



CHAPTER 5

Migrating from Cisco Unity Connection 1.x to Version 9.x

This chapter contains the following sections:

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Task List for Migrating from Unity Connection 1.x to Version 9.x

Use the following high-level task list to migrate to Unity Connection 9.x correctly. The tasks reference detailed instructions in this guide and in other Unity Connection documentation as noted. Follow the documentation for a successful migration.

Note the following:

- If you want to reuse the licenses of Unity Connection 1.x on Unity Connection 9.x, see the [Reusing Unity Connection Licenses](#) section.
- If you want to use new licenses for Unity Connection 9.x, see the [Using New Unity Connection Licenses](#) section.

Reusing Unity Connection Licenses

If you want to reuse Unity Connection licenses you need to first migrate from Unity Connection 1.x to Unity Connection 8.x and then migrate from Unity Connection 8.x to Unity Connection 9.x.

Migrating from Unity Connection 1.x to Unity Connection 8.x

1. If you are reusing the current Unity Connection server rather than installing a new server, review the applicable *Cisco Unity Connection 8.<x> Supported Platforms List* to determine whether the server requires replacement hard disks or additional RAM. The document is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

2. *If the Unity Connection server is running version 1.1:* Upgrade to version 1.2. For more information, see the “[Upgrading Cisco Unity Connection or Voice-Recognition Software to the Shipping Version](#)” chapter of the *Cisco Unity Connection Reconfiguration and Upgrade Guide, Release 1.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/1x/installation/guide/inst.html.
3. Obtain a Unity Connection upgrade license, which enables Unity Connection 8.x and is required for Unity Connection-specific features.
See the “[Managing Licenses in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.
4. Review the “[Requirements for Migrating from Cisco Unity Connection 1.x to Version 8.x](#)” section of *System Requirements for Cisco Unity Connection Release 8.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/requirements/8xcucsysreqs.html.
5. See the applicable version of *Release Notes for Cisco Unity Connection* for additional information on upgrading to the shipping version. In particular, note the items in the “Installation and Upgrade Information” section. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
6. Download the following tools:
 - Unity Connection 1.x Disaster Recovery tools, available at <http://www.ciscocitytools.com/Applications/CxN/DIRT/DIRT.html>.
 - COBRAS, available at <http://www.ciscocitytools.com/Applications/General/COBRAS/COBRAS.html>.
7. Install the tools that you downloaded in Task 6.
8. Back up the server by using the Unity Connection 1.x Disaster Recovery tools. This backup will not be used to restore data on the Unity Connection 9.x system; we recommend it only so that you can revert to Unity Connection 1.2 if necessary.



Note The Unity Connection 1.x Disaster Recovery tools are different from the Disaster Recovery System available with Unity Connection 2.x and later.

9. Use COBRAS to export Unity Connection data and messages. For more information, see COBRAS Help at <http://www.ciscocitytools.com/Applications/General/COBRAS/COBRAS.html>.
10. *If additional memory or replacement hard disks are required:* Add memory or replace hard disks. See the “[Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x \(Selected Servers Only\)](#)” section on page 5-5 of this guide.
11. Install and begin configuring Unity Connection 8.x. See Part 1 through Part 3 in the “Task List for Installing a Cisco Unity Connection 8.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 8.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html.
12. Populate the system with user and call management data. See the following documentation:
 - COBRAS Help at <http://www.ciscocitytools.com/Applications/General/COBRAS/COBRAS.html>.

- “Part 4: Populating the System with User and Call Management Data” in the “Task List for Installing a Cisco Unity Connection 8.x System (Without a Connection Cluster)” in the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 8.x System” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html. Skip tasks for data that will be imported.
13. Finish configuring Unity Connection 8.x. See Part 5 through Part 9 in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 8.x System” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/installation/guide/8xcucigx.html

Migrating from Unity Connection 8.x to Unity Connection 9.x

To migrate from Unity Connection 8.x to Unity Connection 9.x, see the “Upgrading Cisco Unity Connection 7.x, 8.0, 8.5, or 8.6 to the Shipping 9.x Version” chapter.

Using New Unity Connection Licenses

If you want to directly migrate to Unity Connection 9.x without reusing licenses, see the [Migrating from Unity Connection 1.x to Unity Connection 9.x](#) section.

Migrating from Unity Connection 1.x to Unity Connection 9.x

1. If you are reusing the current Unity Connection server rather than installing a new server, review the applicable *Cisco Unity Connection 9.<x> Supported Platforms List* to determine whether the server requires replacement hard disks or additional RAM. The document is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
2. *If the Unity Connection server is running version 1.1:* Upgrade to version 1.2. For more information, see the “Upgrading Cisco Unity Connection or Voice-Recognition Software to the Shipping Version” chapter of the *Cisco Unity Connection Reconfiguration and Upgrade Guide, Release 1.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/1x/installation/guide/inst.html
3. Review the “Requirements for Migrating from Cisco Unity Connection 1.x to Version 9.x” section of *System Requirements for Cisco Unity Connection Release 9.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html
4. See the applicable version of *Release Notes for Cisco Unity Connection* for additional information on upgrading to the shipping version. In particular, note the items in the “Installation and Upgrade Information” section. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
5. Download the following tools:
 - Unity Connection 1.x Disaster Recovery tools, available at <http://www.ciscounitytools.com/Applications/CxN/DIRT/DIRT.html>.
 - COBRAS, available at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.
6. Install the tools that you downloaded in Task 6.

