# Cisco Prime Collaboration Upgrade and Migration Guide, 10.5

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# Preface

This guide explains how to upgrade to Cisco Prime Collaboration (Prime Collaboration) 10.5 from Prime Collaboration 9.5 or 10x.

It also explains how to migrate to Prime Collaboration from Unified Management Solutions.

For a list of all available documents for Cisco Prime Collaboration 10.5, see Cisco Prime Collaboration Documentation Overview, 10.5.


- Audience, page v
- Obtaining Documentation and Submitting a Service Request, page v


## Audience

This guide is for administrators who are responsible for installing and upgrading the network management solutions.

Prime Collaboration is deployed on a virtual server. The engineer must be familiar with virtual server configuration and Linux commands.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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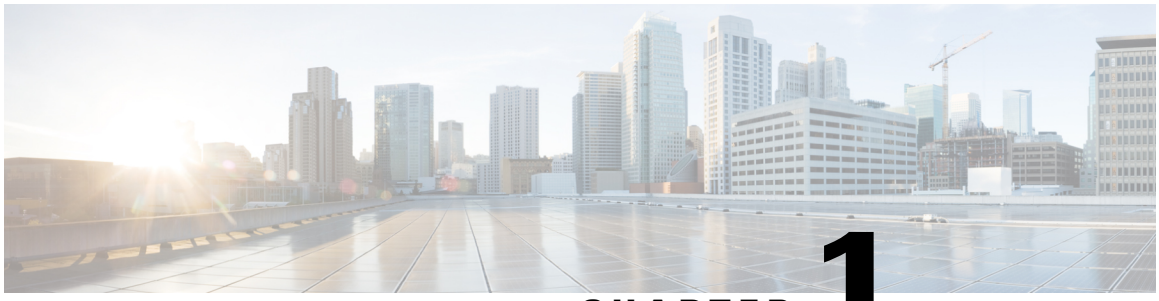

CHAPTER 1

# Upgrading to Prime Collaboration 10.5

This section details the procedure to upgrade from Prime Collaboration 9.5 and 10.0 to Prime Collaboration 10.5.


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# Supported Upgrade Versions - Prime Collaboration Assurance (Includes Analytics)

The following table lists the support details for each version of Prime Collaboration Assurance:

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| 9.0 | - | Not supported | You must purchase an upgrade license. You can also order the upgrade license via Product Upgrade Tool (PUT). | You cannot directly upgrade to Prime Collaboration 10.5. You must first upgrade to Prime Collaboration 9.5 or 10.0 and then to Prime Collaboration 10.5. |

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| 9.5 (including any of the available Prime Collaboration Assurance and Analytics patches installed) | Licensed - Prime Collaboration Assurance only | Licensed - Prime Collaboration Assurance and Prime Collaboration Contact Center Assurance<br>While upgrading from the evaluation mode of Prime Collaboration 9.5, you are upgraded to the evaluation mode of Prime Collaboration 10.5. Along with Prime Collaboration Assurance, Prime Collaboration Contact Center Assurance is also enabled in Prime Collaboration 10.5. | Yes, you must purchase an upgrade license. The existing licenses of Prime Collaboration 9.5 does not work in Prime Collaboration 10.5. See Cisco Prime Collaboration 10.5 Ordering Guide for details about licenses.<br>If you are in the evaluation mode, you are required to purchase the advanced license file in order to move to the advanced mode.<br>If the Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Prime Collaboration Assurance reverts to the Prime Collaboration Assurance standard deployment. | Prime Collaboration Contact Center Assurance is a new feature supported in 10.5 release. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide, 10.5.<br>Upgrade from Prime Collaboration 9.5 (MSP deployment) to Prime Collaboration 10.5 (MSP deployment) is not supported. Upon upgrade, you are deployed in the Enterprise mode. In order to be deployed in the MSP mode, you are required to perform a fresh installation of Prime Collaboration.<br>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Prime Collaboration Analytics is disabled. |
| | Licensed - Prime Collaboration Assurance and Prime Collaboration Analytics | | | |

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| | | Licensed - Prime Collaboration Assurance, Prime Collaboration Analytics, and Prime Collaboration Contact Center Assurance.<br><br>While upgrading from the evaluation mode of Prime Collaboration 9.5, you are upgraded to the evaluation mode of Prime Collaboration 10.5. Along with Prime Collaboration Assurance, Prime Collaboration Contact Center Assurance, and Prime Collaboration Analytics is also enabled in Prime Collaboration 10.5. | | Prime Collaboration Contact Center Assurance is a new feature supported in 10.5 release. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide, 10.5.<br><br>Upgrade from Prime Collaboration 9.5 (MSP deployment) to Prime Collaboration 10.5 (MSP deployment) is not supported. Upon upgrade, you are deployed in the Enterprise mode. In order to be deployed in the MSP mode, you are required to perform a fresh installation of Prime Collaboration.<br><br>Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Prime Collaboration Analytics in very large OVA deployment of Prime Collaboration Assurance, you would require two virtual machines - database and application. See Installing Prime Collaboration Assurance section in the Cisco Prime Collaboration Quick Start Guide, 10.5.<br>**Note** If you do not wish to evaluate Prime Collaboration Analytics, you can disable Prime Collaboration Analytics. See Disabling Analytics for details on disabling Prime Collaboration Analytics.<br><br>You may choose to enable Prime Collaboration Analytics anytime within the evaluation period. However, the evaluation period for Prime Collaboration Analytics is not extended from initial upgrade date. |

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| 10.0 (including any of the available Prime Collaboration Assurance and Analytics patches installed) | Standard - Prime Collaboration Assurance | Evaluation - Prime Collaboration Assurance | Not Applicable | After the evaluation expires, it comes back to Standard mode.<br>Prime Collaboration Analytics and Prime Collaboration Contact Center Assurance is not supported in the Standard mode. |
| | Licensed - Prime Collaboration Assurance only | Licensed - Prime Collaboration Assurance and Prime Collaboration Contact Center Assurance<br>While upgrading from the evaluation mode of Prime Collaboration 9.5, you are upgraded to the evaluation mode of Prime Collaboration 10.5. Along with Prime Collaboration Assurance, Prime Collaboration Contact Center Assurance is also enabled in Prime Collaboration 10.5. | The Prime Collaboration 10.0 license files can be used with Prime Collaboration 10.5.<br>If you are in the evaluation mode, you are required to purchase the advanced license file in order to move to the advanced mode.<br>If the Prime Collaboration Assurance license is not purchased before the evaluation period ends, the Prime Collaboration Assurance reverts to the Prime Collaboration Assurance standard deployment. | Prime Collaboration Contact Center Assurance is a new feature supported in 10.5 release. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide, 10.5.<br>If your system does not have the sufficient resources to run Cisco Prime Collaboration Assurance and Analytics, then, upon upgrade, Prime Collaboration Analytics is disabled. |
| | Licensed - Prime Collaboration Assurance and Prime Collaboration Analytics | | | |

