# Supported Upgrade Paths


- Version Requirements, page 1
- Upgrade Paths for Cisco Unified Communications Manager, page 1
- Upgrade Paths for IM Presence, page 2


# 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 10.0.1.10000-1 is compatible with Cisco Unified Communications Manager software version 10.0.1.30000-2.

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.

# 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 Cisco Unified Communications Manager Upgrade Paths, Release 11.5(1)***

| From | To | Upgrade Type |
|---|---|---|
| 8.6(x) installed on a virtual machine | 11.5(1) | Refresh upgrade. Required COP files:<br>• ciscocm.refresh_upgrade_<latest_version>.cop.sgn<br>• ciscocm.version3-keys.cop.sgn |

| From | To | Upgrade Type |
|---|---|---|
| 9.1(x) installed on a virtual machine | 11.5(1) | Refresh upgrade. Required COP files:<br>• ciscocm.refresh_upgrade_<latest_version>.cop.sgn<br>• ciscocm.version3-keys.cop.sgn |
| 10.5(x) installed on a virtual machine | 11.5(1) | Standard upgrade |
| 11.0(1) installed on a virtual machine | 11.5(1) | Standard upgrade |

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 Presence

The following table lists the range of upgrade paths that are supported for the IM and Presence Services. 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 |
|---|---|---|
| 8.6(x) installed on a virtual machine | 11.5(1) | Refresh upgrade. Requires the following COP files:<br>• cisco.com.cup.refresh_upgrade_v<latest_version>.cop<br>• 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) installed on a virtual machine | 11.5(1) | Refresh upgrade. Requires the following COP files:<br>• cisco.com.cup.refresh_upgrade_v<latest_version>.cop<br>• ciscocm.version3-keys.cop.sgn |

| From IM and Presence Release | To IM and Presence Release | Upgrade Type |
|---|---|---|
| 10.5(x) installed on a virtual machine | 11.5(1) | Standard upgrade |
| 11.0(1) installed on a virtual machine | 11.5(1) | Standard upgrade |

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.