



# Upgrades

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## Upgrade Procedures



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**Note** If your pre-upgrade version is Release 11.5(1)SU7 of Cisco Unified Communications Manager and the IM and Presence Service, you cannot upgrade to Releases 12.0(x), 12.5(1), or 12.5(1)SU1. The minimum Release that you can upgrade to is 12.5(1)SU2.

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For detailed procedures on how to upgrade your system, see the *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* at the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/upgrade/11\\_5\\_1/cucm\\_b\\_upgrade-guide-cucm-115.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/11_5_1/cucm_b_upgrade-guide-cucm-115.html).

## Version Requirements

All servers in a cluster must run the same release of Cisco Unified Communications Manager. The only exception is during a cluster software upgrade, during which a temporary mismatch is allowed.

The following software versions are supported with Release 11.5(1)SU2:

- Cisco Unified Communications Manager 11.5.1.12900-21
- IM and Presence Service 11.5.1.12900-25

**Version Mismatch Not Supported**

For your 11.5(1)SU2 deployment to be supported, both Cisco Unified Communications Manager and IM and Presence Service must be running 11.5(1)SU2 versions. Running an 11.5(1)SU2 version of Cisco Unified Communications Manager with an earlier version of IM and Presence Service is not supported. Similarly, running an 11.5(1)SU2 version of IM and Presence Service with an earlier version of Cisco Unified Communications Manager is not supported.

## Supported Upgrade and Migration Paths

Use the following tables to determine whether you can upgrade or migrate from your currently installed version, and which of the supported upgrade methods are available to you:

- Direct upgrades using either the Cisco Unified CM OS Admin interface or the Cisco Prime Collaboration Deployment (PCD) Upgrade task
- Migrations using the PCD Migration task

## Deployments on Cisco Media Convergence Servers Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on Cisco 7800 Series Media Convergence Server (MCS 7800) hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.

**Note**

The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 1: Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	11.5(x)	PCD Migration
7.1(3) and 7.1(5)	11.5(x)	PCD Migration
8.x	11.5(x)	PCD Migration
9.x	11.5(x)	PCD Migration

**Table 2: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration
IM and Presence 9.x	11.5(x)	PCD Migration

## Deployments on Virtual Machines

The tables below list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V). Service Updates (SU) within each path are supported, unless otherwise indicated.

**Table 3: Unified Communications Manager Releases Installed on Virtual Machines**

From	To	Supported Method
8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh) PCD Migration PCD Upgrade (Direct Refresh)
9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)
10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard)
10.5(x) <b>Note</b> Exceptions exist for some 10.5(2) SU releases; see <a href="#">Upgrade Path Restrictions for Release 11.5(x)</a> , on page 5 for more information.	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)

From	To	Supported Method
11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

**Table 4: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

From	To	Supported Method
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
CUP 8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh)
IM and Presence 9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
IM and Presence 9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)
IM and Presence 10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) PCD Upgrade (Direct Standard)
IM and Presence 10.5(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)
IM and Presence 11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
IM and Presence 11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

## Upgrade Path Restrictions for Release 11.5(x)

Upgrade and migration paths generally support the Service Updates (SU) within each path; however, there are some exceptions for specific SU releases. The table below lists the exceptions for upgrades and migrations to Cisco Unified Communications Manager Release 11.5(x).

**Table 5: Restrictions to Supported Upgrade and Migration Paths, Cisco Unified Communications Manager Release 11.5(x)**

From	To	Description
10.5(2)SU5	11.5(1.10000-6) through 11.5(1.120xx)	Path is unsupported. For these releases, upgrade to 11.5(1)SU2 instead.

## COP Files Required for Upgrades to Release 11.5

The tables below lists the upgrade paths that require COP files. You must install COP files on each node before you begin an upgrade using the Cisco Unified OS Admin interface, or before you begin an upgrade or migration using the Prime Collaboration Deployment (PCD) tool. If you are using PCD, you can perform a bulk installation of the COP files before you begin the upgrade.

**Table 6: Required COP Files for Upgrades and Migrations to Cisco Unified Communications Manager Release 11.5(x)**

From	To	Upgrade Type
8.6(x)	11.5(x)	Refresh upgrade. Required COP files: <ul style="list-style-type: none"> <li>• ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>• ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>• ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
9.1(x)	11.5(x)	Refresh upgrade. Required COP files: <ul style="list-style-type: none"> <li>• ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>• ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>• ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
10.5(x)	11.5(x)	Standard upgrade; no COP file required.
11.0(x)	11.5(x)	Standard upgrade; no COP file required.
11.5(x)	11.5(y)	Standard upgrade; no COP file required.

**Table 7: Required COP Files for Refresh Upgrades from Cisco Unified Presence Releases**

From Cisco Unified Presence Release	To IM and Presence Release	Upgrade Type
8.5(4) through 8.6(1)	11.5(x)	Refresh upgrade. Requires the following COP files: <ul style="list-style-type: none"> <li>cisco.com.cup.refresh_upgrade_v&lt;latest_version&gt;.cop</li> <li>ciscocm.version3-keys.cop.sgn</li> </ul>

**Table 8: Required COP Files for Refresh Upgrades from IM and Presence Service Releases**

From IM and Presence Release	To IM and Presence Release	Upgrade Type
9.1(x)	11.5(x)	Refresh upgrade. Requires the following COP file: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
10.5(x)	11.5(x)	Standard upgrade; no COP file required.
11.0(x)	11.5(x)	Standard upgrade; no COP file required.
11.5(x)	11.5(y)	Standard upgrade; no COP file required.