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| | | Licensed - Prime Collaboration Assurance, Prime Collaboration Analytics, and Prime Collaboration Contact Center Assurance.<br><br>While upgrading from the evaluation mode of Prime Collaboration 9.5, you are upgraded to the evaluation mode of Prime Collaboration 10.5. Along with Prime Collaboration Assurance, Prime Collaboration Contact Center Assurance, and Prime Collaboration Analytics is also enabled in Prime Collaboration 10.5. | | Prime Collaboration Contact Center Assurance is a new feature supported in 10.5 release. For more details, see Cisco Prime Collaboration Contact Center Assurance Guide, 10.5.<br><br>Prime Collaboration Analytics is enabled when you meet the system requirements. If you choose to enable Prime Collaboration Analytics in very large OVA deployment of Prime Collaboration Assurance, you would require two virtual machines - Database and Application. See Installing Prime Collaboration Assurance section in the Cisco Prime Collaboration Quick Start Guide, 10.5.<br>**Note** If you do not wish to evaluate Prime Collaboration Analytics, you can disable Prime Collaboration Analytics. See Disabling Analytics for details on disabling Prime Collaboration Analytics.<br><br>You may choose to enable Prime Collaboration Analytics anytime within the evaluation period. However, the evaluation period for Prime Collaboration Analytics is not extended from initial upgrade date. |

# Supported Upgrade Versions - Prime Collaboration Provisioning

The following table lists the support details for each version of Prime Collaboration Provisioning:

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| 9.0 | - | Not supported | You must purchase an upgrade license. | You cannot directly upgrade to Prime Collaboration 10.5. You must first upgrade to Prime Collaboration 9.5 or 10.0 and then to Prime Collaboration 10.5. |
| 9.5 | Licensed - Prime Collaboration Provisioning | Prime Collaboration Provisioning Standard<br>Prime Collaboration Provisioning, upon upgrade, goes to 10.5 standard. | You must purchase an upgrade license. The existing licenses of Prime Collaboration 9.5 does not work in Prime Collaboration 10.5.<br>If you are in the evaluation mode, you are required to purchase the advanced license file in order to move to the advanced mode. | - |

| Prime Collaboration Versions | Deployment Mode | After the upgrade to Prime Collaboration 10.5 | License Requirements | Notes |
|---|---|---|---|---|
| 10.0 | Standard - Prime Collaboration Provisioning | Standard - Prime Collaboration Provisioning<br>Prime Collaboration Provisioning 10.0 standard, upon upgrade, goes to 10.5 standard. | Not Applicable<br>To move to the advanced mode, you are required to purchase the advanced license. | - |
| | Licensed - Prime Collaboration Provisioning | Licensed - Prime Collaboration Provisioning | The Prime Collaboration 10.0 license files can be used with Prime Collaboration 10.5.<br>If you are in the evaluation mode, you are required to purchase the advanced license file in order to move to the advanced mode.<br>If the Prime Collaboration Provisioning license is not purchased before the evaluation period ends, the Prime Collaboration Provisioning reverts to the Prime Collaboration Provisioning standard deployment. | - |

# FeatureSupportAfterUpgrade—PrimeCollaborationAssurance

When you upgrade from Prime Collaboration 9.5 or 10.0 to Prime Collaboration 10.5, the alarms and events is purged and available in .csv format for later use. You will also lose the polling settings, threshold settings,

and event customization that you had setup, and you need to recreate them in Prime Collaboration 10.5. See Cisco Prime Collaboration Assurance Guide - Advanced, 10.5

# Feature Support After Upgrade—Prime Collaboration Provisioning

Upon upgrade, the Prime Collaboration Provisioning will be in Standard mode. See Cisco Prime Collaboration Provisioning Guide, 10.5 for information about features available in Standard and Advanced mode.

Provisioning Attributes (Domain, Service Area and User Role) from Prime Collaboration 9.x gets converted to Service Templates in Prime Collaboration 10.5.

During the upgrade, service templates gets created automatically depending on the Provisioning Attributes (PA) set at different levels (Domain, Service Area, User Role). These PAs will not be available in Prime Collaboration 10.5, as they will be replaced by Service Templates.

# Virtual Machine Requirements for Prime Collaboration Assurance (includes Analytics)

The following table lists the virtual machine requirements for Prime Collaboration Assurance application, based on the number of endpoints managed in Prime Collaboration.

***Table 1: Virtual Machine Requirements for Prime Collaboration Assurance***

| Endpoints Managed in Prime Collaboration | Number of CPUs | CPU Reservation | RAM | Memory Reservation | NIC | Disk Space |
|---|---|---|---|---|---|---|
| Up to 3000 endpoints (Small- can include up to 100 TelePresence systems only) | 6 | 12 GHz | 14 GB | 14 GB | 1 GB | 150 GB |
| Up to 20,000 endpoints (Medium- can include up to 1000 TelePresence systems only) | 8 | 16 GHz | 22 GB | 22 GB | 1 GB | 300 GB |

| Endpoints Managed in Prime Collaboration | Number of CPUs | CPU Reservation | RAM | Memory Reservation | NIC | Disk Space |
|---|---|---|---|---|---|---|
| Up to 80,000 endpoints (Large-can include up to 6000 TelePresence systems only.) | 16 | 32 GHz | 30 GB | 30 GB | 1 GB | 500 GB |
| Up to 150,000 endpoints (Enterprise Very Large-can include up to 6000 TelePresence systems only.) | | | | | | |
| Prime Collaboration Assurance only | 24 | 48 GHz | 36 GB | 36 GB | 1 GB | 750 GB |
| Prime Collaboration Assurance and Prime Collaboration Analytics (database server) | 8 | 16 GHz | 16 GB | 16 GB | 1 GB | 750 GB |
| Prime Collaboration Assurance and Prime Collaboration Analytics (application server) | 24 | 48 GHz | 36 GB | 36 GB | 1 GB | 750 GB |
| Up to 150,000 endpoints (MSP Very Large - can include up to 6000 TelePresence systems only.) Prime Collaboration Analytics is not supported in the MSP mode. | 18 | 36 GHz | 32 GB | 32 GB | 1 GB | 750 GB |

**Note**

- Hyperthreading must be disabled in the server (BIOS level) for better performance of Prime Collaboration. This is to avoid CPU-related issues that may occur if hyperthreading is enabled. See your hardware documentation for information about disabling hyperthreading.
- vCPU speed is dependent on the UCS server or the virtualized hardware.
- We do not support oversubscribing server parameters (not using a 1:1 ratio of physical to virtual resources), such as, vCPU and memory.
- We recommend you to install the database server first so that you have the database server IP address, which you need to enter at the time of the application server installation.

