



Important Notes

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Migration Requirements

This information addresses CSCum18394.

For a migration from Release 10.0(1) to Release 10.5(1) to be successful, you must upgrade all source cluster Cisco Unified Communications Manager nodes to 10.0(1)SU1, at a minimum, before using Cisco Prime Collaboration Release 10.5(1) to perform a migration.

New Upgrade is not Allowed While Another Upgrade is Running

This information addresses CSCui69450.

If you start a new upgrade task before the previous upgrade task finishes, you are notified immediately that this scenario is not supported.

Deployment

Cisco only supports virtualized deployments of Cisco Prime Collaboration Deployment. Cisco Prime Collaboration Deployment is deployed using an OVA that contains the pre-installed Cisco Prime Collaboration Deployment application. This OVA is obtained with a licensed copy of Cisco Unified Communications Manager Release 10.5(1) software. For information about how to extract and deploy the PCD_VAPP.OVA file, see topics relating to the installation of Cisco Prime Collaboration Deployment in the *Cisco Prime Collaboration Deployment Administration Guide*.

For more information about the deployment of Cisco Prime Collaboration Deployment in a virtualized environment, see:

<http://www.cisco.com/go/uc-virtualized>

Virtualization Software License Feature Level Compatibility

Cisco Prime Collaboration Deployment is not compatible with all license feature levels of VMware vSphere ESXi, as some license feature levels do not enable required VMware APIs.

The following are compatible with Cisco Prime Collaboration Deployment:

- Cisco UC Virtualization Foundation (appears as “Foundation Edition” in vSphere Client)
- VMware vSphere Standard Edition, Enterprise Edition, or Enterprise Plus Edition
- The evaluation mode license feature level

The following are not compatible with Cisco Prime Collaboration Deployment:

- Cisco UC Virtualization Hypervisor (appears as “Hypervisor Edition” in vSphere Client)—preloaded on Cisco Business Edition 6000 and Business Edition 7000
- VMware vSphere Hypervisor Edition

DNS

If you require DNS on a Cisco Prime Collaboration Deployment system, be sure to administer the DNS during Cisco Prime Collaboration Deployment install.

Install Tasks

A Cisco Prime Collaboration install task assumes that all cluster nodes are being installed at the same time. You can not, for example, use a migration task to migrate a Cisco Unified Communications Manager Release 6.1(1) cluster to Release 10.5(1) and then use a separate install task to add IM and Presence Service nodes to the same cluster.

Upgrades

For information about upgrading Cisco Prime Collaboration Deployment, as well as requirements for hardware and software, see the latest release of the *Cisco Prime Collaboration Deployment Administration Guide* here <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-user-guide-list.html>.

Cisco Prime Collaboration Deployment supplements but does not replace native application install and upgrade functionality. Cisco Prime Collaboration Deployment does not have 100% feature parity with native install and upgrade functionality. When troubleshooting upgrade or install issues on Cisco Unified Communications Manager or Cisco Unified Communications Manager IM and Presence Service nodes, the upgrade (or install) logs will need to be retrieved from node being upgraded. Use normal upgrade and install troubleshooting actions.

Upgrade Caveats

Not all versions of supported applications can be upgraded to Release 10.x using Cisco Prime Collaboration Deployment. See [Supported Releases](#), on page 4 for more information.

Readdress

Readdress Caveats

- Readdress tasks that require gateway and subnet changes may cause the readdress task to fail.

Cisco Prime Collaboration Deployment can lose the communication with Cisco Unified Communications Manager due to network issues, even after the readdress task is *completed successfully on the Cisco Unified Communications Manager*. Users may need to complete post network change steps outlined in the *Changing the IP Address and Hostname for Cisco Unified Communications Manager Guide* before proceeding to the next step.

- *Cisco Unified Communications Manager IM and Presence Service readdress is not available on Cisco Prime Collaboration Deployment*. The Readdress feature can only be used to change hostnames and IP Addresses for Cisco Unified Communications Manager servers. In a cluster with both Cisco Unified Communications Manager and IM and Presence Service nodes, the readdress feature can be used to change the Cisco Unified Communications Manager server hostname and IP addresses, but not the IM and Presence Service nodes for that cluster.

Conflicting Upgrade Path for Release 6.0(1)

This update resolves CSCup45479.

