



Migrating from Cisco Unified Communications Management Suite and Cisco Prime Collaboration Manager

This section details the procedure for migrating from Prime UOM, Prime USM, Prime UPM (all part of Cisco Prime Unified Communications Management Suite), and Prime CM application to Prime Collaboration. Review the [Migrating to Prime Collaboration](#) section before you start with the migration procedures.

Migrating from Prime UOM and Prime USM

You can migrate from:

- Prime UOM standalone installation
- Prime UOM and Prime USM coresident installation
- Prime UOM and Prime USM coexistent installation



Note

Migration is not supported from a standalone Prime USM installation, unless it is part of a coexistent setup.

To migrate to Prime Collaboration from Prime UOM:

1. Install Prime Collaboration on a virtualized server
2. Back up Prime UOM/Prime USM data.

If you have made customizations and want to preserve the managed state information in the detailed Device View, you must back up Detailed Device View configurations and restore them separately. See [Backing Up and Restoring DDV Configurations Using Prime UOM Utilities](#), page 3-3.

3. Restore the backed-up data on the Prime Collaboration server.



Note

If Prime UOM and Prime USM are in coexistent mode, you must first migrate Prime USM, and then migrate Prime UOM.

Backing Up Prime UOM and Prime USM

To back up Prime UOM and Prime USM:

Step 1 Run the following commands to stop the processes:

- `net stop OMHealthMonitor`



Note This command does not apply when you are backing up the Prime USM data.

- `net stop CRMDMgttd`

Step 2 Run the following command and provide a password:

```
NMSROOT/bin/perl NMSROOT/bin/dbpasswd.pl dsn=qovr npwd=password
```

NMSROOT is the installation directory.

Step 3 Run the following command:

```
NMSROOT/bin/perl NMSROOT/bin/backup.pl BackupDirectory
```

Step 4 After the backup is complete, verify if qovr.db is backed-up in the following directory:

```
BackupDirectory/0/qovr/database
```

If this is not present, copy it manually from:

```
NMSROOT/databases/qovr/qovr.db
```

If qovr.log is present, copy the file into *BackupDirectory*/0/qovr/database.

Step 5 Copy the creds file from *NMSROOT*/qovr/config/ptm to *BackupFolder*/0/qovr.



Note This step applies only for coexistent or coresident installations of Prime UOM and Prime USM.

Step 6 Copy the backup folder to the Prime Collaboration server. (If you use FTP or SFTP, we recommend that you copy the file in binary mode.)

It is important to copy the backup to the /opt folder, which has the space needed for the operation.

Restoring the Prime UOM and Prime USM Backup on Prime Collaboration

Prime Collaboration installation includes a migration script that enables you to restore the backup.

To restore the backup:

Step 1 Log in to the server as root via SSH, using port 26.

Step 2 Run the following command to stop the processes:

```
/opt/emms/emsam/bin/cpcmcontrol.sh stop
```

Step 3 Run:

```
/opt/CSCOpX/bin/perl /opt/CSCOpX/bin/dbpasswd.pl dsn=qovr npwd=password
```

Provide the same password that you entered in [Step 2](#) of the backup procedure.

Step 4 Run the migration script:

```
/opt/CSCOpX/bin/PC-MigrationTool.sh
```

Enter your choice from the following options:

- 1— Cisco Prime Operations Manager/Service Monitor (Co-Resident)
- 2— Cisco Prime Operations Manager (Standalone)
- 3— Cisco Prime Service Monitor (Standalone)



Note If you are migrating a coexistent installation, first run the script after choosing option 3, and then run the script again with option 2. You must not restart the processes until both backups are restored.

Review the [Migration Script Messages](#) section for details about the messages that are displayed during the migration.

Step 5 Provide the location of the backup.

Step 6 After the operation completes, restart the processes:

```
/opt/emms/emsam/bin/cpcmcontrol.sh start
```



Note When you are migrating a coexistent installation, you must not restart the processes until the Prime UOM restore is done.



Note If you do not need to back up the DDV, you may proceed with the post-migration tasks. See [Post-Migration Tasks for Prime UOM and Prime USM](#).

Backing Up and Restoring DDV Configurations Using Prime UOM Utilities

The Prime UOM backup utility backs up the states of all components of all types of monitored or partially monitored devices in the Detailed Device View (DDV). The backup utility does not cover suspended devices.



Note Ensure that the daemon processes for the system are up and running to allow for data backup.

