



# Plan for Cisco Prime Collaboration Provisioning Upgrade

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## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.1

Direct upgrade from Cisco Prime Collaboration 11.x to 12.1 is not supported in Cisco Prime Collaboration 12.1. You can migrate from 11.x to 12.1.

## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.2

Direct upgrade from Cisco Prime Collaboration 11.x to 12.2 is not supported in Cisco Prime Collaboration 12.2. You can migrate from 11.x to 12.1 and then upgrade to 12.2.



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**Note** Install ES on Cisco Prime Collaboration Provisioning 12.1 before migration. For more information on migration, refer to [Cisco Prime Collaboration Provisioning Migration —12.1](#).

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## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.3

Direct upgrade from Cisco Prime Collaboration 11.x to 12.3 is not supported in Cisco Prime Collaboration 12.3. You can migrate from 11.x to 12.1 and then upgrade to 12.3.



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**Note**

- Install ES on Cisco Prime Collaboration Provisioning 12.1 before migration.
  - The Upgrade Manager Patch (UpgradeManagerPatch-12.3-2.tar.gz) is mandatory for 12.3 to upgrade to another release. While upgrading to Cisco Prime Collaboration Provisioning 12.3 from the earlier versions, ensure that there is no Unified Communications Manager release prior to 10.5(2) present in the server to be upgraded.
  - For more information on migration, refer to [Cisco Prime Collaboration Provisioning Migration —12.1](#).
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## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.4

Direct upgrade from Cisco Prime Collaboration 11.x to 12.4 is not supported in Cisco Prime Collaboration 12.4. You can migrate from 11.x to 12.1 and then upgrade to 12.4.



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**Note**

- We recommend you to install the PCP 12.1 692 build before migration. However, if you have already installed PCP 12.1 475 build, you can apply ES on the same build and proceed with the upgrade.
  - The Upgrade Manager Patch (UpgradeManagerPatch-12.3-2.tar.gz) is mandatory for 12.3 to upgrade to another release.
  - While upgrading to Cisco Prime Collaboration Provisioning 12.4 from the earlier versions, ensure that there is no Unified Communications Manager release prior to 10.5(2) present in the server to be upgraded.
  - For more information on migration, refer to [Cisco Prime Collaboration Provisioning Migration —12.1](#).
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Perform the following steps for in-line upgrade from PCP 12.3 to PCP 12.4:

1. Take a snapshot of the 12.3 Server.
2. Download the Upgrade Manager patch file (UpgradeManagerPatch-12.3-2.tar.gz) from the Cisco site to your Desktop.
3. Upload and Install the patch file from **Administration > Updates > Application Software Updates**.
4. Wait for the Upgrade Manager patch to complete the Installation and PCP Login screen to appear.
5. Log in to PCP and perform the In-line Upgrade with the PCP 12.4 upgrade App Bundle.

## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.5

Direct upgrade from Cisco Prime Collaboration 11.x to 12.5 or 12.1, 12.2, and 12.3 to 12.5 is not supported in Cisco Prime Collaboration Provisioning 12.5. You can migrate from 11.x to 12.1 and upgrade from 12.1 to 12.4 and 12.4 to 12.5.

**Note**

- We recommend you to install the PCP 12.1 692 build before migration. However, if you have already installed PCP 12.1 475 build, you can apply ES on the same build and proceed with the upgrade.
- While upgrading to 12.5 from the earlier versions, ensure that there is no Unified Communications Manager release prior to 10.5(2) present in the server to be upgraded.
- For more information on migration, refer to [Cisco Prime Collaboration Provisioning Migration —12.1](#).

## Supported Upgrade Versions — Cisco Prime Collaboration Provisioning 12.6

Direct upgrade from Cisco Prime Collaboration 11.x to 12.x or 12.1, 12.2, 12.3, and 12.4 to 12.6 is not supported. You can migrate from 11.x to 12.1 and upgrade from 12.1, 12.2, and 12.3 to 12.4, 12.4 to 12.5, and 12.5 to 12.6.

**Note**

- We recommend you to install the PCP 12.1 692 build before migration. However, if you have already installed PCP 12.1 475 build, you can apply ES on the same build and proceed with the upgrade.
- While upgrading to 12.6 from the earlier versions, ensure that there is no Unified Communications Manager release prior to 10.5(2) present in the server to be upgraded.
- For more information on migration, refer to [Cisco Prime Collaboration Provisioning Migration —12.1](#).

## Migration from Cisco Unified Communications Management Suite

### For Cisco Prime Collaboration 11.0 and earlier

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

After migration, upgrade to any of the supported upgrade versions and then to Cisco Prime Collaboration 11.0.

