Supported Upgrade Paths

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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.

Supported Upgrade and Migration Paths

Use the tables below 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

If an upgrade or migration from your current release is not supported, see the instructions in the section Upgrading from Legacy Releases.

Applications Installed on Cisco Media Convergence Servers Hardware

Applications Installed on Cisco Media Convergence Server (MCS) 7800 Series 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 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: Cisco Unified Communications Manager Releases Installed on MCS 7800 Series Hardware

From	To	Supported Method
6.1(5)	11.5(1)	PCD Migration
7.1(3) and 7.1(5)	11.5(1)	PCD Migration
8.x	11.5(1)	PCD Migration
9.x	11.5(1)	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(1)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(1)	PCD Migration
IM and Presence 9.x	11.5(1)	PCD Migration

Applications Installed on Virtual Machines

Applications Installed on Virtual Machines

The tables below list the supported upgrade and migration paths for deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V).

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

From	To	Supported Method
8.6(x)	11.5(1)	Cisco Unified OS Admin PCD Migration or PCD Upgrade
9.x	11.5(1)	PCD Migration or PCD Upgrade
9.1(x)	11.5(1)	Cisco Unified OS Admin
10.x	11.5(1)	PCD Migration or PCD Upgrade
10.5(x)	11.5(1)	Cisco Unified OS Admin
11.0(1)	11.5(1)	Cisco Unified OS Admin PCD Migration or PCD Upgrade

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

From	To	Supported Method
CUP 8.5(4)	11.5(1)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(1)	PCD Migration or PCD Upgrade
CUP 8.6(x)	11.5	Cisco Unified OS Admin
IM and Presence 9.x	11.5(1)	PCD Migration or PCD Upgrade
IM and Presence 9.1(x)	11.5(1)	Cisco Unified OS Admin
IM and Presence 10.x	11.5(1)	PCD Migration or PCD Upgrade
IM and Presence 10.5(x)	11.5(1)	Cisco Unified OS Admin
IM and Presence 11.0(1)	11.5(1)	Cisco Unified OS Admin PCD Migration or PCD Upgrade