To run the backup utility:

Step 1 Open a DOS prompt and enter:

```
% PROGRA-1\CSCOpX\objects\vhm\utilities\inventoryBackup default
```

Where *default* saves the managed states of all monitored and partially monitored devices to the inventoryBackup file. No user input is needed while the script is running.

**Caution**

Backup on a network drive is not supported. Although the CLI is functional, we recommend you do not use it because of network connectivity issues. As a result, the mapped network drive on the server will not be available for selection in the user interface.

If you prefer to enter a specific filename or a list of specific device IP addresses, enter:

```
% PROGRA~1\CSCOpX\objects\vhm\utilities\inventoryBackup
```

The script prompts you to enter the filename and device information.

Step 2

Transfer the file to the Prime Collaboration server using FTP. We recommend that you copy in binary mode.

**Caution**

After you migrate to Prime Collaboration, you can run the **inventoryRestore** script only after rediscovering all devices. During device rediscovery, the system may be under a heavy load, resulting in the user interface becoming unresponsive. The dashboards may not refresh during this time. We recommend that you wait to perform any user interface action until device discovery is complete.

Step 3

To restore, run:

```
/opt/CSCOpX/objects/vhm/utilities/inventoryRestore.sh filename
```

Resolving QOVR DB Issue

Sometimes, QOVRDbEngine will not come up after migration from Prime UOM 9.0 to Prime Collaboration 9.5. This is observed when there is an issue in taking the backup of qovr.log file. To resolve this issue:

Step 1

Remove the qovr.log file from /opt/CSCOpX/databases/qovr.

Step 2

Start the QOVRDbEngine process using the command `pdexec QOVRDbEngine`.

This creates the qovr.log file and starts the QOVRDbEngine process.

Step 3

Stop the daemon manger. To do this, run:

```
./cpcmcontrol.sh stop
```

**Note**

You must wait till the process gets completely shut down. This operation might take a few minutes to complete.

Step 4


Start the daemon manager. To do this, run:

```
./cpcmcontrol.sh start
```

Migrating from Cisco Unified Operations Manager and Cisco Unified Service Monitor 2.x/8.0/8.5/8.6 to Prime Collaboration

Data migration is not supported from Operations Manager and Service Monitor 2.x/8.0/8.5/8.6 to Prime Collaboration 9.5. You can only migrate the licenses.

To migrate the license:

-
- Step 1** Install Prime Collaboration 9.5. See [Quick Start Guide for Prime Collaboration 9.5](#) for details.
- Step 2** Copy the Operations Manager and Service Monitor licenses from `<install directory>/CSCOpX/etc/licenses`.
- `<install directory>` is the directory in which you have installed Operations Manager. You must copy the `.lic` files.
- Step 3** Transfer the files via SFTP to the `/opt/CSCOpX/etc/licenses` directory in the Prime Collaboration server.
-  **Note** Use Port 26 when you do SFTP to the Prime Collaboration server.
-
- Step 4** Add the Prime Collaboration 9.5 upgrade license via the Prime Collaboration UI. See the Managing Licenses chapter in the [Prime Collaboration 9.5 Assurance Guide](#) for details.
- Step 5** (Optional) Add Prime Collaboration incremental license, if you want to manage additional end points than supported by the current license.
- Step 6** (Optional) If you want to use Analytics, add the Analytics license that would enable you to manage the same or higher end point count than Assurance.
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Post-Migration Tasks for Prime UOM and Prime USM

After you complete running the migration script, you might need to wait for about 30 minutes before Prime Collaboration is ready to proceed with the post-migration tasks.

See [Getting Started with Prime Collaboration](#) and [Feature Support After Migration—Prime Collaboration Assurance](#) for information about feature availability and post-migration tasks.

Migrating from Prime CM

To migrate from Prime CM, you must:

1. Install Prime Collaboration on a virtualized server. See [Cisco Prime Collaboration Quick Start Guide 9.5](#) for details.

2. Take a backup of Prime CM. See [Backing Up Prime CM](#).
3. Restore on the Prime Collaboration server. See [Restoring the Prime CM Backup on Prime Collaboration](#).

Backing Up Prime CM

Backing up Prime CM involves creating a repository and then backing up the data.

See [Creating Repository on an FTP, SFTP, or TFTP Server](#) and [Backing Up the Data](#).

Creating Repository on an FTP, SFTP, or TFTP Server

You must create a repository before backing up the data. By default, the backup service creates a *.tar.gpg file under the configured repository. The backed-up file is in a compressed format. The repository can be on a CD-ROM, disk, FTP, SFTP, or TFTP server.

To create a repository:

Step 1 Log into the Prime CM server with the account that you created during installation. By default, it is *admin*.

