



The bridge to possible

Upgrade to Cisco Unified Communications Manager Release 15 with Confidence!

Manish Joshi, Director Product Management, Webex
Justin Jordan, Product Manager, Webex
BRKCOL-2076

CISCO *Live!*

#CiscoLive

Cisco Webex App

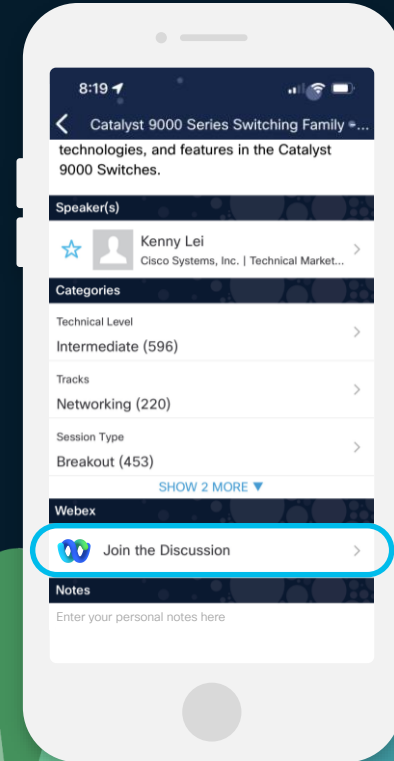
Questions?

Use Cisco Webex App to chat with the speaker after the session

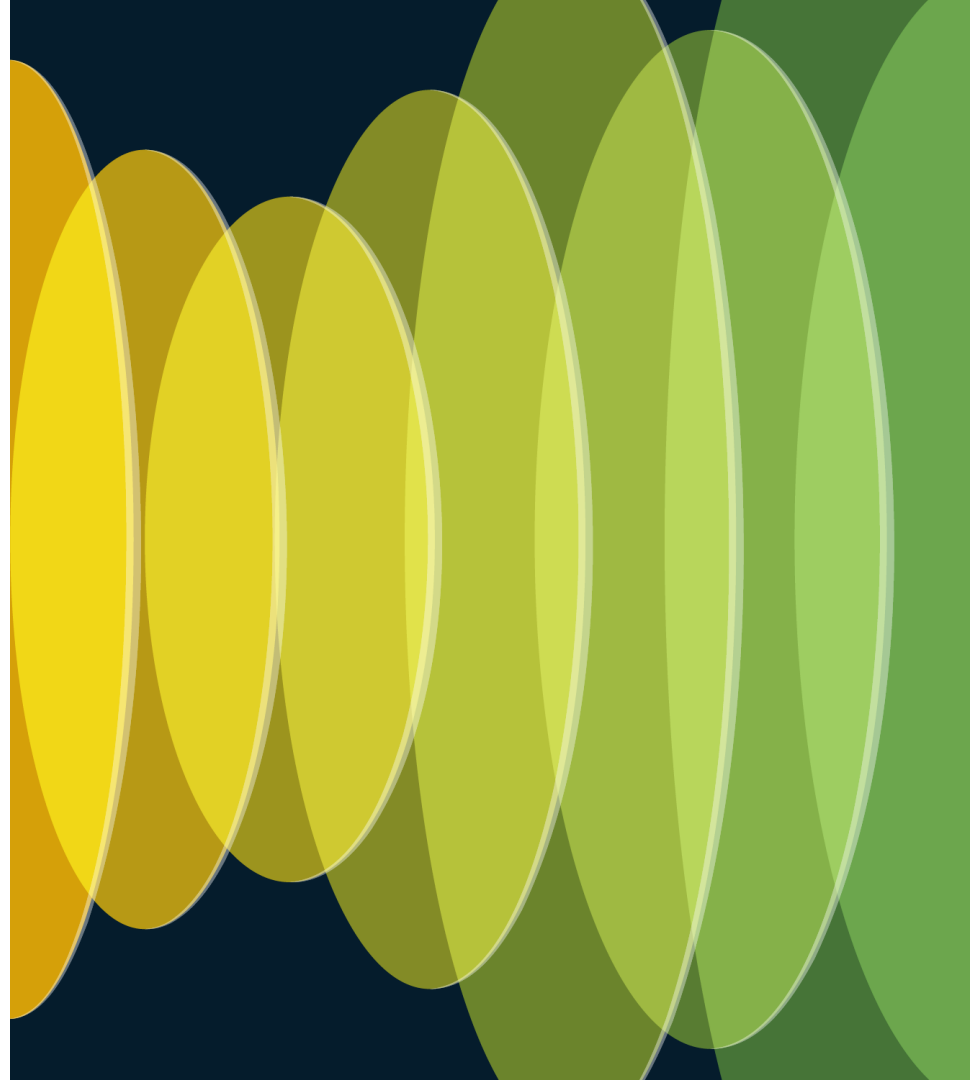
How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 7, 2024.



Join us on Slido!



Agenda

- Cisco Calling Overview and Strategy
 - Options for customers in their transformation journey
- Cisco Unified Communication Solution – Release Plan and Roadmap
- Getting Started – Planning to go to UCM 15
- VMware / Hardware Specs & Readiness
- How to go to UCM 15 ? Install, Direct Upgrade, Direct Migrate
- Conclusion

Cisco Calling

30M+

Cisco UCM

50M+

Cisco Cloud
(Cisco and partner hosted)

15M+

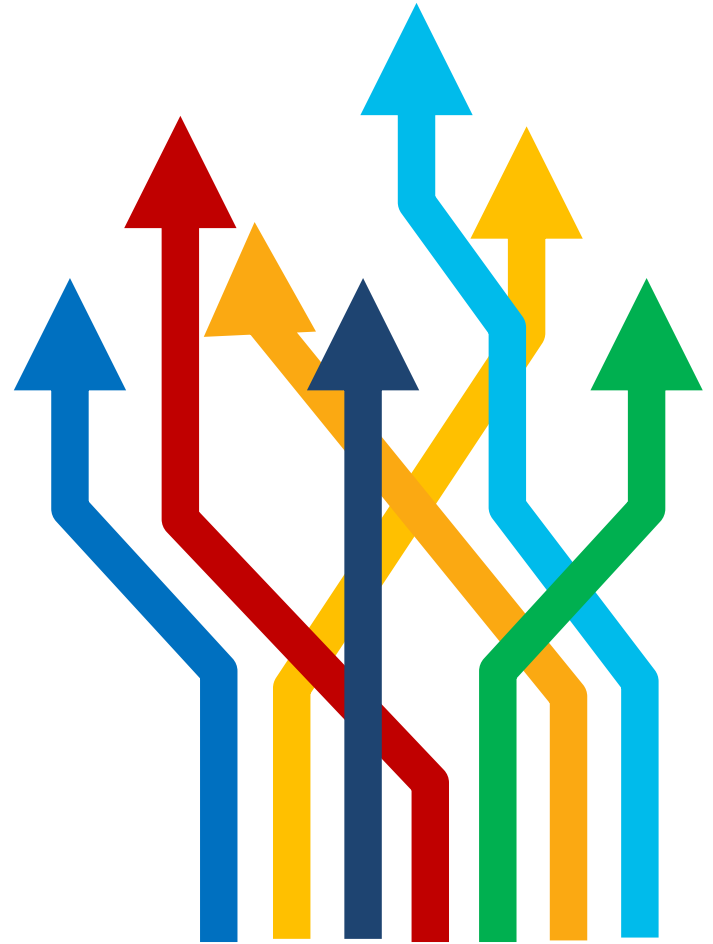
Webex Calling

Market leadership

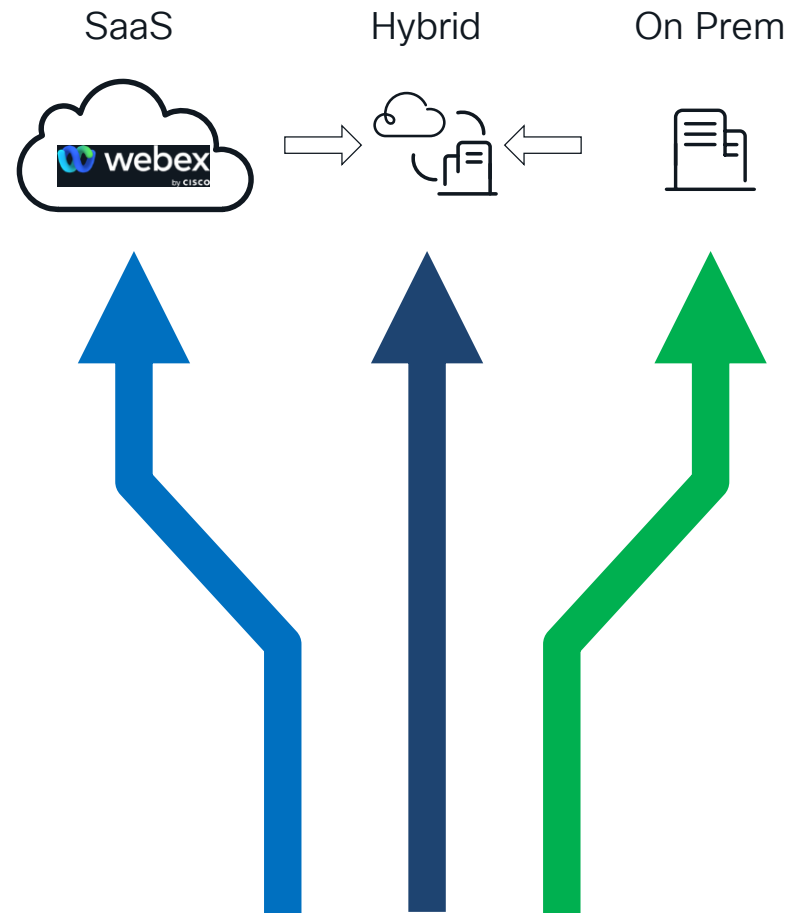
Customer choice and flexibility

Commitment to ongoing investment

What is the WAY
Forward?