The document *Migration to Cisco Unified Communications Manager Release 10.5(1) Using Prime Collaboration Deployment* contains conflicting information if you are upgrading from Cisco Unified Communications Manager release 6.0(1). If you are upgrading from that release, you must first upgrade to release 6.1(2). From 6.1(2), you can then upgrade to 6.1(3), then 6.1(5), then 10.5(1) through Cisco Prime Collaboration Deployment.

Supported Releases

The following list outlines the supported releases for each task:

Cluster Discovery

- Cisco Unified Communications Manager Releases Supported: 6.1(5), 7.1(3), 7.1(5), 8.0(1-3), 8.5(1), 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.5, 8.6
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 8.5.1, 9.0, 9.0.2, and 10.x
- Cisco Unity Connection Releases Supported: 8.6.1, 8.6.2, 9.x and 10.x

Migration to 10.x Cluster

- Cisco Unified Communications Manager Releases Supported: 6.1(5), 7.1(3), 7.1(5), 8.0(1-3), 8.5(1), 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.0(1)
- Cisco Unified Presence Releases Supported: 8.5(4), 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.0(1)
- Cisco Unified Contact Center Express Releases Supported: Migration Not Supported
- Cisco Unity Connection Releases Supported: Migration Not Supported

Upgrade Task (Upgrade Application Server or Install COP Files)

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported:
 - From 8.6(x) to 8.6(x)
 - From 8.6(x) to 9.x
 - From 9.x to 9.x
 - From 10.0(1) to 10.x

Restart Task

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x

- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported: 8.6(1-2), 9.x, 10.x

Switch Version Task

- Cisco Unified Communications Manager Releases Supported: 8.6(1-2), 9.0.(1), 9.1(1), 9.1(2), 10.x
- Cisco Unified Presence Releases Supported: 8.6(3), 8.6(4), 8.6(5)
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 9.0(1), 9.1(1), 10.x
- Cisco Unified Contact Center Express Releases Supported: 9.0(2), 10.x
- Cisco Unity Connection Releases Supported: 8.6(1-2), 9.x, 10.x

Fresh Install a New 10.x Cluster

- Cisco Unified Communications Manager Releases Supported: 10.x
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: 10.x
- Cisco Unified Contact Center Express Releases Supported: 10.5(1)
- Cisco Unity Connection Releases Supported: 10.5(1)

Readdress Task (Change Hostname or IP Addresses for One or More Nodes in a Cluster)

- Cisco Unified Communications Manager Releases Supported: 10.x
- Cisco Unified Communications Manager IM and Presence Service Releases Supported: Readdress Not Supported
- Cisco Unified Contact Center Express Releases Supported: 10.5(1)
- Cisco Unity Connection Releases Supported: 10.5(1)



Note

The supported releases do not include the Engineering Special (ES)/ Service Update (SU) versions. To upgrade or migrate to ES/SU versions, see the release notes of the corresponding product, such as IM and Presence, Cisco Unified Communications Manager, and Unity.

Cisco Unified Communications Manager Upgrades to Release 10.5(2) using Prime Collaboration Deployment

Follow these guidelines if you are using Cisco Prime Collaboration Deployment to upgrade Cisco Unified Communications Manager to release 10.5(2):

- PCD upgrades or non-PCD upgrades from release 10.0(1) or 10.5(1) are supported. Migrations from 10.0(1) or 10.5(1) using Prime Collaboration Deployment are not supported. For definitions of migrations and upgrades, see the latest release of the *Cisco Prime Collaboration Deployment Administration Guide*. For additional details, see CSCur99079.
- Before upgrading to release 10.5(2), you must download and install the COP file `cisco.cm.version3-keys.cop.sgn` on every node in the cluster prior to upgrading. This Cisco Options Package (COP) file has the RSA keys that are required to validate the upgrade.
- If you are upgrading from 6.1(5), 7.x, 8.x, 9.x, or 10.x, you must disable the time synchronization between the VM instance and the ESXi. To disable the time synchronization issue, follow the instructions at the following URL:

http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1189

An alternative method is to configure the ESXi server and the Cisco Unified Communications Manager publisher node to point to the same NTP server.

This resolves CSCur94973.

You can download COP files from the following location on cisco.com: **Downloads > Products > Unified Communications > Call Control > Unified Communications Manager (CallManager) > Cisco Unified Communications Manager Version 10.5**