Step 2 Enter the following commands to create a repository on a disk:

```
admin# config t
admin(config)# repository RepositoryName
admin(config-Repository)# url ftp://ftpserver/directory
admin(config-Repository)# user UserName password {plain | hash} Password
admin(config-Repository)# exit
admin(config)# exit
```

Where:

- *RepositoryName* is the location to which files should be backed up. This name can contain a maximum of 30 alphanumeric characters.
- *ftp://ftpserver/directory* is the FTP server and the directory on the server to which the file will be transferred. You can also use either SFTP or TFTP instead of FTP.
- *UserName* and {*plain* | *hash*} *Password* is the username and password for the FTP, SFTP, or TFTP server. **hash** specifies an encrypted password, and **plain** specifies an unencrypted plain text password.

For example:

```
admin# config t
admin(config)# repository tmp
admin(config-Repository)# url ftp://ftp.cisco.com/incoming
admin(config-Repository)# user john password plain john!23
admin(config-Repository)# exit
admin(config)# exit
```

Backing Up the Data

- Step 1** After creating the repository, you must log into the Prime Collaboration server as *admin* and run the following command to back up the data:

```
admin# backup Backupfilename repository RepositoryName application emsam
```

Where:

- *Backupfilename* is the name of the backup file. This name can contain a maximum of 100 alphanumeric characters.
- *RepositoryName* is the location where files should be backed up to. This name can be a maximum of 30 alphanumeric characters.

The following message appears after the backup is complete:

```
% Creating backup with timestamped filename: Backupfilename-Timestamp.tar.gpg
```

The backup file is suffixed with the time stamp (*YYMMDD-HHMM*) and file extension *.tar.gpg* and saved in the repository; for example:

```
admin# backup cmbackup repository tmp application emsam
```

The following message appears after the backup is complete:

```
% Creating backup with timestamped filename: cmbackup-110218-0954.tar.gpg
```

- Step 2** Copy the backup file to the Prime Collaboration server. If you use FTP/SFTP, we recommend that you copy in binary mode.

It is important to copy the backup to the */opt* folder, which has the space needed for the operations.

Restoring the Prime CM Backup on Prime Collaboration

Prime Collaboration installation includes a migration script that enables you to restore the backup.

To restore the backup:

- Step 1** Run the following command to invoke the migration tool:

```
opt/CSCOpX/bin/PC-MigrationTool.sh
```

- Step 2** Enter **4**. This is the option to migrate from Prime CM.

- Step 3** Provide the location of the backup file (for example */opt/filename.tar.gpg*) and press **Enter**.

After the migration is complete, you may need to wait for about 20 minutes for the Prime Collaboration UIs to be accessible.

Post-Migration Tasks for Prime CM

After you complete running the migration script, you might need to wait for about 30 minutes before Prime Collaboration is ready to proceed with the post migration tasks.

See [Getting Started with Prime Collaboration Assurance](#) and [Feature Support After Migration—Prime Collaboration Assurance](#) for information about feature availability and post-migration tasks.

Migrating from Prime UPM

To migrate from Prime UPM:

1. Back up Prime UPM using the backup tool available on Cisco.com. See [Backing Up Prime UPM](#).
2. Restore the data on the Prime Collaboration server. See [Restoring the Prime UPM Backup on Prime Collaboration](#).

Backing Up Prime UPM



Note

We recommend that you enable the `createSelfCareAccounts` rule and set the `DefaultCUPMPassword` rule for all domains in the system before you proceed to take a backup of the Prime UPM database. This is to ensure that all users get self-care capability after migration. We also recommend backing up any IOS prebuilt templates you may have created or used in the system before migration, as these are not backed up automatically. Sample files are available at cisco.com/go/cupm.

Step 1 Download the `CUPMMigrationBackupTool.zip` from Cisco.com to the Prime Collaboration server.

Step 2 Extract the zip file to any directory on which Prime UPM is installed.

Upon extracting, you should see two files:

- `UPMMigrationBackup.bat`
- `UPMMigrationBackup.class`

Step 3 Make sure that your system already has Java installed and that path variables are set:

Run: `java`

For Simple Installation

Before you run the utility on the database server, you must stop the `jboss` and `nice services` server:

- a. Open a command prompt and go to the directory where you extracted the utility.
- b. Run: `UPMMigrationBackup.bat <Backup directory> <postgres password>`
 - `Backup directory` is the directory where you want the utility to place the back up file.
 - `postgres password` is the postgres admin password you specified during Prime UPM installation.

