



Cisco Prime Collaboration 10.0 Migration Guide for Cisco Business Edition 6000

This document explains how to migrate to Cisco Prime Collaboration 10.0 Provisioning Standard version from Cisco Prime Unified Provisioning Manager 9.0 Business Edition (BE).



Note

You can upgrade from Provisioning Manager 9.0 Business Edition to only Provisioning 10.0 Standard version. If you want to move to the Provisioning 10.0 Advanced version, after upgrading to Provisioning 10.0 Standard version, you must add the license for Provisioning 10.0 Advanced.

Before You Begin

If you plan to shut down the server on which Provisioning Manager 9.0 BE is installed, collect the following details before shutting down the server. This information is required to configure domains and service areas in Prime Collaboration Provisioning.

Step 1 Click **Reports** and get a copy of all reports. You can print or export these reports based on the available options.

Step 2 Choose **Reports > Site**.

For each site:

- Note down the dial plan type, user services, phone type, and other specific settings for each usage profile.
- If LDAP setting is enabled, note down the LDAP filter query details.

Step 3 Choose **Deployment > System Configuration > Sites**.

For sites having custom dial plan, note down the following for each usage profile:

- Phone call search space
- Line call search space
- Common device configuration
- Device pool



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- Location
- Route partition

We recommend that you take snapshots of Provisioning Manager 9.0 BE environment and devices, before you migrate to Prime Collaboration Provisioning.

Recommended Order of Migration Tasks

Table 1-1 lists the tasks that you need to complete to migrate to Prime Collaboration 10.0 Provisioning and also provides pointers to detailed information about each task.

Table 1-1 Migration Tasks

Task	Instructions
1. Perform a fresh installation of Prime Collaboration Provisioning.	<p>Download the PCP-10.0-BE6K-Bundle.zip file that contains the cpc-provisioning-10.0-xxx-small.ova from the installation DVD. Unzip the file to your local disk.</p> <p>See Cisco Prime Collaboration 10.0 Quick Start Guide for installation procedure. This document also provides details about the prerequisites and licensing options for Prime Collaboration.</p> <p>Note After deploying the OVA, follow the steps mentioned in the Simple Configuration section. Advanced configuration is not required for small and medium deployment models.</p>
2. Install the new license file.	<ol style="list-style-type: none"> 1. Choose Administration > System Configuration > License Management. In the License Management page, click Add. 2. In the Add License File window, upload the license file that is bundled with the zip file (PCP-10.0-BE6K-Bundle.zip), and click OK. <p>After the new license file is uploaded, remove the existing license file (default.lic) from the application and refresh the page (press F5).</p> <p>The new license supports up to 1000 users with up to 2500 endpoints (phones). It supports single Cisco Unified Communication Manager cluster environment.</p> <p>If you want to add more users or endpoints, you must purchase the enterprise version of Prime Collaboration Provisioning.</p>
3. Restart the server on which Prime Collaboration Provisioning is installed.	—
4. Migrate to Prime Collaboration Provisioning.	See Migrating to Prime Collaboration Provisioning .

Migrating to Prime Collaboration Provisioning

This section details the procedure for migrating from Provisioning Manager 9.0 BE to Prime Collaboration 10.0 Provisioning Standard for the following scenarios:

- [Sites Using North America Number Plan without LDAP](#)
- [Sites Using NANP with LDAP](#)
- [Sites Using Custom Dial Plan without LDAP](#)
- [Sites Using Custom Dial Plan with LDAP](#)

For information about domains, service areas, subscribers, and provisioning attributes, see [Cisco Prime Collaboration 10.0 Provisioning Guide](#).

