



Frequently Asked Questions

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I am upgrading from a release of Cisco Unified Communications Manager or IM and Presence that has different requirements for the virtual environment than the new release. What do I need to do?

Verify the requirements for the new release using the information below. After you have verified the requirements for the new release, see [Change the Virtualization Software](#) for instructions.

Table 1: Virtual Machine Requirements

Item	Description
OVA templates	<p>OVA files provide a set of predefined templates for virtual machine configuration. They cover items such as supported capacity levels and any required OS/VM/SAN alignment. You must use a VM configuration from the OVA file provided for the Unified Communications Manager and IM and Presence applications.</p> <p>The correct VM configuration to use from the OVA file is based on the size of the deployment. For information about OVA files, search for the topic "Unified Communications Virtualization Sizing Guidelines" at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/collaboration-virtualization-sizing.html.</p>
VMware vSphere ESXi	<p>You must install a version of vSphere ESXi hypervisor that meets the compatibility and support requirements the release.</p> <p>If you use Cisco Prime Collaboration Deployment (PCD) to perform an upgrade or migration, you must also ensure that you install vSphere ESXi with the correct license type. PCD is not compatible with all the license types of vSphere ESXi because some of these licenses do not enable required VMware APIs.</p>

Item	Description
VMware vCenter	<p>VMware vCenter is optional when you deploy Unified Communications Manager or IM and Presence on Business Edition 6000/7000 appliances, or on UC on UCS tested reference configuration hardware.</p> <p>VMware vCenter is mandatory when you deploy on UC on UCS specs-based and third-party server specs-based hardware.</p>
VM configuration virtual hardware specifications	<p>Verify whether you need to change the virtual hardware specifications on your VM in order to upgrade to a new release of Unified Communications Manager or IM and Presence Service. For example, verify the requirements for vCPU, vRAM, vNIC adaptor type, and vDisk size, as well as other specifications.</p> <p>Any changes to a VM must align with the OVA configuration. VM changes that result in an unsupported OVA configuration are not allowed. For information about VM requirements, see the Readme file with the OVA template that supports your release.</p>

You can find detailed information about the requirements for the virtualized environment by going to [www.cisco.com go virtualized-collaboration](http://www.cisco.com/go/virtualized-collaboration), where you can:

- follow the links for the Unified Communications Manager and IM and Presence applications to find the requirements for the release and download OVA files.
- search for the topic "Unified Communications VMware Requirements" to find information about feature support and best practices.

I want to move to a different VM size as part of the upgrade. Can I edit the VM configuration specifications?

Before you edit the VM configuration specifications, review the OVA ReadMe file to find the specific requirements for the release that you are upgrading to. OVA files provide a set of predefined templates for virtual machine configuration. They cover items such as supported capacity levels and any required OS/VM/SAN alignment. The correct VM configuration to use from the OVA file is based on the size of the deployment.

For information about OVA files, search for the topic "Unified Communications Virtualization Sizing Guidelines" at [www.cisco.com go virtualized-collaboration](http://www.cisco.com/go/virtualized-collaboration).

To obtain an OVA file, see [Download and Install OVA Templates](#).

My current Unified Communications Manager and IM and Presence Service release is deployed with other Cisco applications, such as Unified Contact Center Express (UCCX), Cisco Unity Connection, or Unified Contact Center Enterprise (UCCE). Do I need to upgrade my other Cisco applications when I upgrade my Unified Communications Manager?

See the Cisco Unified Communications Compatibility Tool at <http://tools.cisco.com/ITDIT/vtgsca/VTGServlet> for software compatibility information.

I have applications that use an administrative XML (AXL) interface to access and modify Unified Communications Manager information. Will my application continue to work after I upgrade to Unified Communications Manager?

For information about upgrading your AXL applications, see <https://developer.cisco.com/site/axl/learn/how-to/upgrade-to-a-new-axl-schema.gsp>. To see a list of the AXL operations supported for your release, refer to <https://developer.cisco.com/site/axl/documents/operations-by-release/>.