## Rolling Back to Previous Versions

If you run into any upgrade issues and you need to roll back to a previous version, you must roll back both the Unified Communications Manager and the IM and Presence Service installations to the previous version or you will have a non-supported version mismatch.

It's not supported to roll back the Unified Communications Manager version and leave the IM and Presence Service version at 11.5(1)SU2. Similarly, it's not supported to roll back the IM and Presence Service version and leave the Unified Communications Manager version at 11.5(1)SU2.

## Upgrading with FIPS Mode Enabled

For Release 11.5(x), Unified Communications Manager and IM and Presence Service do not support RSA certificates with key-sizes that are less than 2048 bits when FIPS mode is enabled. This affects server certificates and LSCs.

If you are upgrading to Release 11.5(x) with FIPS mode enabled and you are using RSA key-sizes that are less than 2048 bits on your current version, then you can carry out one of the following items to resolve the problem.

You can either:

- Regenerate the effected certificates before you upgrade if your current version supports key-sizes of 2048 bits, or
- Regenerate the effected certificates after you upgrade to Release 11.5(x).



**Note** If you choose this option, then secure connections are not allowed to use the effected certificates until they have an RSA key-size of 2048 bits or greater.

## Deprecated Phone Models

The following table lists all the phone models that are deprecated for this release of Cisco Unified Communications Manager, along with the Unified CM release where the phone model first became deprecated. For example, a phone model that was first deprecated in Release 11.5(1) is deprecated for all later releases, including all 12.x releases.

If you are upgrading to the current release of Cisco Unified Communications Manager and you have any of these phone models deployed, the phone will not work after the upgrade.

**Table 9: Deprecated Phone Models for this Release**

Deprecated Phone Models for this Release	First Deprecated as of Unified CM...
<ul style="list-style-type: none"> <li>• Cisco IP Phone 12 S</li> <li>• Cisco IP Phone 12 SP</li> <li>• Cisco IP Phone 12 SP+</li> <li>• Cisco IP Phone 30 SP+</li> <li>• Cisco IP Phone 30 VIP</li> <li>• Cisco Unified IP Phone 7902G</li> <li>• Cisco Unified IP Phone 7905G</li> <li>• Cisco Unified IP Phone 7910</li> <li>• Cisco Unified IP Phone 7910G</li> <li>• Cisco Unified IP Phone 7910+SW</li> <li>• Cisco Unified IP Phone 7910G+SW</li> <li>• Cisco Unified IP Phone 7912G</li> <li>• Cisco Unified Wireless IP Phone 7920</li> <li>• Cisco Unified IP Conference Station 7935</li> </ul>	11.5(1) and later releases

For additional information, refer to *Field Notice: Cisco Unified Communications Manager Release 11.5(x) does not support some deprecated phone models* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/rel\\_notes/11\\_5\\_1/fieldNotice/cucm\\_b\\_fn-deprecated-phone-models-1151.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/rel_notes/11_5_1/fieldNotice/cucm_b_fn-deprecated-phone-models-1151.html).

### Upgrades that Involve Deprecated Phones

If you are using any of these phones on an earlier release and you want to upgrade to this release, do the following:

1. Confirm whether the phones in your network will be supported in this release.
2. Identify any non-supported phones.
3. For any non-supported phones, power down the phone and disconnect the phone from the network.
4. Provision a supported phone for the phone user. You can use the Migration FX tool to migrate from older model to newer model phones. For details, go to: [https://www.unifiedfx.com/products/unifiedfx-migrationfx#endpoint\\_refresh\\_tool](https://www.unifiedfx.com/products/unifiedfx-migrationfx#endpoint_refresh_tool).
5. Once all the phones in your network are supported by this release, upgrade your system.



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**Note**

Deprecated phones can also be removed after the upgrade. When the administrator logs in to Unified Communications Manager after completing the upgrade, the system displays a warning message notifying the administrator of the deprecated phones.

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### Licensing

You do not need to purchase a new device license to replace a deprecated phone with a supported phone. The device license becomes available for a new phone when you either remove the deprecated phone from the system, or when you switch to the new Unified Communications Manager version, and the deprecated phone fails to register.

## OS Admin Account Required for CLI-Initiated IM and Presence Upgrades

If you are using the **utils system upgrade** CLI command to upgrade IM and Presence Service nodes, you must use the default OS admin account, as opposed to a user with administrator privileges. Otherwise, the upgrade will not have the required privilege level to install essential services, thereby causing the upgrade to fail. You can confirm the account's privilege level by running the **show myself** CLI command. The account must have privilege level 4.

Note that this limitation exists for CLI-initiated upgrades of IM and Presence Service only and does not apply to Unified Communications Manager. Also note that this limitation may be fixed for newer ISO files. See your ISO Readme file for details on your specific ISO file. For up-to date information on this limitation, see [CSCvb14399](#).

## Cisco Jabber During Upgrade

It is not essential requirement that all users must log out from Cisco Jabber, when upgrading the IM and Presence Service. However, it is always a best practice that users are log out from Cisco Jabber during the upgrade.