Sites Using North America Number Plan without LDAP

If you have provisioned your sites in Provisioning Manager 9.0 BE using North America Number Plan (NANP) without LDAP, do the following to migrate to Prime Collaboration Provisioning 10.0 Standard:

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- Step 1** In Prime Collaboration 10.0 Provisioning, choose **Design > Infrastructure Setup**.
- Step 2** In the Infrastructure Setup page, click **Add**.
- Add the required devices, such as Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- For Cisco Unified Communications Manager, you must add Extension Mobility Access URL, if Extension Mobility service is configured.
- To get the Extension Mobility URL from Cisco Unified Communications Manager, choose **Device > Device Settings > Phone Services**. Select Extension Mobility service and copy the URL.
- Step 3** Perform Infrastructure synchronization for Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- To perform infrastructure synchronization:
- Select the required device in the Infrastructure Setup page.
 - Place your mouse over the quick view icon to launch the quick view for the selected device..
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 4** For each site in Provisioning Manager 9.0 BE, create a domain in Prime Collaboration Provisioning.
- Choose **Design > User Provisioning Setup**.
 - In the Domain page, Click **Add** to create a new domain.
- Step 5** Create user roles for each user type in the site.
- Choose **Design > User Provisioning Setup**.
 - In the All Domains pane, click a specific domain, then click **User Roles**.
 - In the User Roles for a specific domain page, click **Add**.
 - In the User Role Configuration page, enter the required details for user role name, domain, lines, services, service bundles, and click **Save**.

- Step 6** For each domain, create a service area for each user type in Provisioning Manager 9.0 BE.
- a. Choose **Design > User Provisioning Setup**.
 - b. Select the Domain for which you want to create a Service Area.
 - c. Expand Domain, and select Service Area.
 - d. Click **Add**.
 - e. Select the device pool, location, and route partition corresponding to that site, and then click **Save**.
- For example, if you have a site named CHICAGO in Provisioning Manager 9.0 BE, you will be using the following values for creating the service area:

Device Pool	PM_CHIC_DP
Location	PM_CHIC_LOC
Route Partition	PM_PHONES_PT

- Step 7** For Cisco Unity Connection, do the following:
- Set *Email Processor* to “PM_UMS-Default”.
 - Set *Subscriber COS without TTS Enabled* attribute to “Voice Mail User COS”.
 - Set *Subscriber CoS with TTS Enabled* to “PM_CoSwithTTS”.
 - Set *Subscriber Template without TTS Enabled* to “voicemailusertemplate”.
- Step 8** Add the directory number blocks created for that site to the service area.
- Step 9** Choose **Administration > System Configuration > Rules**.
- Step 10** Select the required domain and then set the following rules:
- *DefaultUserType*—Specify the user type that new users are assigned by default. The value of the Data field must contain the name of a valid user type.
 - *CreateSelfCareAccounts*—Set this value to true to create Self-Care accounts for users.
 - *DefaultCUPMPassword*—Set this value to true and specify the default password for Self-Care users.
- Step 11** Perform user synchronization.
- a. Choose **Design > Infrastructure Setup**.
 - b. Place your mouse on the quick view icon to launch the quick view for the selected device.
 - c. In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 12** Perform synchronization at the domain level.
- a. Choose **Design > User Provisioning Setup**.
 - b. In the Domains pane, hover over quick view of the Domain you want to synchronize, and then click **Start Domain Synchronization**.

Sites Using NANP with LDAP

If you have provisioned your sites in Provisioning Manager 9.0 BE using North America Number Plan (NANP) and LDAP, do the following to migrate to Prime Collaboration Provisioning:

