Upgrades

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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.

If you are installing IM and Presence nodes, the software version of the first IM and Presence node (the IM and Presence database publisher node) must match the first two numbers of the software version installed on the Unified Communications Manager publisher node. For example, IM and Presence Service software version 11.0.1.10000-1 is compatible with Cisco Unified Communications Manager software version 11.0.1.30000-2.

After you install the first IM and Presence node, the software version of any IM and Presence subscriber nodes that you install must match all five version numbers of the first IM and Presence node.

For example, if the IM and Presence database publisher node is at version 11.5.1.10000-1, then all IM and Presence subscriber nodes must also be 11.5.1.10000-1.

Upgrade Paths for Cisco Unified Communications Manager

The following table lists the range of upgrade paths that are supported for Cisco Unified Communications Manager. For more detailed information about supported upgrade paths, see the *Cisco Unified Communications Manager Software Compatibility Matrix* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html.

Table 1: Cisco Unified Communications Manager Upgrade Paths, Release 11.5(1)

From	To	Upgrade Type
Releases prior to and including 8.5(x)	11.5(1)SU1	Refresh upgrade. Required COP files: • ciscocm.refresh_upgrade_<latest_version>.cop.sgn • ciscocm.version3-keys.cop.sgn Optional COP files: • ciscocm.vmware-disk-size-reallocation-<latest_version>.cop.sgn) • ciscocm.free_common_space_v<latest_version>.cop.sgn
8.6(x)	11.5(1)SU1	Refresh upgrade. Required COP files: • ciscocm.version3-keys.cop.sgn Optional COP files: • ciscocm.vmware-disk-size-reallocation-<latest_version>.cop.sgn) • ciscocm.free_common_space_v<latest_version>.cop.sgn
9.1(x)	11.5(1)SU1	Refresh upgrade. Required COP files: • ciscocm.version3-keys.cop.sgn Optional COP files: • ciscocm.vmware-disk-size-reallocation-<latest_version>.cop.sgn) • ciscocm.free_common_space_v<latest_version>.cop.sgn
10.5(x)	11.5(1)SU1	Standard upgrade; no COP file required.
11.0(x)	11.5(1)SU1	Standard upgrade; no COP file required.
11.5(1)	11.5(1)SU1	Standard upgrade; no COP file required.

If you are upgrading from a release that is not listed here or that is installed on MCS hardware, you must perform the upgrade using Prime Collaboration Deployment. For more information, see http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Upgrade Paths for IM and Presence Service

The following table lists the range of upgrade paths that are supported for the IM and Presence Service. For more detailed information about supported upgrade paths, see the *Cisco Unified Communications Manager*

Software Compatibility Matrix at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html.

Table 2: Upgrade Paths 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(1)SU1	Refresh upgrade. Requires the following COP files: • cisco.com.cup.refresh_upgrade_v<latest_version>.cop • ciscocm.version3-keys.cop.sgn

Table 3: Upgrade Paths from IM and Presence Service Releases

From IM and Presence Release	To IM and Presence Release	Upgrade Type
9.1(x)	11.5(1)SU1	Refresh upgrade. Requires the following COP file: • ciscocm.version3-keys.cop.sgn
10.5(x)	11.5(1)SU1	Standard upgrade; no COP file required.
11.0(x)	11.5(1)SU1	Standard upgrade; no COP file required.
11.5(1)	11.5(1)SU1	Standard upgrade; no COP file required.

If you are upgrading from a release that is not listed here or that is installed on MCS hardware, you must perform the upgrade using Prime Collaboration Deployment. For more information, see http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Upgrading with FIPS Mode Enabled

For Release 11.5(x), Cisco 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

As of Cisco Unified Communications Manager Release 11.5, the following phones are no longer supported. If you use any of these phone models on an older release of Cisco Unified Communications Manager and you upgrade to Release 11.5, the phone will not work after the upgrade completes.

- Cisco IP Phone 12 S
- Cisco IP Phone 12 SP
- Cisco IP Phone 12 SP+
- Cisco IP Phone 30 SP+
- Cisco IP Phone 30 VIP
- Cisco Unified IP Phone 7902G
- Cisco Unified IP Phone 7905G
- Cisco Unified IP Phone 7910
- Cisco Unified IP Phone 7910G
- Cisco Unified IP Phone 7910+SW
- Cisco Unified IP Phone 7910G+SW
- Cisco Unified IP Phone 7912G
- Cisco Unified Wireless IP Phone 7920
- Cisco Unified IP Conference Station 7935

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 Release 11.5.
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: http://refreshcollab.cisco.com/webportal/46/CUCM%20Readiness%20Assessment#endpoint_refresh_tool.
5. Once all the phones in your network are supported by Release 11.5, upgrade your system.

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

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 Cisco 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.

Please note that this limitation exists for CLI-initiated upgrades of IM and Presence Service only and does not apply to Cisco Unified Communications Manager. Also note that this limitation may be fixed for newer ISO files. Refer to your ISO Readme file for details on your specific ISO file. For up to date information on this limitation, see CSCvb14399 at https://bst.cloudapps.cisco.com/bugsearch/bug/CSCvb14399.