

Upgrade Procedure for Cisco Unified Communications 500 (UC500) to Business Edition 6000 (BE 6000) 9.1



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Introduction

This document describes the steps to migrate from Cisco Unified Communications 500 (UC500) to Cisco Business Edition 6000 running Unified Communications Manager 9.1.

Due to the differences in solution architecture, it is not possible to migrate between the solutions without interruption to service. This should be taken into consideration when planning the installation of the new solution.

Upgrade Preparation Checklist

Prior to upgrading to BE 6000 release 9.1(x), there are preparation steps for licensing, checking for compatibility, virtualization requirements, software downloads, setting up a test plan, documenting current configuration and login information, locating security tokens, and creating a Unified CM backup.

Licensing

As licenses are not directly transferrable from a UC500 solution, new licenses are issued for the BE 6000 when purchasing the new solution. Unlike the UC500, which requires a single license per device, BE 6000 licenses are user based. Different license levels are available entitling a user to use different types and quantities of devices or clients. For more information, refer to the [BE 6000 Ordering Guide](#). When ordering the BE 6000, ensure that the correct upgrade licenses are purchased for the phones being used. Note also that while UC500 licensing includes voicemail entitlement for all users, this must be ordered separately for the BE 6000 (unless migrating to Cisco Workspace Licensing, which includes messaging entitlement).

For further information on licensing migration, refer to the migration guides available at:

http://www.cisco.com/en/US/partner/products/ps11369/products_partner_resources_list.html

Check for Compatibility

Determine which components of the UC500 solution may be used with the BE 6000. In general, Cisco IP Phones (except SPA500 series) and Ethernet switches may be carried forward directly. The UC500 system may continue to be used for its routing, switching, wireless and firewall features if required.

Smart Business Call Connector client software is not compatible with the BE 6000, but may be replaced directly by Cisco Jabber client software.

If third party application software is being used with the UC500, check with the vendor whether it may be reconfigured to work with Cisco Unified Communications Manager 9.1 and/or Cisco Unity Connection 9.1, or whether alternative versions are available for this integration. Details of supported third party applications are available from the [Cisco Developer Network Marketplace Solutions Catalog](#).

Virtualization requirements

You need to decide how the BE 6000 server(s) will be used in your organization. In most cases, two or more servers will be deployed to accommodate the required mix of applications and resiliency. The number of applications that may be installed on a server will ultimately depend on the resource requirements for each application, however no more than four collaboration applications may be installed on a BE 6000 Medium Density server or eight on a High Density server. In addition to these applications, Cisco Prime Collaboration Provisioning server may also be installed on a server, provided that sufficient resources are available. Use the Virtual Machine Placement Tool (www.cisco.com/go/vmpt) to help plan your server deployments.

Software Installation Files and Downloads

Installation files for BE 6000 applications are included in the Cisco Virtualization Hypervisor datastore on delivery. Product patches and client software is available from www.cisco.com/go/software, while software upgrades are

available for customers with a valid Unified Communications Software Subscription (UCSS) from the Product Upgrade Tool (www.cisco.com/go/put).

Configuration and login Information

Document your current UC500 configuration and login information and expand to include details for the new BE 6000 applications. The following lists some of the information you may need:

- IP addresses, hostnames, gateways, domain names, and SMTP information
- Administrator, cluster security, and Certificate Trust List client passwords
- Server versions and time zones
- Services and applications required to run on each server
- Call Detail Record server configuration and any additional information
- LDAP information and access details
- SNMP information

Test Plan

Create a post-upgrade test plan that you execute directly after upgrading. For example, these can be a set of tests that cover different use cases enabled by the current UC500 solution. As some features may function differently in a BE 6000 environment, ensure that differences are documented and communicated to users prior to switching over to the new solution.

Create a Unified CM Backup

It is strongly recommend that a Disaster Recovery System (DRS) backup up of your system is performed immediately after BE6000 installation and configuration. Please refer to the [Disaster Recovery System Administration Guide](#) for additional information DRS backup procedure.

Required Pre-Installation Procedures

- Capture all UC500 configuration settings and translate these to equivalent UCM and Unity Connection features. Use Prime Collaboration Provisioning service profiles to template common user configurations if required. Prime Collaboration Provisioning will seamlessly configure user features across UCM, Unity connection and Instant Messaging and Presence servers.
- You must install the BE 6000 on a production network. Cisco does not support installation of Cisco Unified Communications products in a lab or “deadnet” environment. When you install Unified CM, the node servers must be able to access network resources (such as DNS, NTP and Active Directory) that may not be available in a lab network.

Migration Process

1. Install the BE 6000 by following the steps detailed in the BE 6000 Quick Start Guide and be 6000 Installation Guide. As a minimum, install the following three applications to replace the UC500 solution:
 - a. Cisco Prime Collaboration Provisioning: Used to configure services and features across the solution. The role of PCP is similar to that of Cisco Configuration Assistance (CCA) for the UC500.
 - b. Cisco Unified Communications Manager: Provides call control and telephony features. UCM is similar in role to that of Unified Communications Manager Express used by the UC500.
 - c. Cisco Unity Connection: The messaging application for the BE 6000, which is similar in role to that of Cisco Unity Express used by the UC500.

2. Create new user configurations based on those used by the UC500. Configurations may be added using the Prime Collaboration Provisioning interface or the batch provisioning feature. The [Unified Communications Manager Features and Services Guide](#) may be used to verify the behavior of equivalent features.
3. Test configuration using the test plan developed for the customer.
4. Backup the system configuration. Ensure that valid backups are saved for all installed applications.

Links and References

[BE 6000 Installation and Upgrade Guides](#)

[BE 6000 Technical Reference Documents](#)

[BE 6000 Software Downloads and Licensing information](#)



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