Phone Firmware Migration
7800 and 8800 series

Multiplatform Phones PM team
Feb 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.

**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

**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
Customer flow

Order via CCW ($)
- L-CP-E2M-88XX-CNV=
- L-CP-E2M-78XX-CNV=
- L-CP-M2E-88XX-CNV=
- L-CP-M2E-78XX-CNV=

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

License and Registration portal
- Upload MAC Address(es)
- Partial fulfillment

Authorize upgrade via license
- https://upgrade.cisco.com
- Zero touch options available

For MPP to Enterprise: Add in your subscription
- Product Upgrade Tool (PUT)
- No additional cost, QTY limited to number of users
- Available at https://software.cisco.com
- L-CP-M2E-88XX-CNV=

For MPP to Enterprise: Order via Product Upgrade Tool (PUT)
- No additional cost, QTY limited to number of users
- Available at https://software.cisco.com
- L-CP-M2E-88XX-CNV=

For Enterprise to MPP: Open a Case with Global Licensing Operations (GLO)
- licensing@cisco.com

License SKU legend:
- E2M – Enterprise (CUCM/HCS) to MPP
- M2E – MPP to Enterprise (CUCM/HCS)
Firmware Migration process

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

Device running migration firmware uses MPP style configurations
Resources

- Phone Firmware Migration Detailed Guide (Must read)
- Cloud converter – https://upgrade.cisco.com
- Do it yourself
  - Enterprise to MPP conversion guide
  - MPP to Enterprise conversion guide
  - Phone Firmware Migration Bulk Provisioning guide