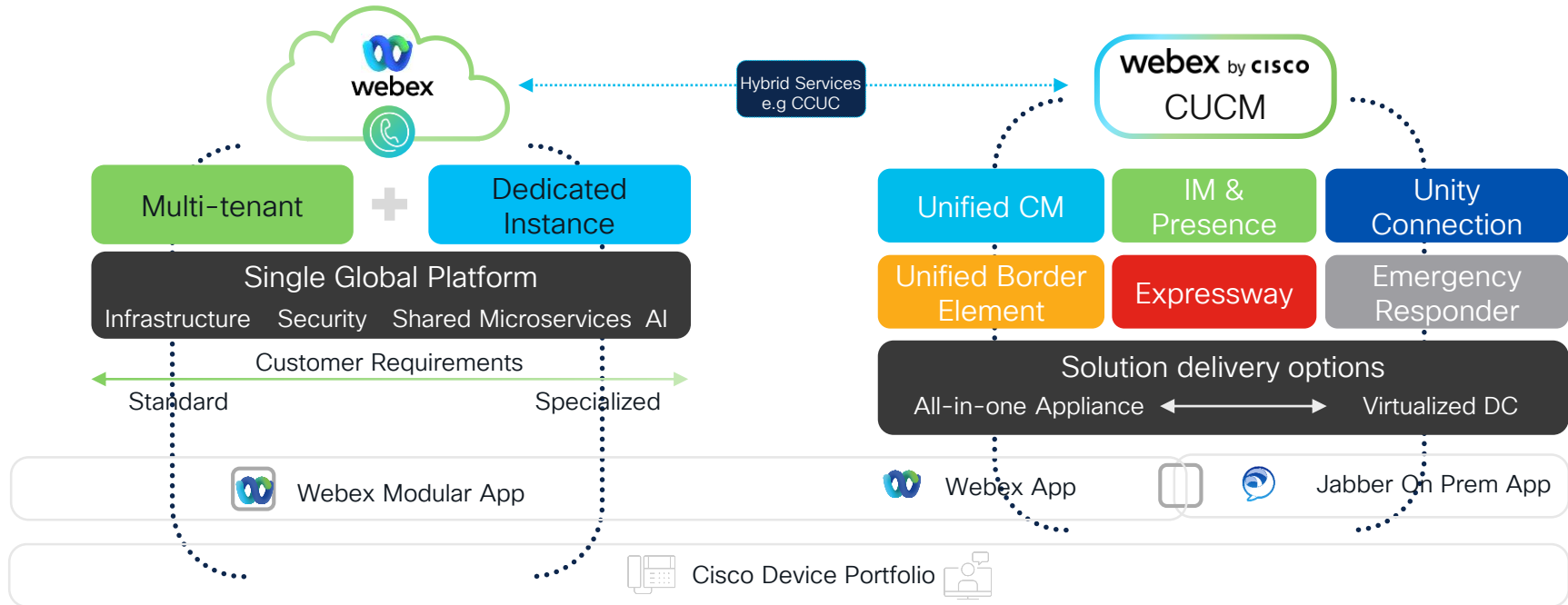
Cloud FIRST
but NOT
Cloud ONLY....



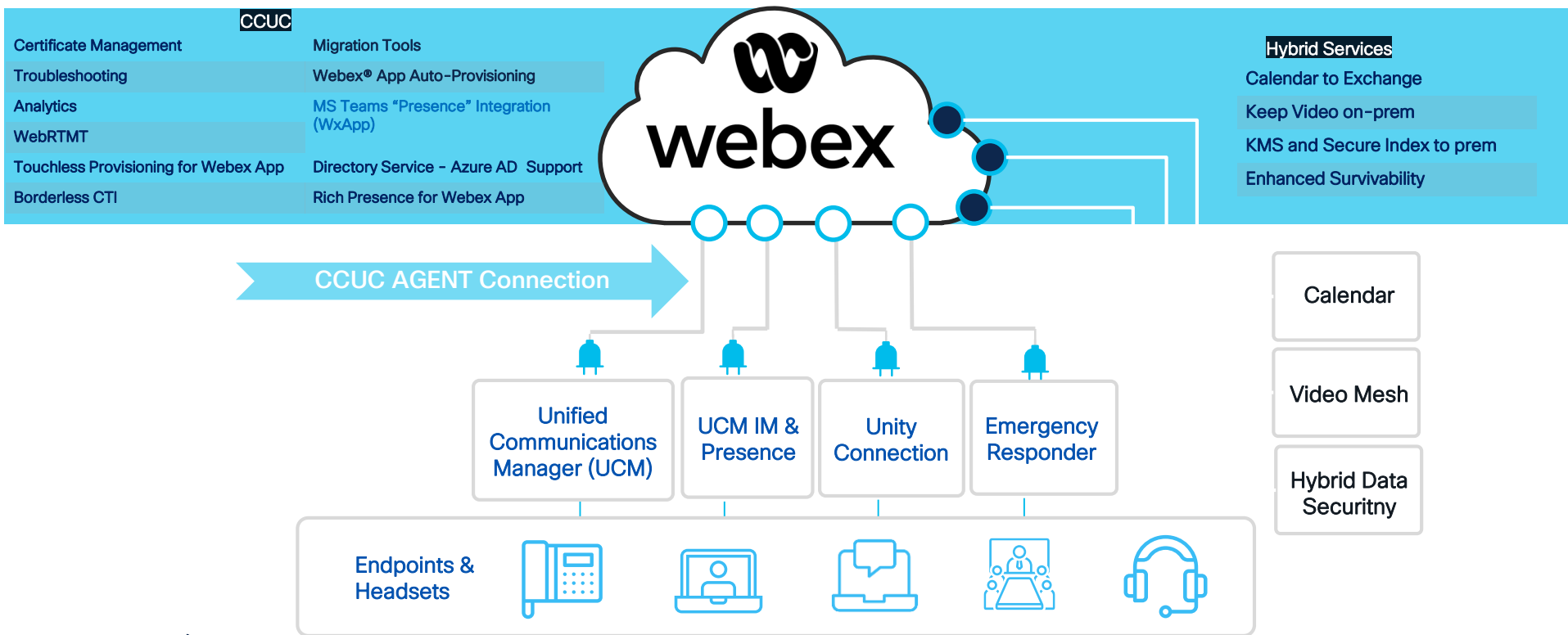
Calling in Webex Suite – Flexible options

Delivered fully on Cloud, or as Hybrid

Delivered on-premises



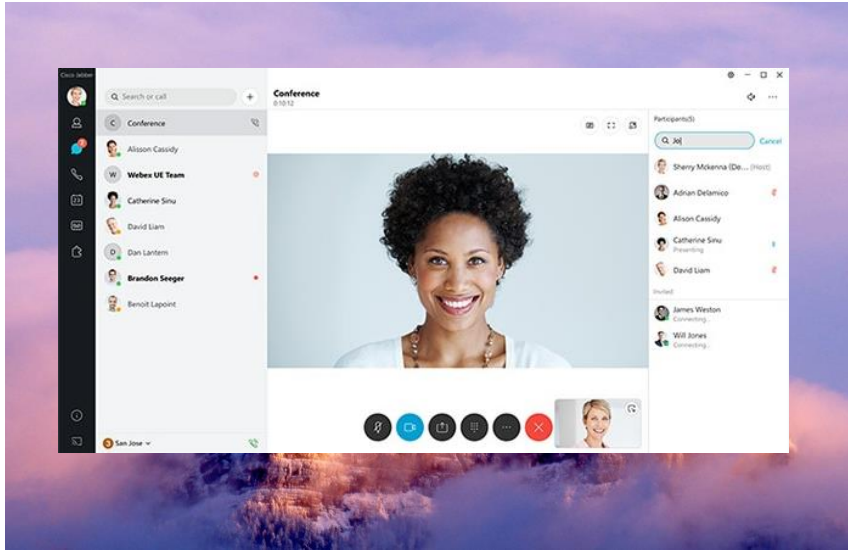
Webex Cloud-Connected UC & Hybrid Services



Flexible Client Options – Calling features you need, available anywhere



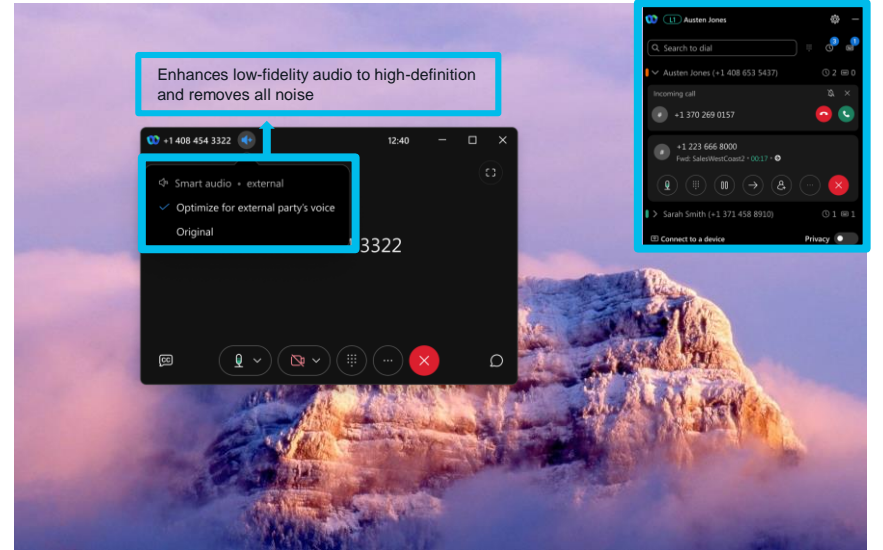
Cisco Jabber



Air-gapped deployments



Webex App



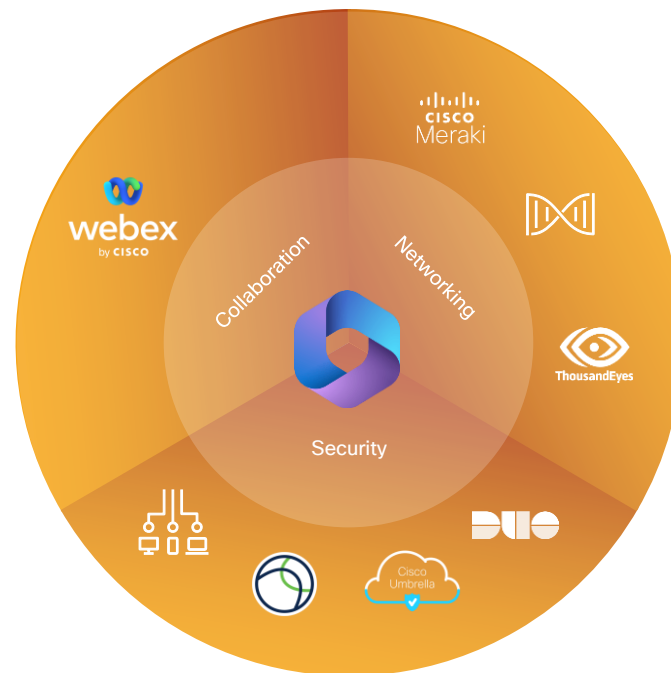
Hybrid deployment with UCM or Webex Calling

Latest AI and innovations through Webex Platform

Living in a joint Microsoft and Cisco World

What are the Options?