Upon completion of the backup, you should see the backup file, `CUPMMigrationBackup.zip`, in the specified directory. This zip file has the database file, license files, and property files.

For Advanced Installation

The CLI script needs to be run on the both the Application and Database servers.

Before you run the utility on the database server, you must stop the services on the Application server:

- a. Open a command prompt and go to the directory where you extracted the utility.

- b. Run `UPMMigrationBackup.bat <Backup directory> <postgres password>`.

Upon completion of the backup, you should see the backup file, `CUPMMigrationBackup.zip`, in the specified directory.

Restoring the Prime UPM Backup on Prime Collaboration

Prime Collaboration installation includes a migration script that enables you to restore the backup.



Note

We recommend that you perform a backup of the Prime Collaboration Provisioning database before you restore the backup you took from the Prime UPM server. See [Cisco Prime Collaboration Provisioning Guide 9.5](#) for details. If there is a problem with the database, you can obtain the IP address and credentials used initially and redeploy the database.

You must login as root.

For Single-Server Deployment

- Step 1** Copy the backup file, `CUPMMigrationBackup.zip`, to your Prime Collaboration provisioning server (`/opt`).
- Step 2** Download the Restore utility (`CUPMMigrationRestore.zip`) from the Cisco download site to your Prime Collaboration 9.5 provisioning server (`/opt/cupm`).
- Step 3** Go to `/opt/cupm`, run `unzip -o CUPMMigrationRestore.zip`
- Upon unzipping, few application files will get copied to your server under certain predefined directories.
- Step 4** Go to `/opt/cupm`, run:
- ```
./PC-MigrationTool.sh
```
- The tool stops the following processes:
- `cupm NICEService`
  - `cupm JBossService`
  - `Apache 2`
- If any of the services cannot be stopped after several attempts, the migration tool asks you to restart the services; for example:
- ```
JBoss process did not stopped completely, Restart the services and try again
```
- If this happens, you must stop the services manually, and run the migration tool again. See [Cisco Prime Collaboration Provisioning Guide 9.5](#) for details about stopping the services.
- Step 5** Provide the path to the backup folder where the `CUPMMigrationBackup.zip` is located. For example, if the `CUPMMigrationBackup.zip` is in the `/opt` folder, enter `/opt` at the prompt.
- Step 6** Press **Enter**.
- After reading the warning message that appears, press **Enter**
- Step 7** Press **Enter**.
- Upon completion of migration, a message is displayed.

In case of a failure or for debugging, check the files at `/opt/cupm/sep/logs/`:

- `SelfCareUserMigration.log`
- `UPMMigrationRestore.log`

For Distributed Installation

Do the following on the database server:

-
- Step 1** Copy the backup file, `CUPMMigrationBackup.zip`, to your Prime Collaboration 9.5 provisioning server (`/opt`).
- Step 2** Download the Restore utility (`CUPMMigrationRestore.zip`) from the Cisco download site to your Prime Collaboration 9.5 provisioning server (`/opt/cupm`).
- Step 3** Go to `/opt/cupm`, run
- ```
unzip -o CUPMMigrationRestore.zip
```
- Upon unzipping, few application files will get copied to your server under certain predefined directories.
- Step 4** Stop the application services that are running in the application server.



**Note** If the application processes do not stop after several attempts or within a reasonable amount of time, the migration tool will ask you to restart the services. If this happens, you must stop the services manually.

- 
- Step 5** On the database server, go to `/opt/cupm` and run:
- ```
./PC-MigrationTool.sh
```
- Step 6** Provide the path to the backup folder where the `CUPMMigrationBackup.zip` is located. For example, if the `CUPMMigrationBackup.zip` is in the `/opt` folder, enter `/opt` in the prompt.
- Upon successful completion of the migration, a message is displayed.

Do the following on the application server:

-
- Step 1** Copy the backup file, `CUPMMigrationBackup.zip`, to your Prime Collaboration 9.5 provisioning server (`/opt`).
- Step 2** Download the Restore utility (`CUPMMigrationRestore.zip`) from the Cisco download site to your Prime Collaboration 9.5 provisioning server (`/opt/cupm`).
- Step 3** Go to `/opt/cupm` and run:
- ```
unzip -o CUPMMigrationRestore.zip
```
- Upon unzipping, few application files will get copied to your server under certain pre-defined directories.
- Step 4** Go to `/opt/cupm`, run:
- ```
./PC-MigrationTool.sh
```
- Step 5** Provide the path to the backup folder where the `CUPMMigrationBackup.zip` is located. For example, if the `CUPMMigrationBackup.zip` file is in the `/opt` folder, enter `/opt` in the prompt.