# Virtual Machine Requirements for Prime Collaboration Provisioning

The following table lists the virtual machine requirements for Prime Collaboration Assurance application, based on the number of endpoints managed in Prime Collaboration.

***Table 2: Virtual Machine Requirements for Prime Collaboration Provisioning***

| Endpoints Managed in Prime Collaboration | Number of CPUs | CPU Reservation | RAM | Memory Reservation | NIC | Disk Space |
|---|---|---|---|---|---|---|
| Up to 3000 endpoints (Small) | 1 | 2 GHz | 2 GB | 2 GB | 1 GB | 90 GB |
| Up to 20,000 endpoints (Medium) | 4 | 3.98 GHz | 8 GB | 8 GB | 1 GB | 120 GB |
| Up to 80,000 endpoints (Large) (Application Server) | 8 | 3.98 GHz | 16 GB | 16 GB | 1 GB | 150 GB |
| Up to 80,000 endpoints (Large)(Database Server) | 8 | 3.98 GHz | 16 GB | 16 GB | 1 GB | 150 GB |

| Endpoints Managed in Prime Collaboration | Number of CPUs | CPU Reservation | RAM | Memory Reservation | NIC | Disk Space |
|---|---|---|---|---|---|---|
| Up to 150,000 endpoints (Very Large)(Application Server) | 8 | 3.98 GHz | 16 GB | 16 GB | 1 GB | 150 GB |
| Up to 150,000 endpoints (Very Large)(Database Server) | 8 | 3.98 GHz | 16 GB | 16 GB | 1 GB | 150 GB |

**Note**

- Prime Collaboration Provisioning performance is reduced when the read and write latency on the datastore is high. Ensure that the average read and write latency on the datastore is less than two msec.
- Prime Collaboration allows you to configure a second NIC (network adapter). To understand how to configure a second NIC, see Troubleshooting Cisco Prime Collaboration.

# Upgrading Prime Collaboration Assurance

You can upgrade to Prime Collaboration 10.5 from a small, medium, large, or very large deployment using the upgrade application bundle available on Cisco.com.

### Prerequisites

- You must review the System Requirement section in the Cisco Prime Collaboration Quick Start Guide,10.5 and the Prerequisites sections under the respective sections, before you perform an upgrade.
- We recommend that you take a full backup of your machine, and/ or the OVA snapshot. If you do not take a backup, you cannot bring back your old system intact in case of an upgrade failure, since rollback is not possible.
- If you are running Prime Collaboration in converged mode, then you should detach Prime Collaboration Assurance and Provisioning, and then upgrade Assurance and Provisioning separately to version 10.5, and then attach the servers. See the Cisco Prime Collaboration Assurance Guide- Advanced, 10.5 for details about how to detach Prime Collaboration Assurance and Provisioning.
- You must delete the "/storeddata/Installed/cpcm.old" file, with root login, before performing the upgrade.

### Important Notes

- The same deployment model in Prime Collaboration 9.x requires more memory and/or CPU in Prime Collaboration 10.x.

  See the Prime Collaboration Analytics Licensing section in the Cisco Prime Collaboration Quick Start Guide, 10.5 for details about Prime Collaboration Analytics support on different deployment models.

- We do not recommend that you upgrade directly to a different Prime Collaboration 10.x deployment model than what you currently have in Prime Collaboration 9.5, for instance, from Prime Collaboration 9.5 small deployment model to Prime Collaboration 10.x medium deployment model.

  For example, the recommended path to upgrade from a Prime Collaboration 9.5 small deployment model to Prime Collaboration 10.x medium deployment model is:

  Move from Prime Collaboration 9.5 small deployment model to Prime Collaboration 9.5 medium deployment model, and then upgrade to Prime Collaboration 10.x medium.

  Or,

  Upgrade to Prime Collaboration 10.5 small deployment model, and then move to Prime Collaboration 10.5 medium. See the Cisco Prime Collaboration Quick Start Guide, 10.5 for details about the procedure to move from one deployment model to another within a version.

**Caution** We recommend that you take a snapshot of the VMware instance before you start the upgrade so that you have a clean backup in place to be used if the database is corrupted during the upgrade.
Before you take a snapshot of the VM instance:

1. Stop the Prime Collaboration Assurance services (login as admin using SSH with port 26):

   **application stop cpcm**

2. Take the snapshot of the VMware instance
3. Start the Prime Collaboration Assurance services (login as admin using SSH with port 26):

   **application start cpcm**

**Note** Running commands that are not documented in this Guide might result in errors.

# Performing a Prime Collaboration Assurance (Includes Analytics) Upgrade

To upgrade to Prime Collaboration 10.5 Assurance, ensure you have reviewed the prerequisites, and then perform the following steps:

**Step 1** Shut down the Prime Collaboration 9.5 / 10.x VM, and then update the CPU and RAM settings to ensure that you meet the system requirements. See the Prerequisites, on page 11 section for details.

**Step 2** Download the application bundle from Cisco.com. You can place the application bundle either on an FTP /SFTP server or the localdisk directory in the Prime Collaboration server.
If you intend to place the application bundle in the localdisk directory, login as root and SFTP the application bundle to the /localdisk directory.

**Note** Use Port 26 when you do SFTP to the Prime Collaboration server.

**Step 3** Verify whether the Message Digest 5 (MD5) Checksum of the application bundle matches with the value in the download site. To do this, login as root and run the following command:
`md5sum` <*application bundle name*>
To view the MD5 Checksum of the application bundle available in Cisco.com site, rest your mouse pointer on the filename.

**Step 4** Log in to the Prime Collaboration server as admin, through vSphere client.

**Note** We recommend you to use vSphere client instead of SSH to avoid failure in the upgrade process because of network issues.

**Step 5** Enter the following commands to create a repository:
`admin# configure terminal admin(config)# repository` <*repository name*>
repository name is the name of repository that you create.

