



Home

Welcome to the Cisco Unified Communication Manager Upgrade Center

This Upgrade Center includes information about upgrading to Cisco Unified Communication Manager 5.1(1) (Cisco Unified CM, formerly Cisco Unified CallManager) from a Cisco Unified CM 4.x release. This site also provides instructions for installing software patches and upgrade software after you have upgraded to Cisco Unified CM 5.1(1).

To get started with your upgrade, read the Upgrade Overview. Use the Master Installation Checklist to track your completion of other checklists.

To see when this site was most recently updated, click the History link at the top of the window.

Before You Begin

Make sure you or the person doing the installation meets the skills in the Minimum Skills/Knowledge Checklist.

Using This Site

Click the Help link at the top of the window for tips on navigating this site.

Upgrade Overview

Ensure the Cisco Unified Communication Manager server with the publisher database is configured as the first node and Cisco Unified Communication Manager servers with subscriber databases are configured as subsequent nodes. Review the following sections carefully before you perform the upgrade:

- Pre-Upgrade Checklist
- Installation Information Worksheet, page 2-4
- Handling Network Errors During Installation, page 2-10
- Checklist for Upgrading the First Cisco Unified CM Node
- Navigating Within the Installation Wizard, page 3-2
- Selecting an Installation Option, page 3-2

- Installing the New OS and Application on the First Node, page 3-4
- Checklist for Upgrading Subsequent Nodes in the Cluster, page 3-11
- Post-Upgrade Checklist, page 4-2

Master Installation Checklist

Use this master checklist to check off your work on other checklists. You can also click to go directly to a checklist.

Table 1-1 *Master Installation Checklist*

	Checklist
<input type="checkbox"/>	Minimum Skills/Knowledge Checklist - Check your skills
<input type="checkbox"/>	Pre-Upgrade Checklist
<input type="checkbox"/>	Checklist for Upgrading the First Cisco Unified CM Node
<input type="checkbox"/>	Checklist for Upgrading Subsequent Nodes in the Cluster
<input type="checkbox"/>	Post-Upgrade Checklist

Minimum Skills/Knowledge Checklist

For a successful installation, ensure that the installer has the following prerequisite skills.

Table 1-2 *Minimum Skills/Knowledge Checklist*

	Skill or Knowledge
<input type="checkbox"/>	<p>Cisco Certified Learning</p> <ul style="list-style-type: none"> • Completion or solid knowledge of the CIPT 4.2/5.0 course <p>or</p> <ul style="list-style-type: none"> • Completion of a Cisco Unified Communications Manager bootcamp course

Table 1-2 Minimum Skills/Knowledge Checklist

	Skill or Knowledge
<input type="checkbox"/>	<p>Experience with upgrade, backup, and restore procedure</p> <ul style="list-style-type: none"> • Experience upgrading, restoring, and backing up a lab or test Cisco Unified Communications Manager <p>or</p> <ul style="list-style-type: none"> • Completion of an online bootcamp with a virtual backup and restore of a Cisco Unified Communications Manager <p>Example: Cisco Partner E-Learning Connection has an online bootcamp lab, “Cisco CallManager 5.0 Bootcamp Lab 3-4: Backing Up and Restoring Cisco CallManager 5.0” [cannot find in Partner E-Learning connection - found an instructor led class, Advanced Services' Deploying Cisco CallManager (CMBC) 5.0</p>
<input type="checkbox"/>	<p>Reviewed official Cisco CallManager Upgrade Procedures</p> <p>Complete the Quick Learning Modules for your upgrade scenario:</p> <ul style="list-style-type: none"> • 4.x to 5.x: Training Available to Partners • 5.0 to 5.x: Training Available to Partners • 5.x to 6.0: Training Available to Partners