7. Back up the server by using the Unity Connection 1.x Disaster Recovery tools. This backup will not be used to restore data on the Unity Connection 9.x system; we recommend it only so that you can revert to Unity Connection 1.2 if necessary.



Note The Unity Connection 1.x Disaster Recovery tools are different from the Disaster Recovery System available with Unity Connection 2.x and later.

8. Use COBRAS to export Unity Connection data and messages. For more information, see COBRAS Help at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.
9. *If additional memory or replacement hard disks are required:* Add memory or replace hard disks. See the “[Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x \(Selected Servers Only\)](#)” section on page 5-5 of this guide.
10. Install and begin configuring Unity Connection 9.x. See Part 1 through Part 3 in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html.
11. Populate the system with user and call management data. See the following documentation:
 - COBRAS Help at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.
12. “Part 4: Populating the System with User and Call Management Data” in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html. Skip tasks for data that will be imported.
13. Finish configuring Unity Connection 9.x. See Part 5 through Part 9 in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html.
14. Obtain and install the licenses in the ELM server. For details on obtaining and installing the licenses in the ELM server, see the “New License Fulfillment” section in the ELM user guide at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html. For more information on Cisco Unity Connection 9.0 Licenses, see the “Managing Licenses in Cisco Unity Connection” chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x (Selected Servers Only)

**Note**

If you are upgrading a server that does not require a memory upgrade or a hard-disk replacement, skip this section.

Some servers that are qualified for use with Cisco Unity Connection require:

- A memory upgrade to run Unity Connection 9.x in any configuration.
- A memory upgrade to support a specified number of Unity Connection users when both voice recognition and intrasite or intersite networking are configured.
- A hard-disk replacement to support a Unity Connection cluster.

See the applicable server-specific table in the *Cisco Unity Connection 9.<x> Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

**Warning**

Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord. Statement 1

**Warning**

Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages. Statement 2

**Warning**

This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel. Statement 88

**Warning**

During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself. Statement 94

**Warning**

The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards. Statement 117

**Warning**

Do not work on the system or connect or disconnect cables during periods of lightning activity. Statement 1001

**Warning**

Read the installation instructions before connecting the system to the power source. Statement 1004

**Warning**

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

**Warning**

There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015

**Warning**

This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. Statement 1017

**Warning**

To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables. Statement 1021

**Warning**

To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord. Statement 1023

**Warning**

This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024

**Warning**

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029

**Warning**

Only trained and qualified personnel should be allowed to install, replace, or service this equipment. Statement 1030

**Warning**

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

(For translations of the preceding safety warnings, see *Regulatory Compliance and Safety Information for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html.)

To Install a Memory Upgrade or Replace All Hard Disks to Support Unity Connection 9.x (Selected Servers Only)

Step 1 Remove the cover.

Step 2 If you are not installing a memory upgrade, skip to [Step 3](#).

Install the memory modules in the applicable slots or locations, depending on the server model, as documented in the *Cisco Unity Connection 9.<x> Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.



Caution If you install new memory modules in the wrong slots, the server and operating system may not recognize that they have been installed, and Cisco Unity Connection performance may suffer.

Step 3 If you are not replacing hard disks, skip to [Step 4](#).



Caution You must remove existing hard disks and install exactly as many hard disks as you remove, or Cisco Unity Connection installation will fail.

Replace the hard disks:

- a. Make note of the current locations of the hard disks in the server, including which hard disk is in which hard disk slot. If the replacement fails and you want to revert to the current configuration, you must put the existing hard disks back into their current locations.
- b. Remove the drive trays from the server.
- c. Remove the old hard disks from the drive trays.
- d. Insert the new hard disks into the drive trays.
- e. Reinstall the drive trays in the locations that you made note of in [Step a](#).

Step 4 Reattach the cover.

Preparing to Create User Accounts by Using Multiple Unity Connection 9.x Templates

The utility that exports user data from Unity Connection 1.x creates one CSV file with data for all users, and the utility that imports this data into Unity Connection 9.x creates all of the new user accounts by using the same template. If you want to create user accounts by using two or more templates, you may want to split the CSV file into one file per template. (Depending on how you want to split users among templates, it might be faster to create all user accounts with the same template and then update user settings individually.)

To Prepare Multiple CSV Files for Creating User Accounts by Using Multiple Unity Connection 9.x Templates

- Step 1** In the location to which you exported Unity Connection 1.x data, create a subfolder for each template that you want to use. Give each subfolder the same name as the corresponding template.
- Step 2** Copy the CSV file to each subfolder. Use the same filename as the original CSV file, or the import will fail.
- Step 3** Copy all of the recorded-name WAV files from the location to which you exported Unity Connection 1.x data to each subfolder that you created in [Step 1](#). Filenames are in the format <user_alias>_VOICE_NAME.wav.

When you import user data from a CSV file, the corresponding recorded-name WAV files are also imported. The import utility looks for these files only in the folder that contains the CSV file from which you are importing.

- Step 4** Open the CSV file in each subfolder, and delete the rows for the users who you do not want to import by using the corresponding template.

For example, if you were editing the CSV file in a SalesStaffTemplate folder, you would delete all of the rows for all of the users who you do not want to create by using the SalesStaffTemplate.