**Step 6** Enter the following commands:
If the application bundle is available in an FTP server:

- `admin(config-Repository)# url sftp://ftpserver/directory (for example)`
- `admin(config-Repository)# user admin password plain cisco (for example)`

If you have placed the application bundle at localdisk directory under the root directory of the Prime Collaboration server:

- `admin(config-Repository)# url disk:`
- `admin(config-Repository)# exit`
- `admin(config)# exit`

You can verify whether the repository configuration is correct and the application bundle is available in the repository. To do this, log in as admin and run the following command:

`admin# show repository` <*repository name*>

This should list the application bundle.

**Step 7** Stop the services. As the admin user, enter the following commands:
`admin# application stop cpcm`
Ensure that the processes are stopped, before you proceed. A message is displayed when the processes are stopped.

**Step 8** Enter the following command:

`admin# application upgrade` <*application bundle name*> <*repository name*>

- application bundle name—The application bundle name, for example, `PCAssurance-appbundle-10.5.0.xxxx.x86_64.tar.gz`
- repository name—Name of the repository where you have placed the application bundle.

For example, if the repository name is *test*, you need to run:

`admin# application upgrade` PCAssurance-appbundle-10.5.0.xxxx.x86_64.tar.gz test

**Step 9** Enter yes to save the current ADE-OS running configuration.
The duration of the upgrade process depends on the system data and the deployment model. The upgrade process can take approximately 30 minutes for small deployment model, and up-to 4.5 hours for a very large deployment model.
To verify whether the upgrade is successful, run the following command:

`show version`

This displays the Prime Collaboration Assurance version details.

After the upgrade completes wait for ten minutes for the system to be up.

In case of issues, check the /var/log/ade/ADE.log and /var/log /cpcmupgrade.log files

In case of an Application failed to start error in the upgrade console, you need to stop all the processes and run the start command (`application start cpcm`).

**Step 10** Rediscover the devices, before you start using Prime Collaboration to manage your network. For details on how to rediscover the devices, see Rediscovering Devices section in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5.

# Upgrading Prime Collaboration Assurance Very Large OVA Deployment

During Prime Collaboration Assurance very large OVA upgrade, you can choose to upgrade to Prime Collaboration Assurance only or both Prime Collaboration Assurance and Prime Collaboration Analytics.

While upgrading Prime Collaboration Assurance very large OVA, you can choose to either upgrade to Prime Collaboration Assurance and Prime Collaboration Analytics or Prime Collaboration Assurance only. To upgrade only to Prime Collaboration Assurance, seePerforming a Prime Collaboration Assurance (Includes Analytics) Upgrade.

If you want to enable Prime Collaboration Analytics during the Prime Collaboration Assurance upgrade, you would require two virtual machines - Database and Application. To deploy and configure Prime Collaboration Assurance OVA for database and application on separate virtual machines, see section Installing Prime Collaboration Assurance in the Cisco Prime Collaboration Quick Start Guide,10.5.

To upgrade to Prime Collaboration Assurance and Prime Collaboration Analytics:

**Step 1** Follow the steps 1 to 9 in Performing a Prime Collaboration Assurance (Includes Analytics) Upgrade.

**Step 2** Login as root to the Prime Collaboration Assurance Application Server.

**Step 3** Enter the following command:
`/opt/emms/emsam/advance_reporting/bin/enableAnalyticsWithRemoteDB.sh`

# Customizing Provisioning Attribute Conversion

If you need only certain Provisioning Attributes set in Prime Collaboration 9.x to be converted to Service Templates in Prime Collaboration10.5, you have the option to customize this.

By default, during upgrade, Service templates will be created for all products like Line, EM_Line, EM_Access, Mobility, UserServices, RemoteDestinationProfile, RDP_Line, Voicemail, or Phone.

For example, this behavior can be customized to have the service templates generated only for Line and Extension Mobility Line products, by adding the following property in /opt/cupm/sep/ipt.properties:
`dfc.ipt.migrateProductIDs = Line,EM_Line`

After changing this property, you must restart the Prime Collaboration Provisioning server before you run the upgrade.

To convert Provisioning Attributes to Service Templates only for specified number of Phone models, add the following 2 properties in /opt/cupm/sep/ipt.properties:

- `dfc.ipt.migrateProductIDs=Phone`
- `dfc.ipt.migrateEndPointIDs=Cisco_7911,Cisco_7960`

Where Cisco_7911 is the product id corresponding to endpoint type Cisco 7911 and Cisco_7960 is the product id for endpoint Cisco 7960. You can add multiple endpoint type IDs to the property dfc.ipt.migrateEndPointIDs to convert those to Service templates.

After changing this property, you must restart the Prime Collaboration Provisioning server before you run the upgrade.

You can check the /opt/cupm/sep/logs/upgrade-10.5-application.log file to see the progress of the conversion. You must to open a separate SSH session into the Prime Collaboration Provisioning server and log in as root, to view this log file. You can look for:

`“[java] UpdateIMDetails:Start migration PA's to Service templates....”`

Alternatively, you can search as shown below:

`grep –r “UpdateIMDetails:Start migration PA's to Service templates....” *.log`

If, for any product, the conversion fails, the Provisioning Attributes for that product will be written to log files under /opt/cupm/sep/logs. For example, a log file by name CaliforniaDomain_Cisco_7965.log will be created under /opt/cupm/sep/logs if the migration for Cisco 7965 Phone type fails for the California domain.

# Upgrading Prime Collaboration Provisioning

**Step 1** Download the application bundle. You can place the application bundle either on an FTP server or the localdisk folder in the Prime Collaboration server.

**Step 2** Log in to the Prime Collaboration server as admin, through vSphere client.

**Note** We recommend you to use vSphere client instead of SSH to avoid failure in the upgrade process because of network issues.

