>

Cisco Prime Collaboration Releases	After Upgrade	License Requirements	Notes
			Analytics.

Feature Support After Upgrade—Cisco Prime Collaboration Assurance

To get information about feature support and limitations after the upgrade, See the chapter on **Changes After Upgrade**.

Migration from Cisco Unified Communications Management Suite

The data migration from Cisco Unified Communications Management Suite to Cisco Prime Collaboration 11.0 and later is not supported directly. If you want the data to be migrated to Cisco Prime Collaboration, see the "Migrate from Cisco Unified Communications Management Suite" chapter in [Cisco Prime Collaboration Upgrade and Migration Guide](#).

After migration, upgrade to Cisco Prime Collaboration 10.5.1, and then to Cisco Prime Collaboration 11.6 .