- I need some services from both vendors
 - How can I give my users the best experience?
 - How can I maximize my investment?
-
- What services can I get from Cisco Webex?
 - How can these applications interoperate with Microsoft?



Cisco Calling in Microsoft Teams

Call Tab

Access dial pad, contact search and speed dials

Dialpad

Access to dialpad to key in numbers

Add Speed dial

Click to add up to 25 speed dial cards

Contact Search

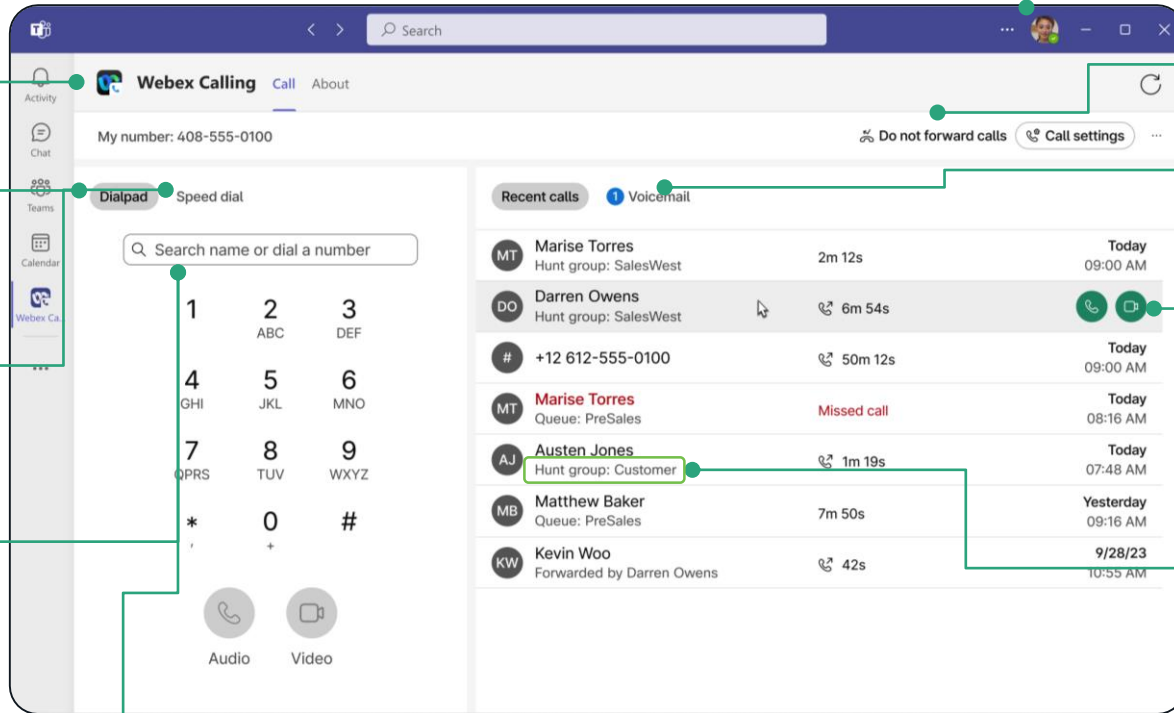
Search for personal and corporate contacts

Azure AD
Contacts

Outlook 365
Contacts

Contact Resolution

Resolves the incoming call identifier to Azure AD



Call/Search Input

Enter a number, SIP address or type a name to search for a Azure AD/Outlook contact

Presence Sync

User presence kept consistent between MS teams and Webex

Call Forwarding

See your call forwarding status at a single glance

Voicemail

Access and play back the voicemail

Call

Select number and call contact

Call History

See history of incoming/outgoing/missed calls
Also shows if the call comes from a **Hunt Group or Call Queue (MT)**

cisco Live!

UCM - Pre-Req:
UCM 12.5 SU7 or 14 SU3 or 15 SU1
CUC - 12.5 / 14 SU3 / 15
On-premises: Webex Cloud-Connected UC (CCUC)

Immersive calling and collaboration devices

For any worker, anywhere, any device, including 3rd party devices



WiFi & DECT
Phones



Webex Desk
Camera + Headset



Desk
Phones



Webex Desk Series



Webex Board &
Room Series

Knowledge workers

Frontline

Executive & Room

INTRODUCING

Cisco Desk Phone 9800 Series



Desk Phone 9841



Desk Phone 9851



Desk Phone 9861



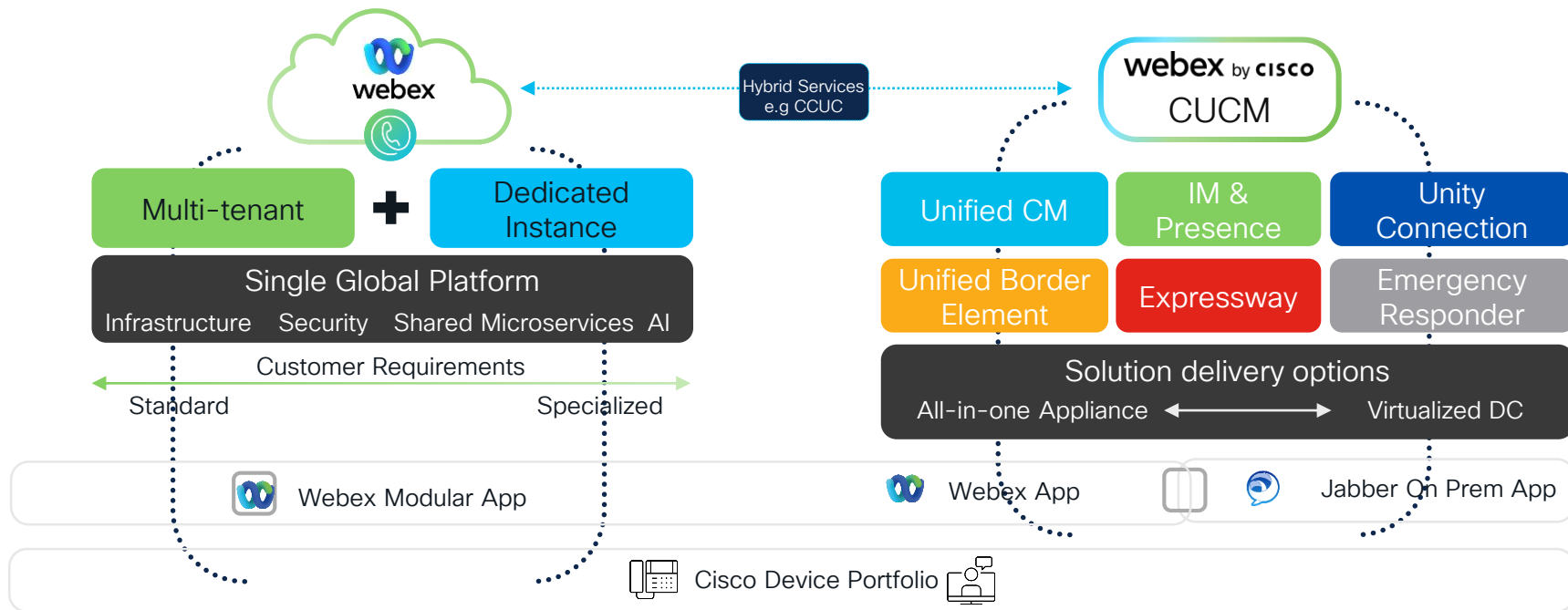
Desk Phone 9871

SECURE | MANAGEABLE | SUSTAINABLE
MORE THAN A PHONE. POWERED BY PHONEOS.