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- Step 1** In Prime Collaboration 10.0 Provisioning, choose **Design > Infrastructure Setup**.
- Step 2** In the Infrastructure Setup page, click **Add**.
- Add the required devices, such as Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- For Cisco Unified Communications Manager, you must add Extension Mobility Access URL, if Extension Mobility service is configured.
- To get the Extension Mobility URL from Cisco Unified Communications Manager, choose **Device > Device Settings > Phone Services**. Select Extension Mobility service and copy the URL.
- Step 3** Perform Infrastructure synchronization for Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- To perform infrastructure synchronization:
- Select the required device in the Infrastructure Setup page.
 - Place your mouse over the quick view icon to launch the quick view for the selected device..
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 4** For each site in Provisioning Manager 9.0 BE, create a domain in Prime Collaboration Provisioning.
- Choose **Design > User Provisioning Setup**.
 - In the Domain page, Click **Add** to create a new domain.
- Step 5** Add a new AAA Server to associate to LDAP Server.
- Choose **Design > Infrastructure Setup**.
 - In the Infrastructure Setup page, click **Add**.
 - Provide the required information in the Add Device dialog box and then click **Save**.
- Step 6** Choose **Design > User Provisioning Setup**.
- Step 7** Select the required domain.
- Step 8** In the Devices pane, choose the required LDAP Server from the drop-down list.
- Step 9** In the LDAP Settings pane, do the following
- Select Authentication and Synchronization mode.
 - Add the filter criteria from Provisioning Manager 9.0 BE.
- Step 10** Create user roles for each user type in the site.
- Choose **Design > User Provisioning Setup**.
 - In the All Domains pane, click a specific domain, then click **User Roles**.
 - In the User Roles for a specific domain page, click **Add**.
 - In the User Role Configuration page, enter the required details for user role name, domain, lines, services, service bundles, and click **Save**.

- Step 11** For each domain, create a service area for each user type in Provisioning Manager 9.0 BE.
- Choose **Design > User Provisioning Setup**.
 - Select the Domain for which you want to create a Service Area.
 - Expand Domain, and select Service Area.
 - Click **Add**.
 - Select the device pool, location, and route partition corresponding to that site, and then click **Save**.
- Step 12** For Cisco Unity Connection, do the following:
- Set *Email Processor* to “PM_UMS-Default”.
 - Set *Subscriber COS without TTS Enabled* attribute to “Voice Mail User COS”.
 - Set *Subscriber CoS with TTS Enabled* to “PM_CoSwithTTS”.
 - Set *Subscriber Template without TTS Enabled* to “voicemailusertemplate”.
- Step 13** Add the directory number blocks created for that site to the service area.
- Step 14** Choose **Administration > System Configuration > Rules**.
- Step 15** Select the required domain and then set the following rules:
- DefaultUserType*—Specify the user type that new users are assigned by default. The value of the Data field must contain the name of a valid user type.
 - CreateSelfCareAccounts*—Set this value to true to create Self-Care accounts for users.
 - DefaultCUPMPassword*—Set this value to true and specify the default password for Self-Care users.
- Step 16** Perform user synchronization.
- Choose **Design > Infrastructure Setup**.
 - Place your mouse on the quick view icon to launch the quick view for the selected device.
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 17** Perform synchronization at the domain level.
- Choose **Design > User Provisioning Setup**.
 - In the Domains pane, hover over quick view of the Domain you want to synchronize, and then click **Start Domain Synchronization**.



Note To import users from LDAP server in future, use LDAP synchronization button in each domain.

Sites Using Custom Dial Plan without LDAP

If you have provisioned your sites in Provisioning Manager 9.0 BE using custom dial plan without LDAP, do the following to migrate to Prime Collaboration Provisioning:

- Step 1** In Prime Collaboration 10.0 Provisioning, choose **Design > Infrastructure Setup**.
- Step 2** In the Infrastructure Setup page, click **Add**.

Add the required devices, such as Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.

For Cisco Unified Communications Manager, you must add Extension Mobility Access URL, if Extension Mobility service is configured.

To get the Extension Mobility URL from Cisco Unified Communications Manager, choose **Device > Device Settings > Phone Services**. Select Extension Mobility service and copy the URL.

