Plan Your Upgrade

Supported Upgrade Versions

The following table lists the release versions and how you can either upgrade or migrate other supported versions to arrive at the given version.

Table 1: Supported Upgrade Versions

Release	Migrate	Upgrade
11.x	NA	NA
12.1	11.1 and higher versions to 12.1	NA
12.2	NA	12.1 to 12.2
12.3	NA	• 12.1 to 12.3 • 12.2 to 12.3
12.4	NA	• 12.1 to 12.4 • 12.2 to 12.4 • 12.3 to 12.4
12.5	NA	12.4 to 12.5
12.6	NA	12.5 to 12.6
12.6SU1	NA	• 12.5 to 12.6SU1 • 12.6 to 12.6SU1

Release	Migrate	Upgrade
12.6 SU2	NA	• 12.5 to 12.6 to 12.6SU1 to 12.6SU2 • 12.5 to 12.6SU2 • 12.6 to 12.6SU2 • 12.6 to 12.6SU1 to 12.6SU2 • 12.6 SU1 to 12.6 SU2

Note
- Cisco Prime Collaboration Provisioning supports the upgrade of versions 12.1, 12.2, 12.3, 12.4, 12.5, and 12.6.

- Direct upgrade from Cisco Prime Collaboration Provisioning 11.x to 12.x is not supported. You can migrate from 11.1 and higher versions to 12.1 and then upgrade to 12.2, 12.3, or 12.4.

- Direct upgrade from Cisco Prime Collaboration Provisioning 12.4 to versions above 12.5 is not supported. You can upgrade from 12.4 to 12.5 and then upgrade to 12.6 and above.

- We recommend that you install the Cisco Prime Collaboration Provisioning 12.1 692 build before migration. However, if you have already installed Cisco Prime Collaboration Provisioning 12.1 475 build, you can apply ES on the same build and proceed with the upgrade.

- The Upgrade Manager Patch (UpgradeManagerPatch-12.3-2.tar.gz) is mandatory for 12.3 to upgrade to another release.

- While upgrading to Cisco Prime Collaboration Provisioning 12.3 from earlier versions, ensure that there is no Unified Communications Manager release before 10.5(2) present in the server.

- For more information on migration, refer to Cisco Prime Collaboration Provisioning Migration —12.1.

Inline Upgrade from Release 12.3 to 12.4

Perform the following steps for in-line upgrade from Prime Collaboration Provisioning 12.3 to 12.4:

Procedure

Step 1   Take a snapshot of the 12.3 Server.

Step 2   Download the Upgrade Manager patch file (UpgradeManagerPatch-12.3-2.tar.gz) from the Cisco site to your Desktop.

Step 3   Upload and Install the patch file from **Administration** > **Updates** > **Application Software Updates**.

Step 4   Wait for the Upgrade Manager patch to complete the Installation and Prime Collaboration Provisioning Login screen to appear.

Step 5   Log in to Prime Collaboration Provisioning and perform in-line upgrade with release 12.4 upgrade App Bundle.

Upgrading Distributed Setup from 12.6 to 12.6SU1

Before you begin

For CentOS upgrade on remote DB server, enable the console account for both database and application servers.

Procedure

Step 1 Access the database server CLI using the console account and edit the following to add the **NOPASSWD** field for the console account created for database server:

```
sudo vi /etc/sudoers <console username> ALL=(ALL) NOPASSWD: ALL
```

Step 2 Upload the Prime Collaboration Provisioning AppBundle in the Application server. On the popup message window, click **No** to restrict the initiation of upgrade.

Step 3 Access the application server CLI and provide the database console account details in **db_passwd.properties** file located at the path /localdisk/ PCProvisioning-AppBundle-Upgrade-* and save.

The following are the database console account details:

```
db.ts.user=<db_console_user>
db.ts.password=<db_console_password>
```

Step 4 Go to Application Software Updates page (**Administration** > **Updates**). Select the uploaded Prime Collaboration Provisioning Appbundle and click **Install**.You are redirected to Prime Collaboration Provisioning login page after the upgrade (approximately 30 minutes).

Migration from Cisco Unified Communications Management Suite

For Cisco Prime Collaboration 11.0 and earlier

The data migration from Cisco Unified Communications Management Suite to Cisco Prime Collaboration 11.0 is not supported directly. If you want the data to be migrated to Cisco Prime Collaboration, see the "Migrating from Cisco Unified Communications Management Suite" chapter in Cisco Prime Collaboration Upgrade and Migration Guide.

After migration, upgrade to any of the supported upgrade versions and then to Cisco Prime Collaboration 11.0.