Calling in Webex Suite – Flexible options

Delivered fully on Cloud, or as Hybrid

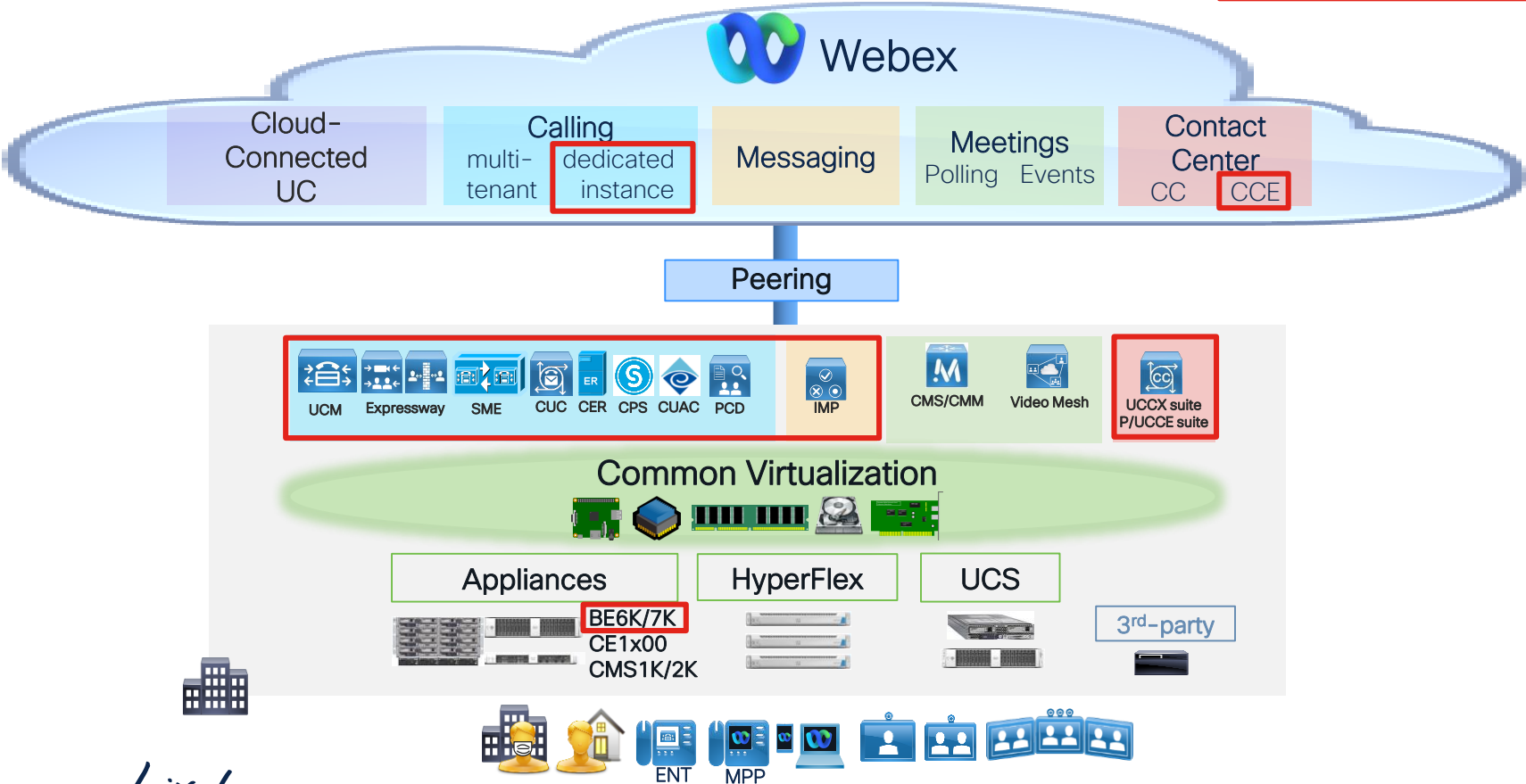
Delivered on-premises



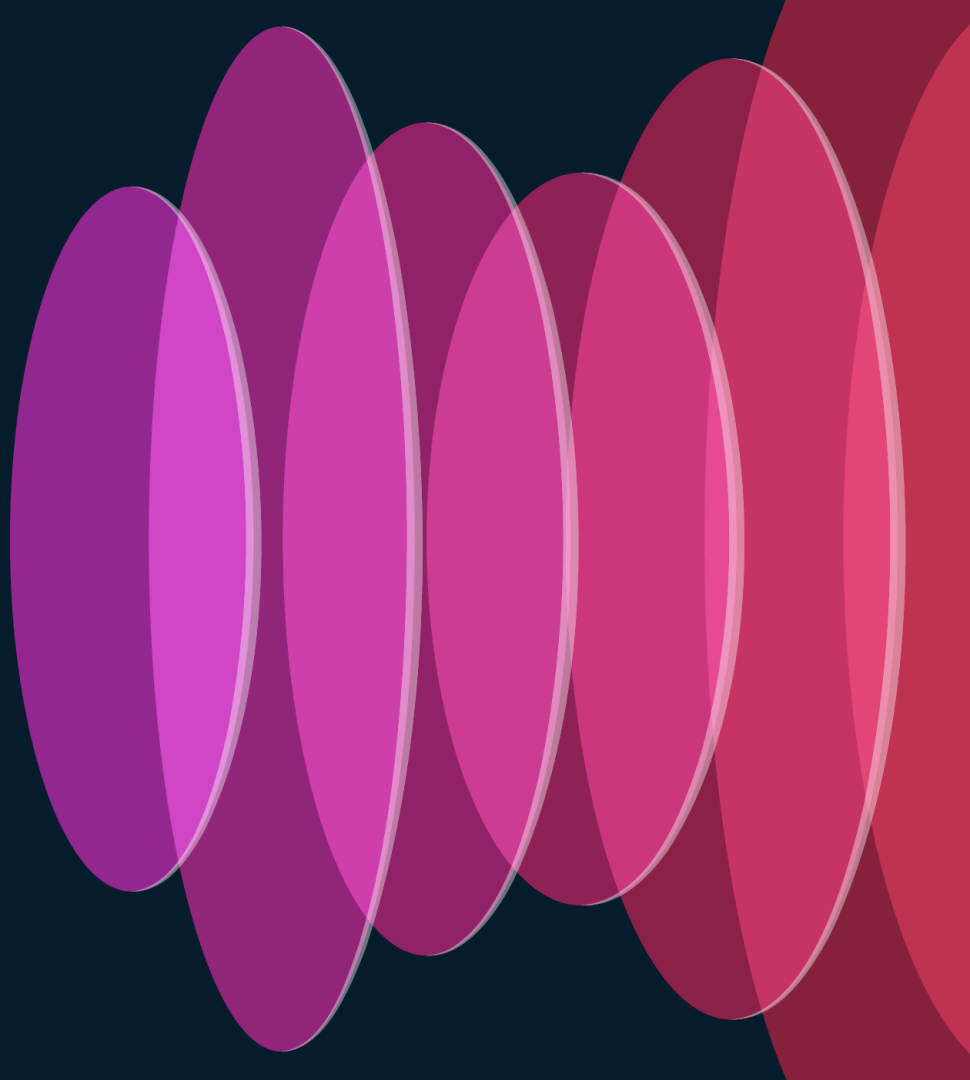
UCM technology in Collaboration Portfolio

Calling Messaging Meetings Contact Center

Where UCM technology is used



UCM Release Strategy



End of Support for CentOS Linux distro

Overview

- Support for CentOS Linux was expected to continue until at least 2029
- However, the CentOS Project announced the discontinuation of CentOS in 2020
- As a result of CentOS discontinuation, end-of-support will occur in 2024
- CentOS will not be a reliable platform for business use after end-of-support
- Cisco is focused on providing customers with a reliable and stable platform for the future

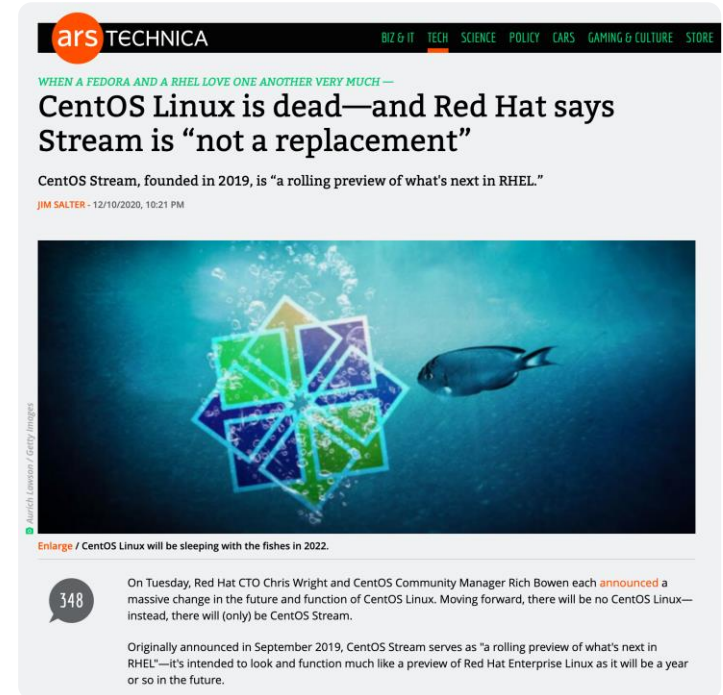


UCM 11.5
EOM: May 2022
LDoS May 2024

UCM 12.5
EOM: Aug 2024

UCM 14

CISCO *Live!*



Cisco UCM – Release Strategy

End-of-life milestones by version

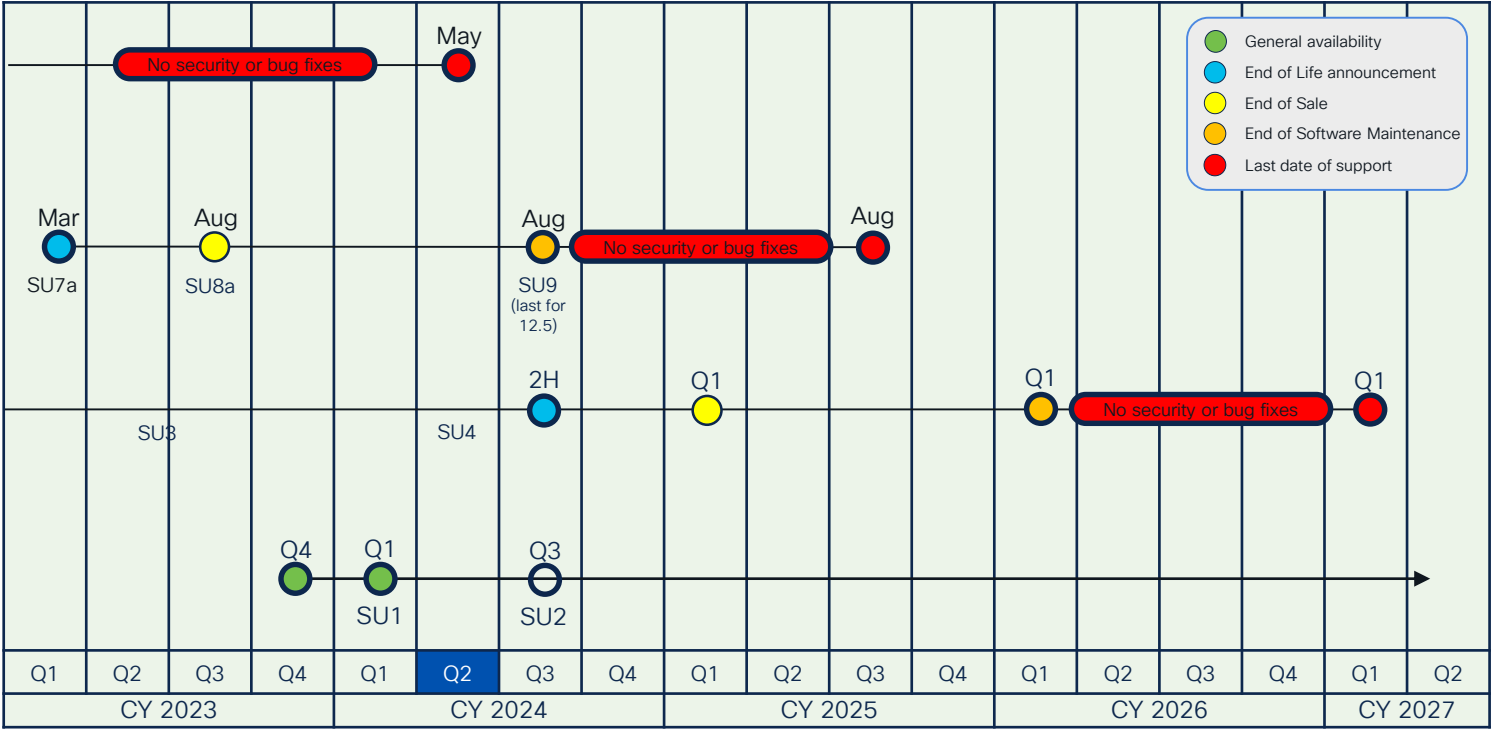
- Products that this timing applies to:
- UCM – Unified Communications Manager
 - SME – Session Management Edition
 - IM&P – Instant Messaging & Presence service
 - CUC – Unity Connection
 - CER – Cisco® Emergency Responder
 - PCD – Prime Collaboration Deployment
 - Elements of Webex Calling Dedicated Instances, UCMC-G, Webex Contact Center Enterprise

UCM 11.5

UCM 12.5

UCM 14
These dates are subject to change.