**Step 3** Enter the following commands to create a repository:

```
admin# configure terminal  admin(config)# repository <repository name>
```

**Step 4** Enter the following commands:

- If the application bundle is available in an FTP server:

```
admin(config-Repository)# url ftp://111.222.333.444 (for example)

admin(config-Repository)# user admin password plain cisco (for example)
```

- If you have placed the application bundle at /localdisk directory of the Prime Collaboration server:

```
admin(config-Repository)# url disk

admin(config-Repository)# exit

admin(config)# exit
```

**Step 5** Enter the following command:

```
admin# application upgrade <application bundle name> <repository name>
```

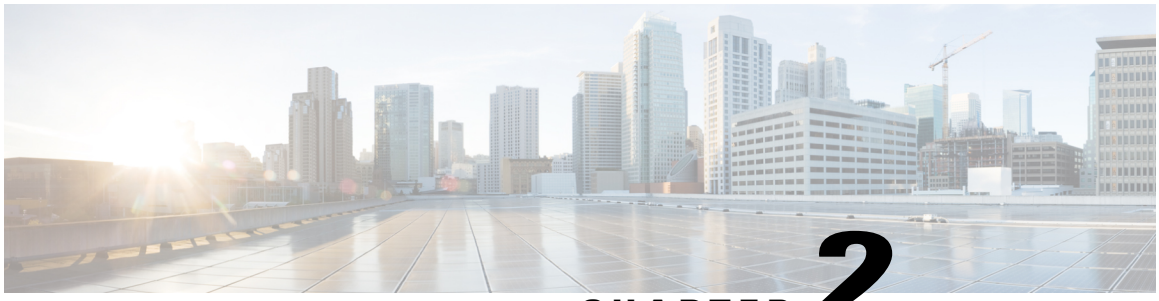
application bundle name-The application bundle name, for example, PCProvisioning-appbundle-10.5.0-757.x86_64.tar.gz
The upgrade process takes approximately an hour to complete.

You can check the /opt/cupm/sep/logs/upgrade-10.5-application.log file to see the progress of the upgrade. You must to open another vSphere client session into the Prime Collaboration Provisioning server and log in as root, to view this log file.

**Note** We recommend you to use vSphere client instead of SSH to avoid failure in the upgrade process because of network issues.

**Step 6** Reboot the VMware instance.
If a session is already open in the browser, you must clear the browser cache and refresh the browser before you start using the upgraded application.

**Caution** In the case of a distributed environment, after the upgrade, you must restart the database server first, and then the application server.



CHAPTER 2

# Migrating from Cisco Unified Communications Management Suite

This section details the procedure for migrating data from Prime UOM and Prime USM application to Prime Collaboration. Review the Supported Upgrade Versions - Prime Collaboration Assurance (Includes Analytics) section before you start with the migration procedures.


- Migrating Data from Prime UOM and Prime USM, page 17


# Migrating Data from Prime UOM and Prime USM

You can migrate data from:

- Prime UOM standalone installation
- Prime UOM and Prime USM coresident installation
- Prime UOM and Prime USM coexistent installation

**Note** Migration is not supported from a standalone Prime USM installation, unless it is part of a coexistent setup.

## Migration from Prime Unified OM

The following table lists the application versions for which you can perform data migration to Prime Collaboration Assurance.

*Table 3: Migration from Prime Unified OM (MSP mode)*

| Product and Version | Data Migration | License Migration | Notes |
|---|---|---|---|
| Standalone MSP mode of Prime Unified OM 8.6 or 9.0 | No | To migrate licenses:<br>**1** Install Prime Collaboration<br>**2** Copy the Unified OM license file (<*install directory*>**/CSCOpx/etc/licenses**) to the Prime Collaboration server.<br>**3** Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**) | Perform the following tasks to copy the license file:<br>• Login as root to the Prime Collaboration server (using SSH with port 26)<br>• Transfer the license file via SFTP to the **/opt/CSCOpx/etc/licenses** directory in Prime Collaboration. |
| Coexistence MSP mode of Prime Unified OM and Prime Unified SM 8.6 or 9.0 | No | To migrate licenses:<br>**1** Install Prime Collaboration<br>**2** Copy the Unified OM license file (<*install directory*>**/CSCOpx/etc/licenses**) to the Prime Collaboration server.<br>**3** Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**) | Perform the following tasks to copy the license file:<br>• Login as root to the Prime Collaboration server (using SSH with port 26)<br>• Transfer the license file via SFTP to the **/opt/CSCOpx/etc/licenses** directory in Prime Collaboration. |

*Table 4: Migration from Prime Unified OM (Enterprise mode)*

| Product and Version | Data Migration | License Migration | Prime Collaboration Migration / Upgrade Path | Notes |
|---|---|---|---|---|
| Standalone Enterprise mode of Prime Unified OM 2.x to 8.6 | No direct data migration. | To migrate licenses:<br>1 Install Prime Collaboration<br>2 Copy the Unified OM license file (<*install directory*>/CSCOpx/etc/licenses) to the Prime Collaboration server.<br>3 Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**) | To migrate data, you must follow the below steps:<br>1 Upgrade to Prime Unified OM 8.7 or 9.0. See Installation Guide for Cisco Prime Unified Operations Manager<br>2 Back up the Prime Unified OM data<br>3 Migrate to Prime Collaboration 9.5<br>4 Upgrade to Prime Collaboration 10.5 | Perform the following tasks to copy the license file:<br>• Login as root to the Prime Collaboration server (using SSH with port 26)<br>• Transfer the license file via SFTP to the /opt/CSCOpx/etc/licenses directory in Prime Collaboration. |
| Standalone Enterprise mode of Prime Unified OM 8.7 or 9.0 | No direct data migration. | To migrate licenses:<br>1 Install Prime Collaboration<br>2 Copy the Unified OM license file (<*install directory*>/CSCOpx/etc/licenses) to the Prime Collaboration server.<br>3 Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**) | To migrate data, you must follow the below steps:<br>1 Back up the Prime Unified OM data<br>2 Migrate to Prime Collaboration 9.5<br>3 Upgrade to Prime Collaboration 10.5 | Perform the following tasks to copy the license file:<br>• Login as root to the Prime Collaboration server (using SSH with port 26)<br>• Transfer the license file via SFTP to the /opt/CSCOpx/etc/licenses directory in Prime Collaboration. |

| Product and Version | Data Migration | License Migration | Prime Collaboration Migration / Upgrade Path | Notes |
|---|---|---|---|---|
| Coexistence Enterprise mode of Prime Unified OM and Prime Unified SM 8.7 or 9.0 | No direct data migration. | To migrate licenses:<br>1 Install Prime Collaboration<br>2 Copy the Unified OM license file (*<install directory>*/CSCOpx/etc/licenses) to the Prime Collaboration server.<br>3 Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**) | To migrate data, you must follow the below steps:<br>1 Back up the Prime Unified OM data<br>2 Migrate to Prime Collaboration 9.5<br>3 Upgrade to Prime Collaboration 10.5 | Perform the following tasks to copy the license file:<br>• Login as root to the Prime Collaboration server (using SSH with port 26)<br>• Transfer the license file via SFTP to the **/opt/CSCOpx/etc/licenses** directory in Prime Collaboration. |

# Migration from Prime Unified PM

The following table lists the application versions for which you can perform data migration to Prime Collaboration Provisioning.