## Feature Support After Upgrade — Cisco Prime Collaboration Provisioning

### For Cisco Prime Collaboration 11.0 and earlier



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**Note** When you upgrade from Evaluation mode, Standard mode, Advanced mode, and Cisco Prime Collaboration 10.x and 11.0, all the settings that you had set up in Cisco Prime Collaboration Provisioning are kept intact. You need not re-create them in Cisco Prime Collaboration 11.0. See the [Cisco Prime Collaboration Provisioning Guide](#) for information about features available in Standard and Advanced mode.

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### For Cisco Prime Collaboration 11.1 and later



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**Note** When you upgrade from Evaluation mode, Standard mode, Advanced mode, and Cisco Prime Collaboration 10.x and 11.0, all the settings that you had set up in Cisco Prime Collaboration Provisioning are kept intact. You need not re-create them in Cisco Prime Collaboration 11.x. See the [Cisco Prime Collaboration Provisioning Guide](#) for information about features available in Standard and Advanced mode.

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## Cisco Prime Collaboration Provisioning Migration —12.1

You can migrate from Cisco Prime Collaboration Provisioning 11.1 and above to 12.1 either through **Dashboard** or **Administration > Updates > Launch Migration Tool** in the Cisco Prime Collaboration Provisioning user interface. You can migrate to Cisco Prime Collaboration Provisioning 12.1 in two ways:

- **Running System**—Select this option to migrate from a running Provisioning server.
- **Migration File**—Select this option to migrate from a file created by command-line migration backup tool, BackUpToolFor12\_1Migration.



**Note** The following scenarios are not supported in 12.1 migration features:

- If Cisco Prime Collaboration Provisioning 11.x server is configured with SSO setup, then the same configuration does not work in Cisco Prime Collaboration Provisioning 12.1 server after migration, the user needs to configure the SSO again in the 12.1 server after the migration.
- If Cisco Prime Collaboration Provisioning 11.x server is enabled with FIPS mode, then the same configuration does not work in Cisco Prime Collaboration Provisioning 12.1 server after migration, the user needs to enable FIPS mode after the migration.
- If a user is having their own certificated in Cisco Prime Collaboration Provisioning 11.x server, then the same certificate does not get copied to Cisco Prime Collaboration Provisioning 12.1 server as part of migration, the user needs to upload the certificate in 12.1 server after the migration.

### Before you begin

Ensure that you have:

- Taken a database backup of your existing 11.1/11.2/11.5/11.6 as suitable.
- New license files for 12.1. The license files must be updated after upgrade is complete.
- You must take a snapshot of Cisco Prime Collaboration Provisioning 12.1 Virtual Machine instance before starting the migration, and this snapshot can be deleted after the successful 12.1 migration.

## Migration from Running System

You must provide the following server information:

**Step 1** Enter **Server IP Address** and **11.x's root Password**.

**Step 2** Click **Next** to take a backup of the database.

Close this migration, and take a backup. Run the Migration Tool again. After migrating, you must use the password of the existing 11.x system.

**Note** Time taken to backup database depends upon the size of PCP database.

**Step 3** Click **Begin Migration** to complete the process.

Once the migration is complete, you are redirected to the login page.

**Note** After migrating from Cisco Prime Collaboration Provisioning 11.x to 12.1, the 11.x server will not be accessible. The Administrator must manually restart the services to enable 11.x server up and running.

## Migration Using Migration File

You must provide the location of the migration file.

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**Step 1** Select **SFTP** or **FTP** as suitable.

**Step 2** Enter the following details.

- IP Address—IP Address of the server, where the back-file is saved
- Port—Disabled for FTP by default
- Path— The user needs to provide the path along with the file name
- Username— The back-up server's FTP/SFTP login username
- Password— The back-up server's FTP/SFTP login password

**Step 3** Click **Next** to download the back-up file.

**Step 4** Click **Begin Migration** to complete the process.

Once the Migration is complete, you are redirected to the login page.

**Note** you may have to repeat these steps to take the back-up from BackUpToolFor12\_1Migration

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## BackUpTool12\_1Migration tool

The BackUpTool12\_1Migration tool is used for taking the back-up from 11.1 and above version of the Prime Collaboration Provisioning before doing the Migration on 12.1 version of Prime Collaboration Provisioning.




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**Note** This is applicable if the **Migration using Migration file** option is chosen, while doing the migration.

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1. Download the File BackUpTool12\_1Migration.sh from same location, where ova's are uploaded.
2. Copy the above mentioned file to /opt, that is the BackUpTool12\_1Migration.sh on 11.1 and above version of the Prime Collaboration Provisioning
3. Go to /opt directory using the `cd /opt`
4. Change the permissions of the file using the command `chmod 775 BackUpTool12_1Migration.sh`
5. Execute the script `./BackUpTool12_1Migration.sh`. The backup gets stored in /opt directory by the name `backupData.tar.gz`
6. Copy the above created backup file manually to the SFTP/FTP server.