Feature Support After Upgrade — Cisco Prime Collaboration Provisioning

For Cisco Prime Collaboration 11.0 and earlier

Note When you upgrade from Evaluation mode, Standard mode, Advanced mode, and Cisco Prime Collaboration 10.x and 11.0, all the settings that you had set up in Cisco Prime Collaboration Provisioning are kept intact. You need not re-create them in Cisco Prime Collaboration 11.0. See the Cisco Prime Collaboration Provisioning Guide for information about features available in Standard and Advanced mode.

For Cisco Prime Collaboration 11.1 and later

Note When you upgrade from Evaluation mode, Standard mode, Advanced mode, and Cisco Prime Collaboration 10.x and 11.0, all the settings that you had set up in Cisco Prime Collaboration Provisioning are kept intact. There is no need to re-create them in Cisco Prime Collaboration 11.x. For more information on the features available in Standard and Advanced mode, see Cisco Prime Collaboration Provisioning Guide.

Cisco Prime Collaboration Provisioning Migration —12.1

You can migrate from Cisco Prime Collaboration Provisioning 11.1 and above to 12.1 either through **Dashboard** or **Administration > Updates > Launch Migration Tool** in the Cisco Prime Collaboration Provisioning user interface. You can migrate to Cisco Prime Collaboration Provisioning 12.1 in two ways:

- Running System—Select this option to migrate from a running Provisioning server.

- Migration File—Select this option to migrate from a file created by command-line migration backup tool, BackUpToolFor12_1Migration.

Note The following scenarios are not supported in 12.1 migration features:

- If Cisco Prime Collaboration Provisioning 11.x server is configured with SSO setup, then the same configuration does not work in Cisco Prime Collaboration Provisioning 12.1 server after migration, the user needs to configure the SSO again in the 12.1 server after the migration.

- If Cisco Prime Collaboration Provisioning 11.x server is enabled with FIPS mode, then the same configuration does not work in Cisco Prime Collaboration Provisioning 12.1 server after migration, the user needs to enable FIPS mode after the migration.

- If a user is having their own certificated in Cisco Prime Collaboration Provisioning 11.x server, then the same certificate does not get copied to Cisco Prime Collaboration Provisioning 12.1 server as part of migration, the user needs to upload the certificate in 12.1 server after the migration.

Before you begin

Ensure that you have:

- Taken a database backup of your existing 11.1/11.2/11.5/11.6 as suitable.

- New license files for 12.1. The license files must be updated after upgrade is complete.

• You must take a snapshot of Cisco Prime Collaboration Provisioning 12.1 Virtual Machine instance before starting the migration, and this snapshot can be deleted after the successful 12.1 migration.

Migration from Running System

You must provide the following server information:

Procedure

Step 1   Enter **Server IP Address** and **11.x's root Password**.

Step 2   Click **Next** to take a backup of the database.

     Note   Time taken to backup database depends upon the size of PCP database.

Step 3   Click **Begin Migration** to complete the process.
Once the migration is complete, you are redirected to the login page.

     Note   After migrating from Cisco Prime Collaboration Provisioning 11.x to 12.1, the 11.x server will not be accessible. The Administrator must manually restart the services to enable11.x server up and running.

Migration Using Migration File

You must provide the location of the migration file.

Procedure

Step 1   Select **SFTP** or **FTP** as suitable.

Step 2   Enter the following details.

• IP Address—IP Address of the server, where the back-file is saved

• Port—Disabled for FTP by default

• Path— The user needs to provide the path along with the file name

• Username— The back-up server's FTP/SFTP login username

• Password— The back-up server's FTP/SFTP login password

Step 3   Click **Next** to download the back-up file.

Step 4   Click **Begin Migration** to complete the process.
Once the Migration is complete, you are redirected to the login page.

> **Note** You may have to repeat these steps to take the back-up from BackUpToolFor12_1Migration

BackUpTool12_1Migration tool

The BackUpTool12_1Migration tool is used for taking the back-up from 11.1 and above version of the Prime Collaboration Provisioning before doing the Migration on 12.1 version of Prime Collaboration Provisioning.

Note This is applicable if the **Migration using Migration file** option is chosen, while doing the migration.

1. Download the File BackUpTool12_1Migration.sh from same location, where ova's are uploaded.

2. Copy the above mentioned file to /opt, that is the BackUpTool12_1Migration.sh on 11.1 and above version of the Prime Collaboration Provisioning

3. Go to **/opt** directory using the `cd /opt`

4. Change the permissions of the file using the command `chmod 775 BackUpTool12_1Migration.sh`

5. Execute the script `./BackUpTool12_1Migration.sh`. The backup gets stored in /opt directory by the name **backupData.tar.gz**

6. Copy the above created backup file manually to the SFTP/FTP server.