***Table 5: Migration Paths***

| Product and Version | Data Migration | License Migration | Notes |
|---|---|---|---|
| Standalone Prime Unified PM 8.7 or 9.0 | No | To migrate licenses:<br>1 Install Prime Collaboration.<br>2 Copy the Unified PM license file (<Installation directory>/license) to the Prime Collaboration server.<br>3 Add the Prime Collaboration 10.5 upgrade license file via the Prime Collaboration UI (**Administration > License Management**). | Perform the following tasks to copy the license file:<br>1 Login as root to the Prime Collaboration server (using SSH with port 22).<br>2 Transfer the license file via SFTP to the **/opt/cupm/license** directory in Prime Collaboration.<br><br>See Cisco Prime Collaboration Upgrade and Migration Guide, 9.5 |

# Moving Data and Licenses from Prime UOM and Prime USM 8.6/9.0 (for MSP Deployment)

Prime Collaboration 10.5 does not support data migration of the Prime UOM and Prime USM 8.6/ 9.0. You have to perform a fresh installation of Prime Collaboration Assurance and then manually configure the required parameters. See Cisco Prime Collaboration Quick Start Guide, 10.5, for details.

The Prime UOM and Prime USM licenses do not work in Prime Collaboration 10.5. You must apply a new license for Prime Collaboration 10.5, in order to access the Cisco Prime Collaboration Assurance features. See *Cisco HCS Ordering Guide 10.0.1*, for details.

### Prime UOM and Prime USM 8.6/9.0 to Prime Collaboration Navigation Mapping

Table 6: Prime UOM and Prime USM-to-Prime Collaboration Navigation Mapping provides a reference to the navigational paths for invoking key Prime UOM and Prime USM 8.6/ 9.0 features, and the navigation of those features in Prime Collaboration.

***Table 6: Prime UOM and Prime USM-to-Prime Collaboration Navigation Mapping***

| Feature name in Prime UOM or Prime USM | Feature name in Prime Collaboration | Navigation path in Prime UOM or Prime USM | Navigation path in Prime Collaboration | Steps to configure in Prime Collaboration |
|---|---|---|---|---|
| **Prime UOM Features** | | | | |

| | | | | |
|---|---|---|---|---|
| Notification Criteria | Assurance Notification Criteria | **Administration > Notifications > Event Set** | **Administration** > **Alarm & Event Setup** > **Notification** > **Assurance Notification Criteria**<br>To set up an alarm, click **Alarm Set**, fill in the required parameters, and click **Save**.<br>**Note** The Notification Group options **Phone Based Criterion** and **Service Based Criterion** found in Unified Operations Manager is not available in Prime Collaboration. To make use of these options in Prime Collaboration, choose **PhoneUnregThresholdExceeded** or **ServiceQualityThresholdCrossed** under **Administration > Alarm & Event Setup > Threshold Settings > Device Pool** drop-down. | To add or edit the device notification criteria, see **Notification Criteria** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Event Customization | Event Customization | **Administration > Event Setting > Event Customization** | **Administration** > **Alarm & Event Setup** > **Event Customization** | To customize alarms and events, see Customizing Events—Global in the Cisco Prime Collaboration Assurance Guide, 10.5 |
| Polling Settings | Polling Settings | **Administration > Polling and Threshold > Polling Settings** | **Administration** > **System Setup** > **Polling Settings**<br>Select a device category from the device group to launch the appropriate Polling Parameters page. | To define or change the polling parameter settings, see **Polling Parameters for Voice Endpoints** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |

| | | | | |
|---|---|---|---|---|
| Threshold Settings | Threshold Settings | **Administration > Polling and Threshold > Threshold Settings** | **Administration** > **Alarm & Event Setup** > **Event Customization** > **Threshold Rules** | To add events or thresholds, see **Threshold Rules** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Custom Syslogs | Custom Syslogs | **Administration > System Settings > Syslog support** | **Administration** > **Alarm & Event Setup** > **Event Customization** > **Syslog Rules**<br>To create a syslog, navigate to the above path and click **Add Event**. | To create custom syslogs, see **Adding Dynamic Syslogs** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Cluster Device Discovery | Cluster Data Discovery Settings | **Administration > Device Management > Inventory Collection > Cluster Device Discovery** | **Administration > System Setup > Assurance Setup > Cluster Data Discovery Settings** | To view cluster data discovery status or set the schedule to run a discovery, see **Cluster Data Discovery Settings** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| Device Rediscovery Schedule | Rediscovering Devices | **Administration > Device Management > Device Configuration > Modify/Delete Devices** | **Operate > Device Work Center > Discover Devices** | To rediscover devices, see **Rediscovering Devices** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |

| | | | | |
|---|---|---|---|---|
| Phone XML Settings | IP Phone XML discovery | **Administration > Device Management > Inventory Collection > Phone XML** | **Administration > System Setup > Assurance Setup > IP Phone XML Inventory Collection Settings** | To schedule an IP Phone XML Discovery, see **Scheduling IP Phone XML Discovery Schedule** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| Phone Inventory Collection Settings | IP Phone Inventory Collection Settings | **Devices > Device Management > Inventory Collection > IP Phone Details** | **Administration > System Setup > Assurance Setup > IP Phone Inventory Collection Settings** | To add a phone discovery schedule, see **IP Phone Discovery Schedule** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| Report Export Settings | Report Export Settings | • **Reports > Audio IP Phones > Activity > Export**<br>• **Reports > Video Phones > Activity > Export**<br>• **Reports > Service Quality History > Event History > Export**<br>• **Reports > Sensor Report >Most Impacted Endpoints** | • **Report > Interactive Reports > Activity Reports > Export Audio Phones**<br>• **Report > Interactive Reports > Activity Reports > Export Video Phones**<br>• **Report > Static Report > Event History**<br>• **Report > Interactive Reports > Call Quality Event History Reports > Export**<br>• **Report > Interactive Reports > Call Quality Reports > Export Most Impacted Endpoints** | See **Prime Collaboration Reports** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |

| | | | | |
|---|---|---|---|---|
| Event History Report | Event History Report | **Reports > Service Quality History > Event History** | **Report > Static Reports** In the Reports pane, choose Event History. | To generate event history reports, see **Voice Call Quality Event History Reports** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| User Defined Groups | User Defined Groups | **Administration > Device Management > Device Configuration > Device Group** | **Operate > Device Work Center** | To create a group, see **Managing Device Groups** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| SMTP Servers | SMTP Servers | **Administration > Configuration > Export Settings** | **Administration > System Setup > Assurance Setup > General Settings** | To configure SMTP server, see **Configuring SMTP server** in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5 |
| **Prime USM Features** | | | | |
| Threshold Settings—Global | Threshold Settings—Global Call Quality Settings | **Administration > Threshold > Global** | **Administration** > **Alarm & Event Setup** > **Threshold Settings** > **Global Call Quality Settings** | To configure global thresholds, see **Configuring Global Thresholds** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |

| | | | | |
|---|---|---|---|---|
| CVT Group | CDR Call Quality Settings | **Administration > Threshold > CVT Group** | **Administration** > **Alarm & Event Setup** > **Threshold Settings** > **CDR Call Quality Settings** | To configure CDR threshold groups, see **Overview of CDR Threshold Groups** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Trunk Utilization | CDR Trunk Utilization Settings | **Administration > Configuration > Trunk Utilization** | **Administration** > **System Setup** > **Assurance Setup** > **CDR Trunk Utilization Settings** | To configure trunk utilization settings, see **Configuring Maximum Capacity for a Trunk or Gateway** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Dial Plan Configuration | Dial Plan Configuration | **Administration > Configuration > Call Classification > Dial Plan Configuration** | **Administration** > **System Setup** > **Call Classification** > **Dial Plan Configuration** | To add a dial plan, see **Dial Plan Addition** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |
| Call Category | Call Category | **Administration > Configuration > Call Classification > Call Category** | **Administration** > **System Setup** > **Call Classification** > **Call Category** | To create a call category, see **Call Category Creation** in the Cisco Prime Collaboration Assurance Advanced Guide,10.5 |

| | | | | |
|---|---|---|---|---|
| Dial Plan Assignment | Dial Plan Assignment | **Administration > Configuration > Call Classification > Dial Plan Assignment** | **Administration** > **System Setup** > **Call Classification** > **Dial Plan Assignment** | To create a dial pattern, see **Dial Plan Addition** in the Cisco Prime Collaboration Assurance Advanced Guide,10.5 |
| Gateway Code | Gateway Code | **Administration > Configuration > Call Classification > Gateway Code** | **Administration** > **System Setup** > **Call Classification** > **Gateway Code** | To configure gateway codes, see **Configuring Gateway Codes** in the Cisco Prime Collaboration Assurance Advanced Guide, 10.5 |

# Prime UOM to Prime Collaboration Navigation Mapping

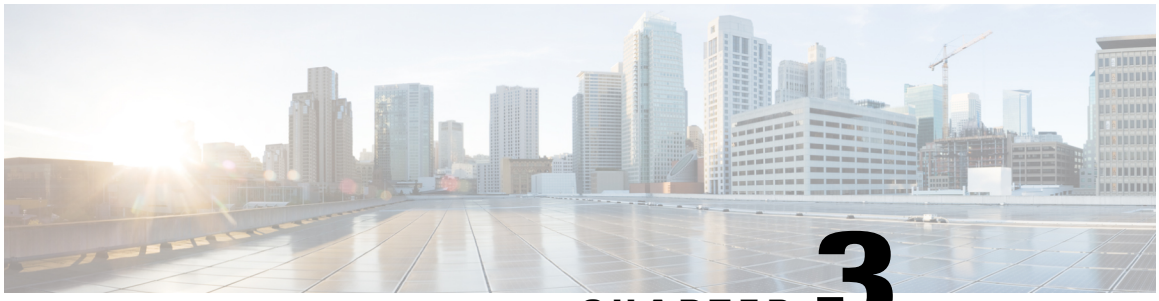
Table A-1 provides a reference to the navigational paths for invoking key Prime UOM features, and the navigation of those features in Prime Collaboration.

***Table 7: Prime UOM-to-Prime Collaboration Navigation Mapping***

| Task | Prime UOM Navigation | Prime Collaboration Navigation |
|---|---|---|
| Viewing the voice dashboards | **Monitor > UC Opsview** | **Home** |
| Customizing dashboards | | **Operate > Alarms & Events** |
| Monitoring service quality alerts | **Administration > System Settings > Miscellaneous** | **Operate > Alarms & Events** |
| Viewing event history | **Monitor > Fault Monitor** Click the Events tab, and then click any event name. The Event details page with Event history link appears. | |
| Viewing events | **Monitor > Fault Monitor** | **Operate > Alarms & Events** |

| | | |
|---|---|---|
| Viewing inventory | **Administration > Device Management > Inventory Collection** | **Operate > Device Work Center** |
| Managing credentials | **Administration > Device Management > Device Configuration** | |
| Discovering devices | **Administration > Device Management > Auto Discovery Configuration** | |
| Refreshing inventory | **Administration > Device Management > Inventory Collection** | |
| Viewing discovery jobs | **Administration > Server Administration (Common Services) > Administration** | |
| Customizing events | **Administration > System Settings > Event Customization** | |
| Suspending device management | **Administration > Device Management > Device Configuration** | |
| Resuming device management | **Administration > Device Management > Device Configuration** | |
| Adding to group | **Administration > Device Management > Device Configuration** | |
| Removing from group | **Administration > Device Management > Device Configuration** | |
| Generating reports | • **Reports > Audio IP Phones**<br>• **Reports > Video IP Phones** | • **Reports > Static Reports**<br>• **Reports > Interactive Reports** |
| Managing jobs | **Administration > Server Administration (Common Services) > Administration** | **Administration > Job Management** |
| Scheduling jobs | | |
| Cancelling jobs | | |

| | | |
|---|---|---|
| Viewing users | **Administration > Server Administration (Common Services) > Security** | **Administration > User Management** |
| Adding users | | |
| Editing users | | |
| Deleting users | | |
| Resetting password | | |
| Changing password (from global toolbar, next to Log Out link) | | |
| Viewing license details | **Administration > Server Administration (Common Services) > Administration** | **Administration > License Management** |
| Adding license | | |
| Deleting license | | |
| Configuring device monitoring | **Administration > Polling and Threshold > Threshold Settings** | **Administration > Alarm & Event Setup > TelePresence Settings** |
| Customizing event monitoring and severity. Also, defining the threshold value for automatic troubleshooting. | • **Administration > System Settings > Event Customization**<br>• **Administration > Polling and Threshold > Threshold Settings** | **Administration > Alarm & Event Setup > Event Customization > Threshold Rules** |
| Configuring system parameters | **Administration > System Settings > Miscellaneous** | • **Administration > System Setup > Assurance Setup > Cisco Prime 360 Integration**<br>• **Administration > System Settings > General Settings** |
| Configuring the log levels to debug | **Administration > System Settings > Miscellaneous** | **Administration > System Setup > Assurance Setup > Log Settings** |



CHAPTER 3

# Getting Started with Prime Collaboration

After you migrate to Prime Collaboration you will need to do certain tasks to enable you to use all the Prime Collaboration features. You must review Getting Started with Prime Collaboration Assurance for information about the tasks that you need to perform after you migrate from Unified OM and Unified SM.