UCM 15
These dates are subject to change.



Cisco UCM 15 SU 1 now generally available

Coming soon to Dedicated Instance
End of Support of 11.5 (LDOS 31st May 2024)
End of Support of 12.5 (LDOS 31st Aug 2025)

Find more about 15 SU1 GA – Here!



UCM+IMP
15 SU1

Unity Connection
15 SU1

CER
15 SU1

PCD
15 SU1

Expressway
X15.0.1

[Release Notes](#)

[Release Notes](#)

[Release Notes](#)

[Release Notes](#)

[Release Notes](#)

[Pre-upgrade Check COP](#)

[Pre-upgrade Check COP](#)

[Pre-upgrade Check COP](#)

[Upgrade Guide](#)

[Upgrade Guide](#)

[Upgrade Guide](#)

[Admin Guide](#)

[Security Guide](#)

[SW Compatibility Matrix](#)

[Collaboration System Release 15 Compatibility Matrix](#)

www.cisco.com/go/cst

www.cisco.com/go/quotecollab

Upgrade options for Cisco UCM

Cisco UCM 11.5 or earlier

End-of-maintenance: May 2022

End-of-support: May 2024

Customers should immediately plan an upgrade or migration strategy.

UCM 14

UCM 15 SU1

Cisco UCM 12.5

End-of-maintenance: August 2024

End-of-support: August 2025

Customers should begin planning an upgrade or migration strategy; EOM in August 2024.

UCM 14

UCM 15 SU1

Cisco UCM 14

End-of-maintenance: Estimated Q4 2025

End-of-support: Estimated Q4 2026

UCM 15 SU1

Cisco CCX/CCE – Release Strategy

End-of-life milestones by version

- CCE 12.6, CCE 12.5, CCX 12.5 are compatible with CUCM 15.
- This EOL cycle applies to the entire CCE 12.6 / 12.5 solution (Windows and VOS components)

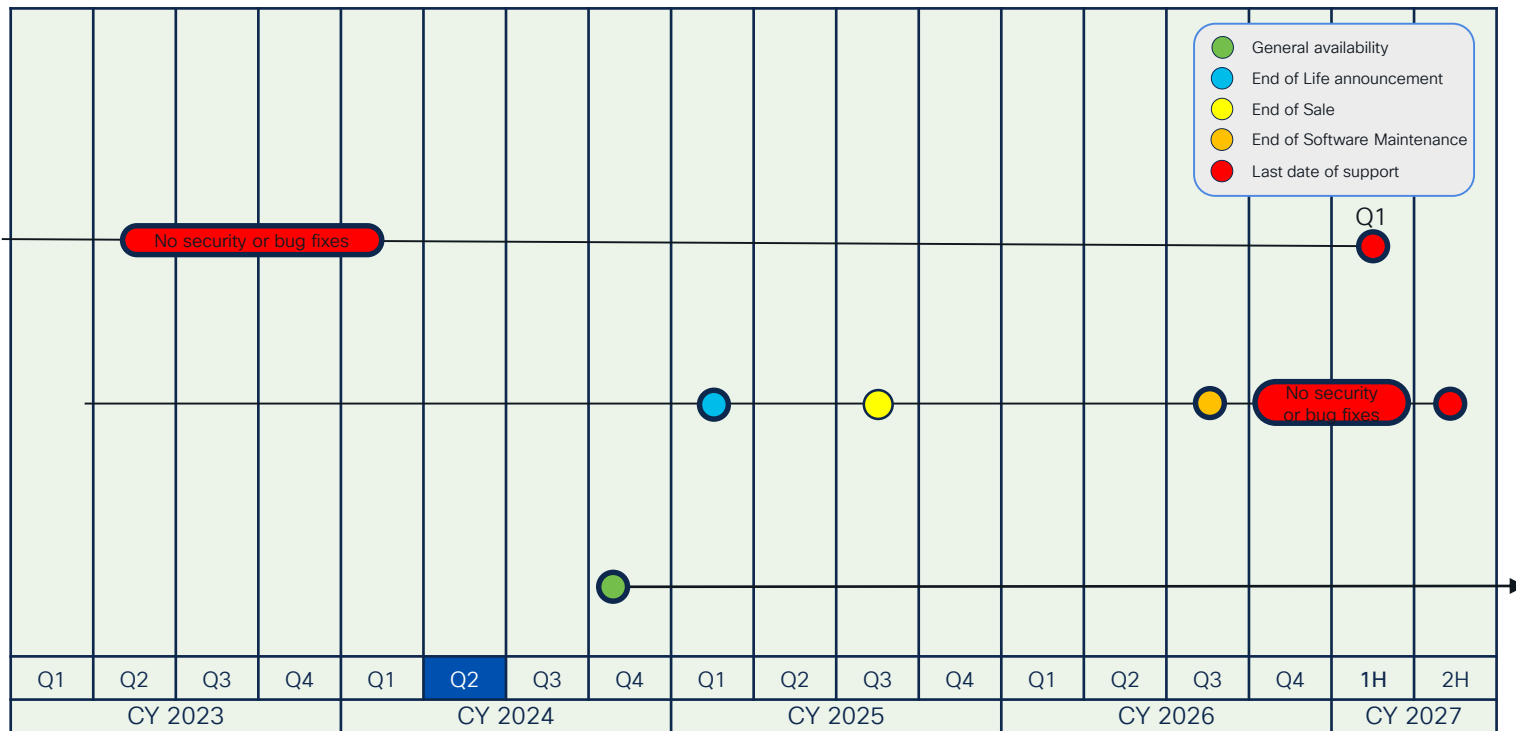
CCE 12.5(1)
CCE 12.6(1)

CCE 12.5(2)
CCE 12.6(2)
CCX 12.5(2)

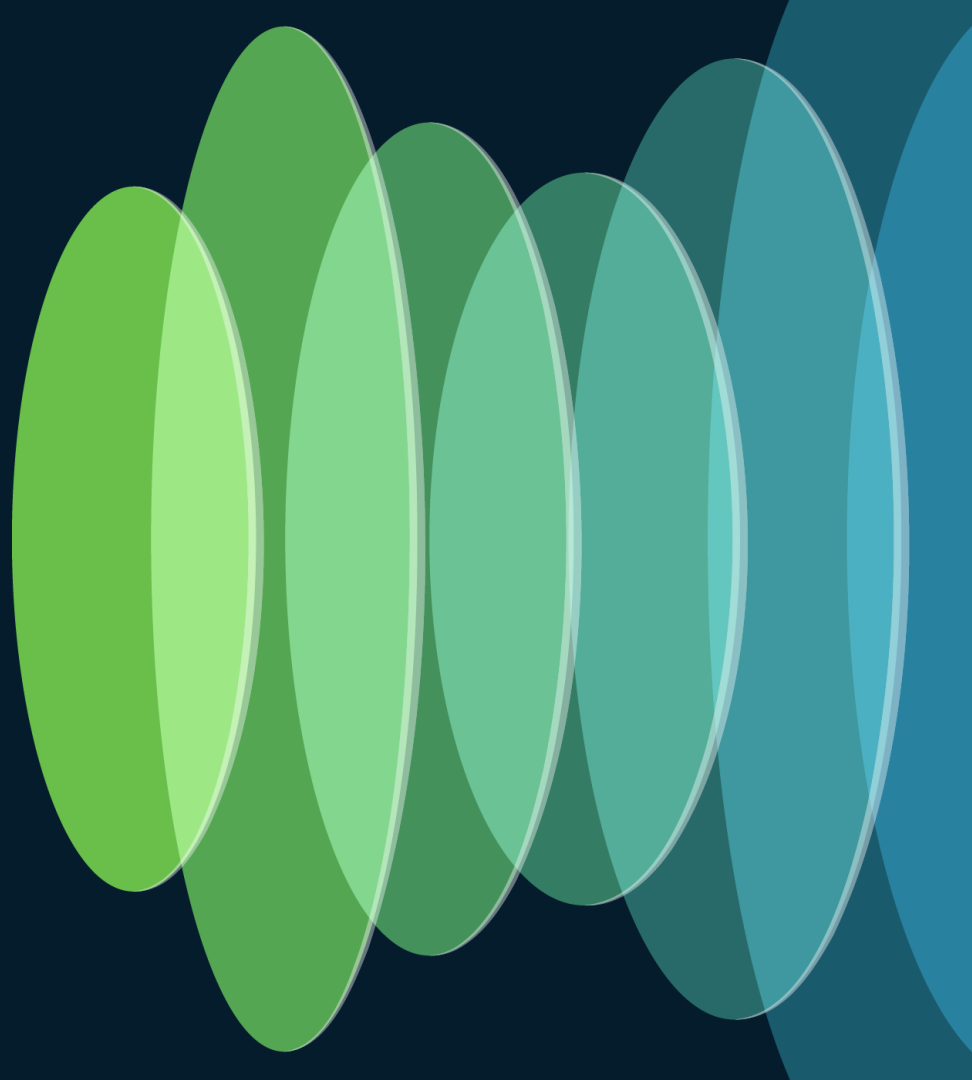
These dates are
subject to change.

CCE 15
CCX 15

These dates are
subject to change.