- Step 3** Perform Infrastructure synchronization for Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- To perform infrastructure synchronization:
- Select the required device in the Infrastructure Setup page.
 - Place your mouse over the quick view icon to launch the quick view for the selected device..
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 4** For each site in Provisioning Manager 9.0 BE, create a domain in Prime Collaboration Provisioning.
- Choose **Design > User Provisioning Setup**.
 - In the Domain page, Click **Add** to create a new domain.
- Step 5** Create user roles for each user type in the site.
- Choose **Design > User Provisioning Setup**.
 - In the All Domains pane, click a specific domain, then click **User Roles**.
 - In the User Roles for a specific domain page, click **Add**.
 - In the User Role Configuration page, enter the required details for user role name, domain, lines, services, service bundles, and click **Save**.
- Step 6** For each domain, create a service area for each user type in Provisioning Manager 9.0 BE.
- Choose **Design > User Provisioning Setup**.
 - Select the Domain for which you want to create a Service Area.
 - Expand Domain, and select Service Area.
 - Click **Add**.
 - Select the device pool, location, and route partition corresponding to that site, and then click **Save**.
- Step 7** For Unity Connection, do the following:
- Set *Email Processor* to “PM_UMS-Default”.
 - Set *Subscriber COS without TTS Enabled* to “Voice Mail User COS”.
 - Set *Subscriber CoS with TTS Enabled* to “PM_CoSwthTTS”.
 - Set *Subscriber Template without TTS Enabled* to “voicemailusertemplate”.
- Step 8** Add the directory number blocks created for that site to the service area.
- Step 9** Choose **Administration > System Configuration > Rules**.
- Step 10** Select the required domain and then set the following rules:
- DefaultUserType**—Specify the user type that new users are assigned by default. The value of the Data field must contain the name of a valid user type.
 - CreateSelfCareAccounts**—Set this value to true to create Self-Care accounts for users.
 - DefaultCUPMPassword**—Set this value to true and specify the default password for Self-Care users.

- Step 11** Perform user synchronization.
- Choose **Design > Infrastructure Setup**.
 - Place your mouse on the quick view icon to launch the quick view for the selected device.
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 12** Perform synchronization at the domain level.
- Choose **Design > User Provisioning Setup**.
 - In the Domains pane, hover over quick view of the Domain you want to synchronize, and then click **Start Domain Synchronization**.
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Sites Using Custom Dial Plan with LDAP

If you have provisioned your sites in Provisioning Manager 9.0 BE using custom dial plan with LDAP, do the following to migrate to Prime Collaboration Provisioning:

- Step 1** In Prime Collaboration 10.0 Provisioning, choose **Design > Infrastructure Setup**.
- Step 2** In the Infrastructure Setup page, click **Add**.
- Add the required devices, such as Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- For Cisco Unified Communications Manager, you must add Extension Mobility Access URL, if Extension Mobility service is configured.
- To get the Extension Mobility URL from Cisco Unified Communications Manager, choose **Device > Device Settings > Phone Services**. Select Extension Mobility service and copy the URL.
- Step 3** Perform Infrastructure synchronization for Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence.
- To perform infrastructure synchronization:
- Select the required device in the Infrastructure Setup page.
 - Place your mouse over the quick view icon to launch the quick view for the selected device..
 - In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 4** For each site in Provisioning Manager 9.0 BE, create a domain in Prime Collaboration Provisioning.
- Choose **Design > User Provisioning Setup**.
 - In the Domain page, Click **Add** to create a new domain.
- Step 5** Add a new AAA Server to associate to LDAP Server.
- Choose **Design > Infrastructure Setup**.
 - In the Infrastructure Setup page, click **Add**.
 - Provide the required information in the Add Device dialog box and then click **Save**.
- Step 6** Choose **Design > User Provisioning Setup**.
- Step 7** Select the required domain.
- Step 8** In the Devices pane, choose the required LDAP Server from the drop-down list.