- Getting Started, page 31
- Getting Started with Prime Collaboration Assurance, page 32


## Getting Started

You can invoke Prime Collaboration using the client browser.

To log in to Prime Collaboration:

**Step 1** Open a browser session from your machine. See the System Requirements section in the Cisco Prime Collaboration Quick Start Guide, 10.5 for information about supported browsers.

**Step 2** Enter the following: `https://<IP_address_of_Prime_Collaboration_application>`
HTTPS has been enabled by default for Prime Collaboration. You may use either the IP address or the hostname of the application. If you have configured DNS, we recommend that you use the hostname.

Based on the browser you are using, one of the following appears:

- In Windows Internet Explorer, the Certificate Error: Navigation Blocked window.
- In Mozilla Firefox, the Untrusted Connection window.

These windows appear because Prime Collaboration uses a self-signed certificate. Prime Collaboration is shipped with self-signed certificate, which is valid for five years.

**Step 3** Remove the SSL certificate warning. See "Removing SSL Certificate Warning" in Troubleshooting Cisco Prime Collaboration.

**Step 4** In the login page, you must login as globaladmin, using the same credentials that you specified during the configuration. The Prime Collaboration landing page appears along with the Getting Started popup, where you can click the links listed under System Setup and Manage Network to configure the Prime Collaboration server.

**Note** If you have purchased Prime Collaboration Provisioning, you can integrate Prime Collaboration Provisioning with Prime Collaboration Assurance using the Prime Collaboration Assurance UI. See the Integrating Prime Collaboration Servers section in the Cisco Prime Collaboration Assurance Guide - Advanced, 10.5

# Getting Started with Prime Collaboration Assurance

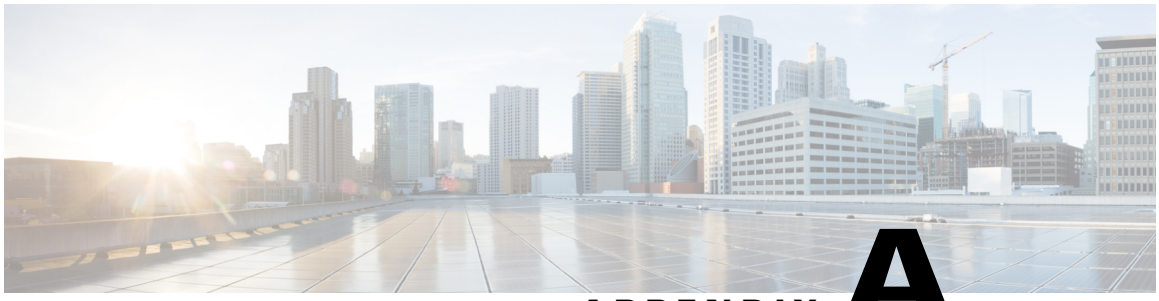
After you upgrade to Prime Collaboration Assurance, you may need to perform the tasks listed in the following table to ensure that the features work as expected.

***Table 8: Getting Started with Prime Collaboration Assurance***

| Task and Description | Navigation on the Prime Collaboration Assurance Standalone Server |
|---|---|
| Go to the Job Management page. Verify that no job is in running state, and that auto-discovery is complete. | Administration > Job Management |
| Add a license file. | Administration > License Management.<br>See Cisco Prime Collaboration Assurance Guide, 10.5 for details. See also Licensing and Migration. |
| Trigger rediscovery for all devices. | Operate > Device Work Center > Discover Devices |
| Verify that all devices are in managed state. See Changes to the Device Management Feature. | Operate > Device Work Center<br>See Cisco Prime Collaboration Assurance Advanced Guide, 10.5 for details about managing devices. |
| Reconfigure the Cisco 1040 Sensor. | See Cisco Prime Collaboration Assurance Advanced Guide, 10.5 for details. |

After the device discovery is complete, you can start using the Prime Collaboration features. See Cisco Prime Collaboration Assurance Guide, 10.5 for information about features that enable you to manage faults and monitor your network.

See Feature Support After Upgrade—Prime Collaboration Assurance for details about changes in features.



APPENDIX A

# Enabling and Disabling Analytics

You can enable or disable Analytics only during the evaluation period.


- Enabling Analytics, page 33
- Disabling Analytics, page 33


## Enabling Analytics

Analytics will not be enabled if you do not meet the system requirements. See the Prerequisites, on page 11 for more details. After you ensure that the system requirements are met, you need to enable Analytics.

To enable Analytics:

**Step 1** Login as root user to the Prime Collaboration Assurance server.

**Step 2** Run the script `enable_adv_reporting.sh` available at **/opt/emms/emsam/advance_reporting/bin**.

**Step 3** Enter yes, when prompted with confirmation message to run the script.

**Step 4** After you run the enable script, go to **/opt/emms/emsam/bin** directory and restart deamons for the changes to take effect.

- `cpcmcontrol.sh stop`
- `cpcmcontrol.sh start`

**Step 5** See if the Analytics tab is enabled in the GUI.

## Disabling Analytics

You can disable Analytics if you do not want to evaluate the product.

To disable Analytics:

**Step 1** Login as root user to Prime Collaboration Assurance server.

**Step 2** Run the script `disable_adv_reporting.sh` available at /opt/emms/emsam/advance_reporting/bin.

**Step 3** Enter yes, when prompted with confirmation message to run the script.

**Step 4** After you run the disable script, go to **/opt/emms/emsam/bin** directory and restart deamons for the changes to take effect.

- `cpcmcontrol.sh stop`
- `cpcmcontrol.sh start`

**Step 5** See if the Analytics tab is removed from the GUI.

Check the disable.log or enable.log under $EMSAM_HOME/advance_reporting directory, in case the script fails.

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