UCM 15 and Applications



UCM Strategy – Continued investment in CUCM

Unified Communications Manager Development Themes



Simplifying UC
administration



Enhancing security
and compliance



Delivering the best
user experiences



Connections to Cloud

CUCM 14 Content

Base for CUCM 15

	Simplified Administration	Security / Compliance	Better User Experience	Connected to Cloud
14	<ul style="list-style-type: none"> Simple Phone refresh Higher cluster scale Fresh Install w/ Data import 	<ul style="list-style-type: none"> E911 compliance Simple Phone Security (oAuth) and revocation Simple certificate mgmt. 	<ul style="list-style-type: none"> MRA HA – Expressway & LTE/Wifi failover Jabber zero downtime Headset based EM login 	<ul style="list-style-type: none"> Cloud-Connected UC – Analytics IM&P Open Federation Unified Messaging w/ Google and O365
14 SU1	<ul style="list-style-type: none"> Serviceability for Jabber/ MRA, Persistent chat mgmt TFTP large file download BAT support for VG 420 	<ul style="list-style-type: none"> E911 for remote worker PLR Support for licensing SHA-2 for SCCP analog gw and conf bridge 	<ul style="list-style-type: none"> Wx App Self provisioning IPv6 over MRA Opus transcoding 	<ul style="list-style-type: none"> CCUC – Jabber App Migration, Self Enable, Analytics, Certificate Management, Operations Dashboard, WebRTMTm
14 SU2	<ul style="list-style-type: none"> Expressway Smart Licensing (w/ PLR/SLR) Cluster s/w location for simple upgrades 	<ul style="list-style-type: none"> National suicide prevention Hotline (988) Redsky E911 loc service EST for Cert enrollment Authenticated SMTP 	<ul style="list-style-type: none"> Borderless CTI for MRA Accessibility enhancements 	<ul style="list-style-type: none"> CCUC – Troubleshooting, Touchless provisioning of Webex Ap, Migrations,
14 SU3	<ul style="list-style-type: none"> Classic SRST and Webex Calling SGW colocation. CUC Scale >100K 	<ul style="list-style-type: none"> DTMF interworking for Secure Media MTP HA for oAuth Refresh Token renewal CRL enhancement ExpWay – ECDSA ExpWay – Select >2500 	<ul style="list-style-type: none"> iOS Local Push Notification Presence, DND and Call History sync w/ Wx App VDI Support for Webex app <i>Webex Calling Dedicated Instance – Remote Survivability Node</i> 	<ul style="list-style-type: none"> CCUC – Borderless CTI, Presence Synchronization, Azure AD support for UCM/CUC, DND Sync MS Teams integration – Call History, Presence, Voicemail

Quality – Automation, Library/Platform updates
Cisco Product Security Baseline, Federal Certification

CUCM Solution – 15

User Experience

- Improved Webex App experience with persistent CUCM login flow
- Push notification service stability enhancements
- Enhanced noise cancellation for Voicemails

Admin Simplicity

- Core Linux Transition
 - Python 3
 - IDS
 - Kernel crypto
 - FIPS Toolkit
- 64-bit Support
- Support for VG410
- New devices for Switch Port Tracking

Security & Compliance

- Certificate based Multi Factor Authentication for RTMT
- FIPS 140-2 certification
- USGv6 R1 certification

Bridges to the Cloud

- Microsoft Teams integration

Low new Feature
Content

Focus on Platform
and Quality

Accelerate
migration to
CUCM 15

CUCM Notable Roadmap

User Experience

- Jabber blur backgrounds
- Multi-line for Webex App mobile
- Webex App centralized call history
- Webex AI Codec support
- Expressway - 88XX and 78XX Series Phone Failover
- Native Transcription service

Admin Simplicity & Platform Updates

- IPv6 Support
- PAWS API s for Simple Upgrades
- Enhanced survivability - Additional nodes, and TAPI support
- Megacluster Survivability via Higher Node Count.
- Higher scale/density (via 64-bit-app)

Security & Compliance

- Enhanced Accessibility
- TLS 1.3
- DOD-IN APL Certification
- Secure Communications Interoperability Protocol (SCIP) support - UCM & CUBE
- FIPS 140-3 support
- Common Criteria Certification - UCM & Expressway
- IPv6 only for UCM & CSR apps

Bridges to the Cloud

- Microsoft Teams Integration (via CCUC) - Call History, Voicemail, Bi-directional Presence, Call Forwarding Status and more

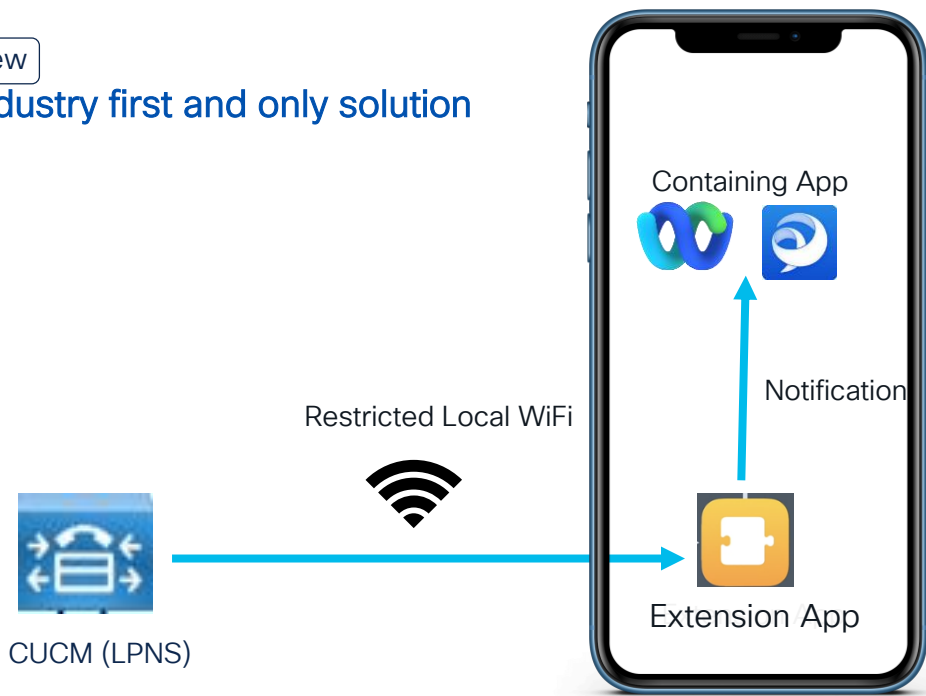
Webex Cloud-Connected UC

- Directory Services (Azure AD support) - near real-time delta sync based on Webex CI Notification services

iOS Local Push Connectivity for calls (LPNS)

New

Industry first and only solution



Benefits

- **Reliable & Secure** way to notify Webex App / Jabber users on iOS devices of incoming VoIP call when iOS devices operate in a WiFi constrained network when there **is no internet connection** and doesn't have access to APNs

Key Features

- To the user, LPNS and APNS notifications will be identical
- Mission critical / Time critical Local notifications get delivered when App is suspended and running in background
- Persistent connectivity to LPNS service

Supported Releases:

- Cisco UCM: 15, 14SU3 onwards
- Webex App 43.6
- Jabber: 14.2

Improved Webex App experience with persistent CUCM login flow

Problem Summary

- Webex app registered to CUCM
Registered prompts user to login every 60 days to maintain phone service.
- User may cancel login for phone service and still have access to messaging, meetings, and internal calls as the account is still authenticated with IdP on Cisco Webex cloud
- If the user on Webex app is not authenticated by CUCM:
 - Phone service disconnects which results in Missed calls
 - Mixed calling User Experience. Internal calls may work as connectivity to Cisco Webex cloud is maintained, but PSTN calls don't.

Solution

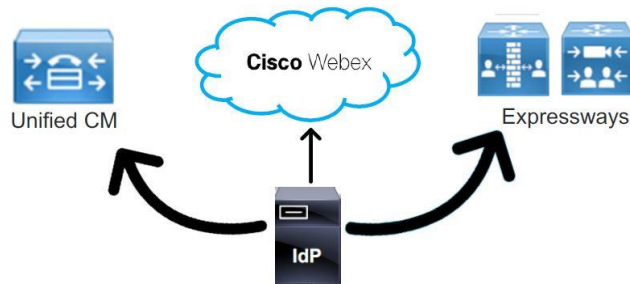
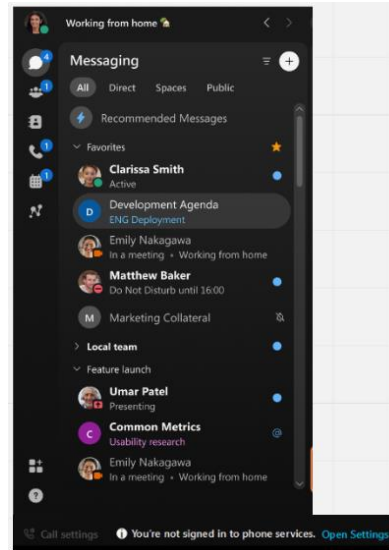
- The refresh token in Webex App is automatically renewed without user intervention so that the user does not get logged out of the phone service.
- Expressway will be able to pass through the auto-renew parameter for refresh token so that the clients will renew the tokens automatically

Benefits

- Improved Webex App user experience resulting in end users not missing calls due to phone service disconnects

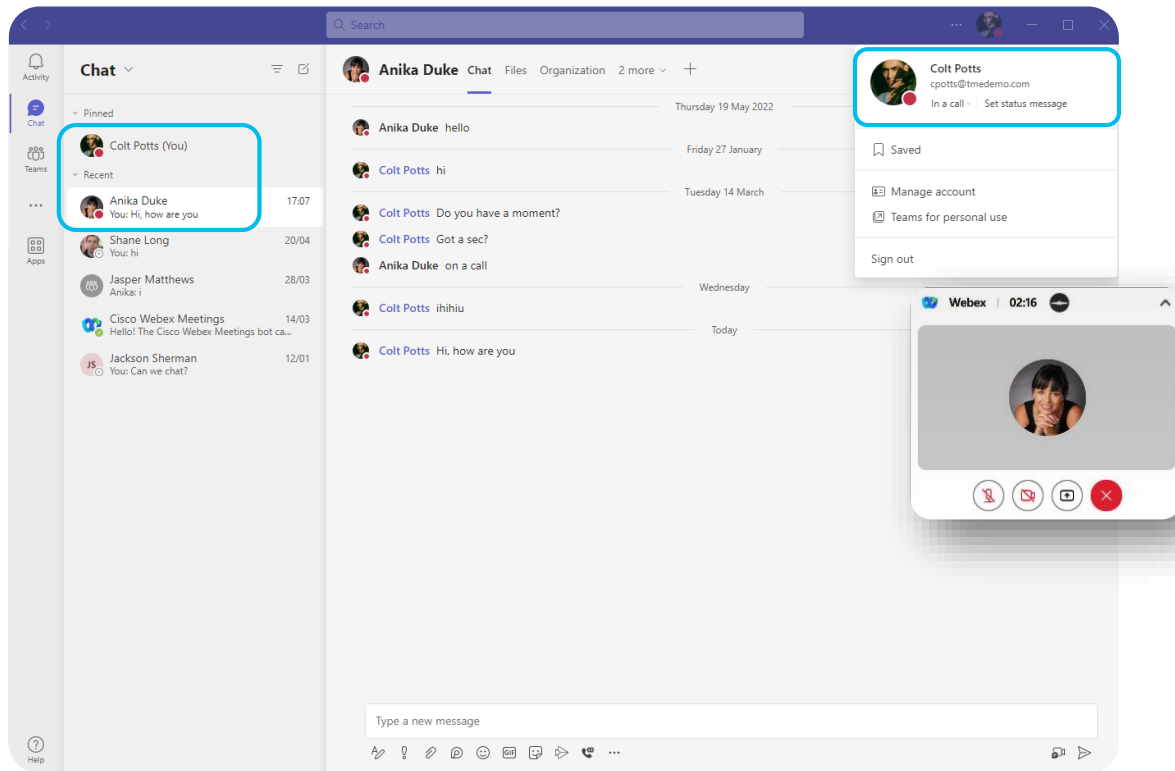
Supported Releases:

- UCM 15, Expressway X15
- Webex App 43.8



MS Teams: Bi-directional Presence Sync

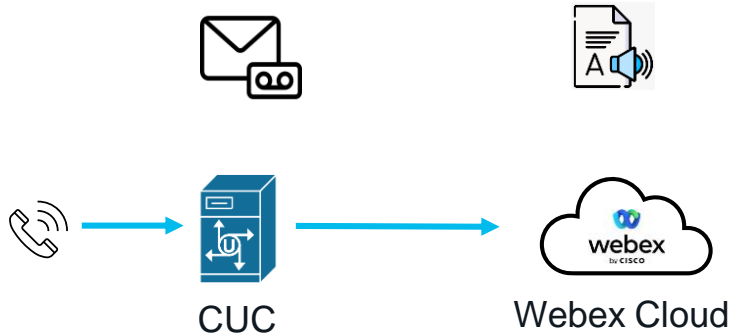
User's presence status on either application (MS Teams / Webex App) will now be kept in sync with the other application for the below presence states:



Webex Cloud-Connected UC (CCUC) required Supported Releases

- UCM – 15, 12.5 SU7+ , 14 SU3+
- CUC – 15, 12.5, 14 SU3

Cisco Unity Connection SpeechView – Migration to Webex in-house Transcription Service



<https://gobeta.webex.com/key/cucm>

The value of the feature to the customer/what does it solve for (WHY):

With SpeechView, users can receive both voice mail and its transcript in their email. This feature is useful when users cannot listen to voice mail but have access to email.

The 3rd party service used for transcription is shutting down end 2024.

Solution:

Migration of SpeechView transcription service from third party service to Webex in-house transcription will enable Cisco to continue the service, reduce the complexity of configuring SMTP and leverage the capabilities of Webex.

Specific Platform releases/dates:

CUC 14 SU4: July 2024

CUC 15 SU2: Sep 2024

Pre-requisite: Cisco Unity Connection onboarded to Webex Cloud-Connected UC (CCUC)

Caveats/Limitations on feature:

Transcription available for English and specific foreign languages.

Cisco Jabber Roadmap

Cisco Jabber 14.3 – Dec CY23

- macOS Sonoma support
- Android 14 support
- Replace IE with Microsoft Edge (WebView2)
- Outlook Calendar integration for CMS meetings
- [Android] Cisco Jabber presence status changes to "Away" when it is in the background

Cisco Jabber 14.3.1 – March CY24

- Apple local push notifications over private LTE/5G network
- Admin control to hide all room for persistent chat

Cisco Jabber 15.0 – 2H CY24

- Accessibility enhancement
- TLS 1.3 support
- Secure LDAP channel binding
- Compliance
 - Common Criteria Certification
 - DOD-IN APL Certification

Jabber to Webex App



Key Feature Parity

Webex App offers cloud accelerated experience and cloud speed innovation

Integration with Webex Meetings & Messaging

Webex Device Proximity (control and sharing capabilities)

Advanced AI (e.g, Near end & remote PSTN noise removal)

Advanced calling features with Webex Calling linked to cloud service integration (RedSky E911, Call Recording, WebexGo Mobile etc.)

		Webex App (Unified CM)	Cisco Jabber
Messaging	IM-only Share	☑	☑
	Remote Desktop Control (Mouse & Keyboard)	☑	☑
Calling	Desk-phone Control	☑	☑
Calling	HD Video & Audio Softphone	☑	☑
	Contacts (Corporate, Personal, Local Search)	☑	☑
	In-a-call Presence, DND	☑	☑
	Hold/Resume, Consultative Transfer, Conference	☑	☑
	Call History	☑	☑
	Voicemail (Visual & MWI & Call VM)	☑	☑
	Hunt Group	☑	☑
	Call Pickup	☑	☑
	Call Park	☑	☑
	Extend & Connect & Dial-via Office	☑	☑
	In-Call Sharing	☑	☑
	Call Recording	☑	☑
	Multi-Line	☑	☑
	FECC (Far End Camera Control)	☑	☑
	ICE Media Optimization	☑	☑
	3rd Party Headset Control	☑	☑
	CTI-Control by Other Application	☑	☑
	Enterprise Contact Center (UCCE/X) Support	☑	☑
	Virtual Desktop Integration (VDI)	☑	☑

Webex app on UCM calling Roadmap

Q1CY24

- Far-End Camera Controls (FECC) support dual camera

Desktop

- High-Definition audio for external calls (enhance low fidelity audio)

Q2CY24

Desktop

- Multi-Call Window Enhancements
 - docking, resize, HD-voice support
- Hide recording option on Webex app for CTI application-controlled recording

Mobile

- High-Definition audio for external calls (enhance low fidelity audio)
- Disable Calling tab on mobile for those customers who don't deploy MRA

Q3CY24

- Common Call History across devices
- E911 LLDP Support

Desktop

- Shortcut key to copy number outside of Webex app and initiate a call

Mobile

- Multiline on mobile

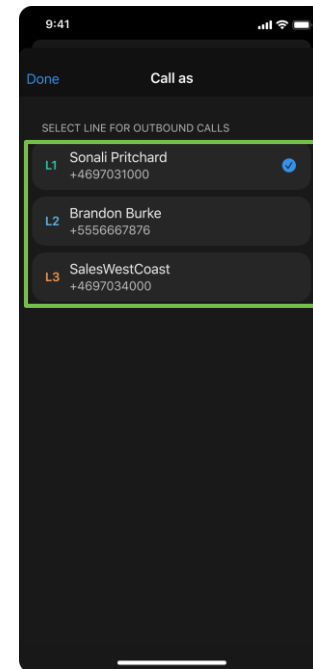
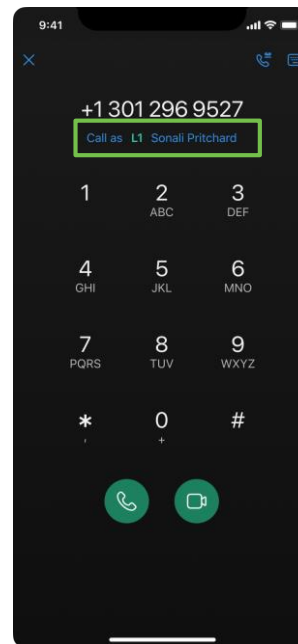
Multiline on Webex App mobile

Enables enterprise power users to handle multiple calls simultaneously, increasing efficiency and productivity

- Enhanced User Experience
- Up to 8 lines supported
- Android , iOS devices (mobiles and tablet)

Specific Platform releases/dates:

- Webex App on mobile 44.9
- UCM :15 SU2

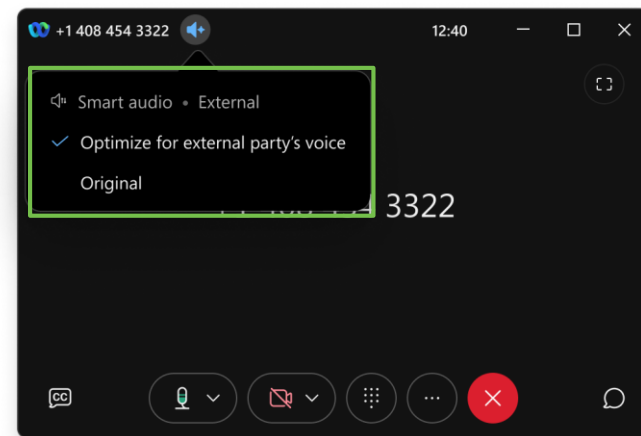


Webex Smart Audio –HD Voice

HD Voice improves quality of incoming calls by

- 1) removing background noise
- 2) converting narrowband audio to wideband for improved speech intelligibility.

Incoming caller audio type	HD Voice Enhancement
Narrowband (e.g., PSTN G.711)	Noise removal & narrow-to-wideband conversion
Wideband	Noise removal