- Step 9** In the LDAP Settings pane, do the following
- Select Authentication and Synchronization mode.
 - Add the filter criteria from Provisioning Manager 9.0 BE.
- Step 10** Create user roles for each user type in the site.
- a. Choose **Design > User Provisioning Setup**.
 - b. In the All Domains pane, click a specific domain, then click **User Roles**.
 - c. In the User Roles for a specific domain page, click **Add**.
 - d. In the User Role Configuration page, enter the required details for user role name, domain, lines, services, service bundles, and click **Save**.
- Step 11** For each domain, create a service area for each user type in Provisioning Manager 9.0 BE.
- a. Choose **Design > User Provisioning Setup**.
 - b. Select the Domain for which you want to create a Service Area.
 - c. Expand Domain, and select Service Area.
 - d. Click **Add**.
 - e. Select the device pool, location, and route partition corresponding to that site, and then click **Save**.
- Step 12** For Unity Connection, do the following:
- Set *Email Processor* to “PM_UMS-Default”.
 - Set *Subscriber COS without TTS Enabled* to “Voice Mail User COS”.
 - Set *Subscriber CoS with TTS Enabled* to “PM_CoSwithTTS”.
 - Set *Subscriber Template without TTS Enabled* to “voicemailusertemplate”.
- Step 13** Add the directory number blocks created for that site to the service area.
- Step 14** Choose **Administration > System Configuration > Provisioning Policies > Rules**.
- Step 15** Select the required domain and then set the following rules:
- *DefaultUserType*—Specify the user type that new users are assigned by default. The value of the Data field must contain the name of a valid user type.
 - *CreateSelfCareAccounts*—Set this value to true to create Self-Care accounts for users.
 - *DefaultCUPMPassword*—Set this value to true and specify the default password for Self-Care users.
- Step 16** Perform user synchronization.
- a. Choose **Design > Infrastructure Setup**.
 - b. Place your mouse on the quick view icon to launch the quick view for the selected device.
 - c. In the Actions pane, click **Start Infrastructure Synchronization**.
- Step 17** Perform synchronization at the domain level.
- a. Choose **Design > User Provisioning Setup**.
 - b. In the Domains pane, hover over quick view of the Domain you want to synchronize, and then click **Start Domain Synchronization**.



Note To import users from LDAP server in future, use LDAP synchronization button in each domain.

Verifying Prime Collaboration Provisioning Migration

If you are able to see all subscribers (users) and associated services in Prime Collaboration Provisioning, the migration is successful. To check this:

- Step 1** Select Subscriber ID from the Global Search drop-down list.
- Step 2** Enter * (asterisk) in the search box.
- Step 3** Click the Arrow icon to begin the search.

All the user records will be listed. You can use this page to check whether the users and services are correctly associated.

Services associated to a user can be moved from one service area to another within a domain. To do this, from the User Record Details page, select a user and then click **Move Services**.

You can also perform the following tasks to confirm if the migration is successful:

- Order other services (From the User Record Details page, select a user and then click **New Service**).
- Perform self-care functions (for self-care users).

We recommend that you take snapshots of Provisioning Manager 9.0 BE environment and devices, before you migrate to Prime Collaboration Provisioning. This will help you to revert to Provisioning Manager 9.0 BE setup, if migration is not successful.

Navigation Reference

Table 1-2 provides a reference to the navigational paths to invoke key Provisioning Manager 9.0 BE features, and the navigation of those features in Prime Collaboration Provisioning.

Table 1-2 Provisioning Manager 9.0 BE to Prime Collaboration Provisioning Navigation Mapping

Task	Provisioning Manager 9.0 BE Navigation	Prime Collaboration Provisioning Navigation
Managing the devices	Deployment > System Configuration > Devices	Design > Infrastructure Setup
Managing Sites	Deployment > System Configuration > Sites	Design > User Provisioning
Defining infrastructure instance	Deployment > Advanced > Infrastructure Configuration	Deploy > Infrastructure Configuration
Managing users	User Management	Design > User Provisioning
Accessing a user record	—	Design > User Provisioning
Configuring rules	—	Administration > System Configuration > Rules
Managing Licenses	System Administration > License Information	Administration > System Configuration > License Management
Enabling data purging	System Administration > Data Maintenance	Administration > System Maintenance > Data Maintenance

Additional Resources

To perform Prime Collaboration tasks, such as managing devices, domains and service areas, orders, Self-Care portal, batch provisioning, see *Cisco Prime Collaboration 10.0 Provisioning Guide*.

Links to other useful resources:

- [Cisco Prime Collaboration support community](#)
- [Cisco Prime Collaboration training](#)
- [Supported Devices for Cisco Prime Collaboration Provisioning](#)
- [Setting Up Devices for Cisco Prime Collaboration Provisioning](#)
- [Cisco Prime Collaboration Troubleshooting Guide](#)
- [Cisco Prime Collaboration Provisioning Deployment Guide](#)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at:
<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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