



Unified CVP Migration

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Migrate Unified CVP to Windows Server 2019

The following table lists the migration paths to replace the existing Unified CVP version with the MR on Windows Server 2019.

Table 1: Unified CVP Migration Path on Windows Server 2019

| Migration Path from Older Release to New Release | Platform Change | Conversion Process | Description |
|--|-----------------|--|------------------------------|
| Unified CVP 12.5(1) to 12.6(2) | Yes | First install Unified CVP 12.5(1) on Windows Server 2019. Then upgrade to Unified CVP 12.6(2) through MR. Note .NET framework must be installed before installing Unified CVP 12.5(1). | Platform change is required. |



Note The steps to be followed for installing Windows Server 2019 are the same as the steps for installing Windows Server 2016.

For migration to Windows Server 2019, refer to the *Unified CVP Migration* chapter in the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html>.

**Note**

- If the installer gives a Windows Server warning regarding the configured guest OS on the virtual machine, ignore it.
- It is recommended to use the OVA file `CVP_12.6_Windows_vmv13_v8.0.ova`, available at [https://software.cisco.com/download/home/270563413/type/280840592/release/12.6\(1\)](https://software.cisco.com/download/home/270563413/type/280840592/release/12.6(1)).

For installing Unified CVP 12.5 on Windows Server 2019, refer to the *Unified CVP Installation* section in the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html>.