Phone Firmware Migration
7800 and 8800 series

March 2020
Phone Firmware Migration

User Experience and features are **Not** exactly same between Enterprise and MPP phones. Make sure you run a proof of concept first before migrating your customers.

CUCM/HCS

- Migration Firmware
  - 7811, 7821 V03+, 7841 V04+, 7861 V03+, 7832
  - 8811/8841/8851/8861–V14 & early, 8832, 8845, 8865
  - KEMs do not require migration
  - Data loss – Call History, Local Contacts

MPP

- Migration License
  - Flex plan includes 1 license per user
  - Per device cost for non-Flex SP
  - Locked to MAC Address
  - One-way migration per license
Enterprise to MPP Conversion - Customer flow

**Non-FLEX**

**Order via CCW ($)**
- L-CP-E2M-88XX-CNV=
- L-CP-E2M-78XX-CNV=

**Non-FLEX + FLEX**

**Get eDelivery email**
- Product Authorization Key (PAK)
- License SKU, QTY
- Link to License and Registration Portal

**Authorize upgrade via license**
- [https://upgrade.cisco.com](https://upgrade.cisco.com)
- Zero touch options available

**Get license**

**License and Registration portal**
- Use the PAK from eDelivery email
- Upload MAC Address(es)
- Partial fulfillment

**Convert a phone**

**FLEX**

**Add to your Flex subscription**
- Add migration licenses in your subscription (A-FLEX and A-FLEX-PUBLICSECT)
- No additional cost, QTY limited to # of Webex Calling users + Common Area licenses
- Receive web order email

**Request license key (PAK)**
- Open a Case with Global Licensing Operations (GLO) licensing@cisco.com
- Provide Web order # and license quantity required

License SKU legend:
- E2M - Enterprise (CUCM/HCS) to MPP
MPP to Enterprise Conversion - Customer flow

**Non-FLEX**

**Order via CCW ($)**
- L-CP-M2E-88XX-CNV=
- L-CP-M2E-78XX-CNV=

**Order via Product Upgrade Tool (PUT)**
- No additional cost, QTY limited to number of users
- Available at [https://software.cisco.com](https://software.cisco.com)
- L-CP-M2E-FLEX-CNV=

**Non-FLEX + FLEX**

**Get eDelivery email**
- Product Authorization Key (PAK)
- License SKU, QTY
- Link to License and Registration Portal

**Authorize upgrade via license**
- [https://upgrade.cisco.com](https://upgrade.cisco.com)
- Zero touch options available

**License and Registration portal**
- Use the PAK from eDelivery email
- Upload MAC Address(es)
- Partial fulfillment

**License SKU legend:**
- M2E - MPP to Enterprise (CUCM/HCS)
Firmware Migration process

Device running migration firmware uses MPP style configurations

Legend:
- E2M: Enterprise to MPP
- M2E: MPP to Enterprise
Resources

• **Phone Firmware Migration Detailed Guide** (Must read)

• Cloud converter – [https://upgrade.cisco.com](https://upgrade.cisco.com)

• Do it yourself
  • [Enterprise to MPP conversion guide](https://upgrade.cisco.com)
  • [MPP to Enterprise conversion guide](https://upgrade.cisco.com)
  • [Phone Firmware Migration Bulk Provisioning guide](https://upgrade.cisco.com)