- Step 6** After reading the warning message that appears, press **Enter** to continue the self-care user migration. See [Running the Self-care User Migration Script](#) for details about the utility.
- A message displays the domains for which the createSelfCareaccounts Rule is not set. Upon completion of the migration process, another message is displayed.
- In case of failure, or to debug, check the following log files at /opt/cupm/sep/logs/:
- SelfCareUserMigration.log
 - UPMMigrationRestore.log
-

Running the Self-care User Migration Script

Prime Collaboration enables you to update the user settings using the self-care portal.

We recommend that you enable the createSelfCareAccounts rule and set the DefaultCUPMPassword rule for all domains in the Prime UPM server before you proceed to take the database backup. This is to ensure that all users get self-care capability after migration.

The SelfCareMigrationUtility script can be invoked during the migration, or from the CLI after migration. The tool processes all the users in the domains that have the CreateSelfCareAccounts rule and the DefaultCUPMPassword rule set.

After migration, you can set the required rules and rerun the utility for those domains that are skipped during migration.

This tool can be run through the CLI from /opt/cupm/sep/ipt/bin. It can be run either globally (for all domains) or for a single domain.

To run the self-care user migration script:

Step 1 Go to /opt/cupm/sep/ipt/bin.

Step 2 Run:

```
./SelfCareMigrationUtility.sh ALL ENABLE
```

- ALL indicates all domains.
- ENABLE enables selfcare for all users in the domain specified.

You can also run the following script at the domain level:

```
./SelfCareMigrationUtility.sh <DOMAIN NAME> [ENABLE | DISABLE]
```

To disable self-care, run the following:

```
./SelfCareMigraionUtility.sh ALL DISABLE
```

If you are using a Medium deployment model, and about to reach the maximum limit of 10,000 phones, we recommend that you migrate to Prime Collaboration with the Large deployment model

To migrate from a Medium deployment model which is a single-server installation to a Large deployment model which is on a distributed setup:

1. Take a backup from the Prime UPM single-server installation. See [Backing Up Prime UPM](#).
2. Copy the backed-up file to the Prime Collaboration application server and the database server.

3. Run the restore utility in both the application server and the database server. See [Restoring the Prime UPM Backup on Prime Collaboration](#).
4. Restart the services on both servers

Post-Migration Tasks for Prime Collaboration Provisioning

See [Feature Support After Migration—Prime Collaboration Assurance](#) and the [Getting Started with Prime Collaboration](#) for information about feature availability and post-migration tasks. See [Cisco Prime Collaboration Provisioning Guide 9.5](#) for details about these features.

Migration Script Messages

[Table 3-1](#) lists the messages that the migration script displays, and provides additional information about these messages.

Table 3-1 Migration Messages

Message	Notes
The license details in the server are different from the backup data. After restoring, please check the license available in the server.	—
Your current license count is lower than your earlier license count. If you restore the data now, devices that exceed the current licence count will be moved to Suspended state.	—
Cannot evaluate the hostname, hence the certificate may be from this host or another host.	—
You have selected to migrate Cisco Prime Operations Manager (Standalone) If you are having Cisco Prime Operations Manager (Standalone) and Cisco Prime Service Monitor (Standalone) in different servers in co-existent Model You need to first migrate Cisco Prime Service Monitor (Standalone) followed by Cisco Prime Operations Manager (Standalone) Are you sure you want to continue to migrate Cisco Prime Operations Manager (Standalone)	When you migrate a coexistent installation of Prime UOM and Prime USM, ensure that you first select option 3 to migrate Prime USM, and then select option 2 to migrate Prime UOM. You must restart the processes only after the Prime UOM restore is complete.
The backup archive is from a different OS. Your current Platform is: Soft Appliance. You are attempting to perform a Cross Platform Restore.	—

Table 3-1 Migration Messages

Message	Notes
<p>The list of applications installed on this CiscoWorks server does not match the list of applications in the backup archive. If you restore data from this backup archive, it may cause problems in the CiscoWorks applications.</p> <p>Do you want to continue the restore operation?</p>	<p>You may ignore this message.</p>
<p>Licenses can also be restored, do you want to restore Licenses?</p>	<p>—</p>
<p>To make sure all the existing devices go to the managed state, you need to perform rediscovery after restore.</p>	<p>—</p>
<p>Starting CM and OM</p> <p>Cisco Prime Collaboration Assurance start issued...</p> <p>Please run show application status cpcm to check status of start operation.</p>	<p>—</p>