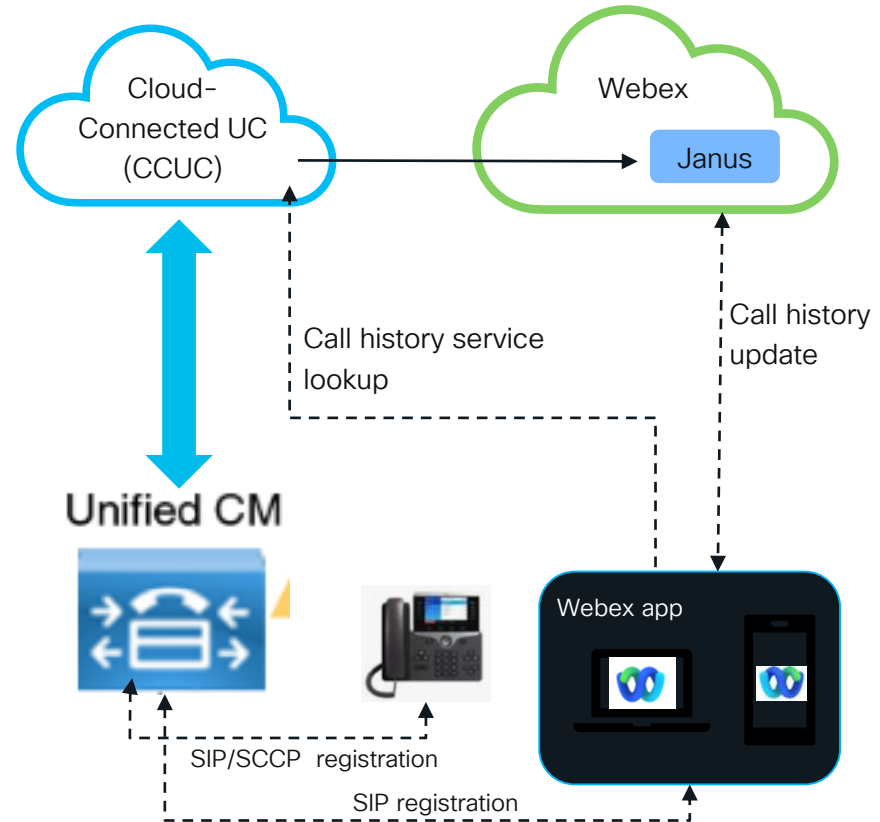


Demo Video

Original Audio

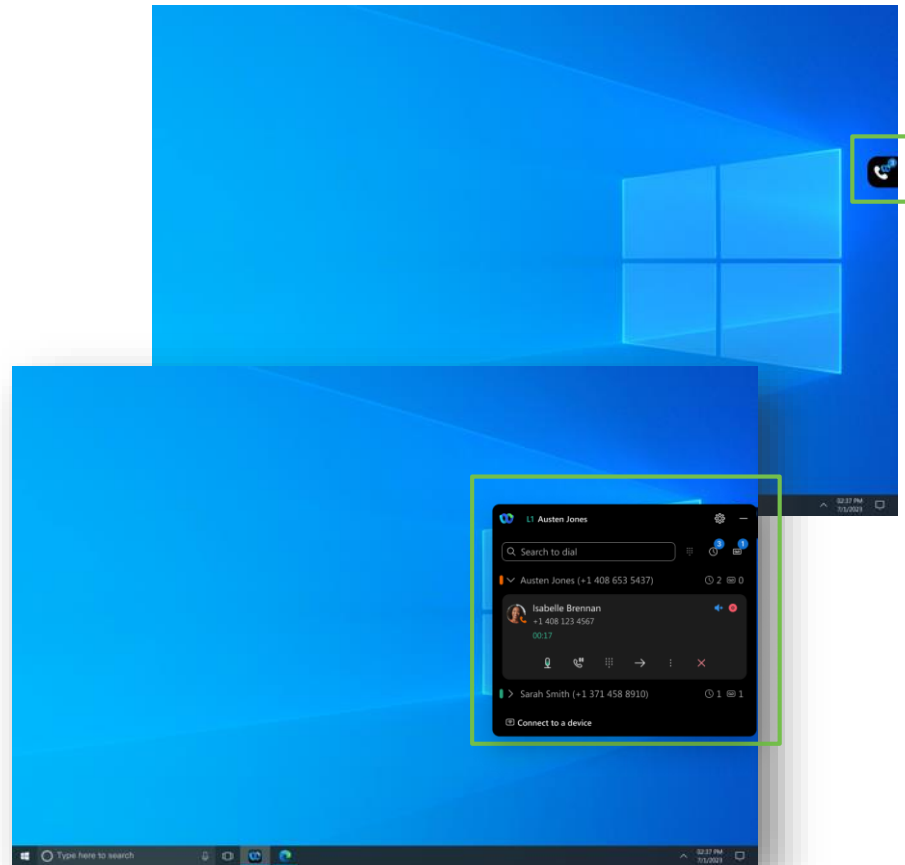
Common Call History (UCM)

- With local call history, when users are not signed in to the Webex app on one device, it causes inconsistency across the devices.
- With this feature, users will get the synchronized call history across Webex apps and devices which are registered to UCM.
- Pre-requisite:
 - Webex Cloud-Connected UC (CCUC)
 - UCM 14 SU4 / 15 SU2
 - Webex app 44.9



Multi Call Window – Calling Dock

- While users greatly appreciate the convenience of having the floating Multi Call Window accessible for making and handling calls, some users may prefer to conceal it and then effortlessly reopen it as needed temporarily.
- Docking will allow users to pin the window to the edge of the screen and easily reopen it.
- Multi-call window now is referred to as “Calling Dock”
- Windows only (Mac coming later).



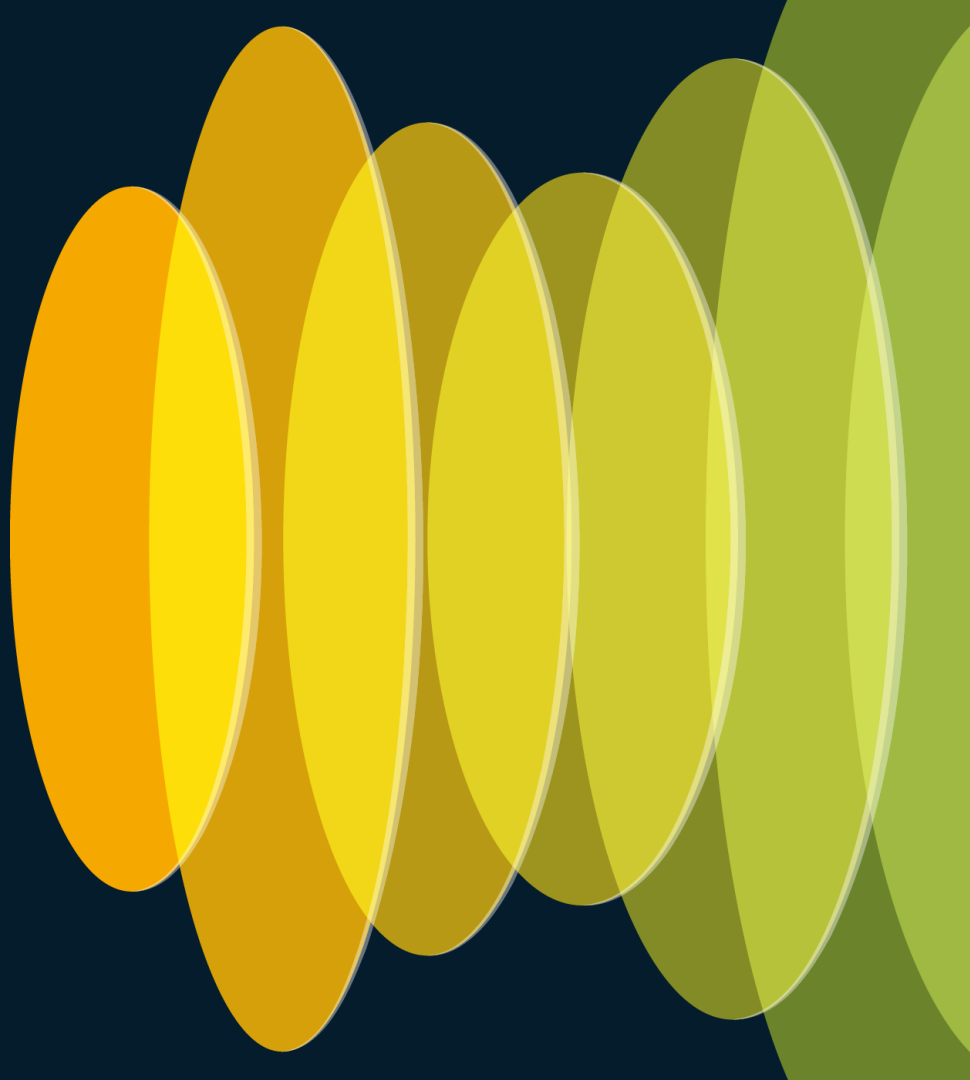
SpeechView - Transition to native Webex solution

- SpeechView, enables users to receive voice mail transcript in their email so they can read through their voicemail instead of listening to it
- The 3rd party Cloud service used for transcription is shutting down end of CY 2024 (Dec)
- UCM is transitioning to native Webex service to avoid interruption for user service, and long-term supportability
- Solution will be available in Cisco Unity Connection 14 SU4 (Jul 2024), and 15 SU2 (Q4 2024)

**** Call to Action ****

- Look out for more detailed information to be published shortly
- Beta participation (<https://gobeta.webex.com/key/cucm>)
- Plan for Upgrade to CUC releases as soon as they are available
- Plan for onboarding to Webex Cloud-Connected UC as a pre-requisite to the solution

Planning for UCM 15



Getting Started - Basic Discovery Checklist for Migration Prep

Product Support Entitlements

- Collaboration FLEX Subscription (Webex Suite or Calling)?
- SWSS on perpetual license?

On Prem Applications

- Review apps, for compatibility, API, dependencies planning
- Identify 3rd party, homegrown integration applications
- Review other Cisco products (SDWAN, Meraki, IOS UC etc.)

Scope of Upgrade

- Is there more than version upgrade?
- Ex: redress apps, change capacity, change VM specs, re-platform, ESXI upgrade

VMWare / ESXi Version

- UCM 15 supported only on ESXi 7.0 or 8.0U1
- Identify commercial offer – Ex: BE6k/7K Embedded Virtual offers are EOL

Hardware

- BE6K/7K Appliance ? General purpose UCS/Hyperflex?
- Or 3rd Party – Which CPU, How much RAM/Disk GB

End Points / Devices

- IP Phone Models ? Jabber/Webex App versions ?
- Meetings devices ?

Perform Detailed Discovery Early!

No readdressing.
Complete MoP & schedule.
Typical time to upgrade =
~1 weekend / cluster.
(day only, Fri pm thru Sun pm).

Admin work

**~130
Application Nodes**

**20
VMware ESXi hosts**

**20
Physical Servers**

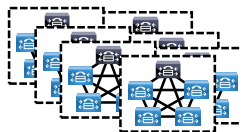
**100s
sites**

**~40K
total Calling users**

**~65K
total devices**



Customer admins create MoP with Cisco Advanced Services input.
Customer then manages outsourced vendor of ~4 HC to execute.



7 clusters v12.5, 11-15 nodes each
(92 UCM VMs, ~28 CUC/CER VMs)
Active Collaboration Flex subscription, renewal not till next year
No 3rd-party integrations.



VMware-direct perpetual licensing, renewal not till next year.
ESXi 7.0 U3 and vCenter with Enterprise Plus feature-level.
No other VMware products used.



x20 HPE DL380P G9/10 (mixed 2S/12C, 2S/16C hardware specs validated v15-ready)



Data Centers



Manufacturing
Centers



Offices/Campuses



WFH



Knowledge
Workers



Factory Workers



x5.5K

Analog
Phones



x26

x9.5K

x24K

x1.7K

x36

69xx 78xx 79xx 88xx 99xx
IP Phones



x123

ATA



x3

CIPC



x23K

WxApp/CSF
Softphones

cisco Live!

Get your coverage ready BEFORE upgrading

Cisco Smart Licensing

Setup Smart Account & Virtual Account(s) with CSSM inventory.

Active Flex Subscription in CCW-R

...including CSSM inventory containing correct Smart Licensing entitlements.

Clean up any of this early!

- Legacy perpetual license key and/or CSSM entitlements?
- Legacy temp license key and/or CSSM term entitlements?
- No SWSS or Flex?
- Have SWSS or Flex, but expired or undercovered,?
- Have Flex, but renewal is before/during upgrade project timeline?

Planning your move to 15...

Release Set & Compatibility Matrix

Collaboration
System Release
15

x-app
15/14/12.5
compatibility
matrices

Cluster Scale

15 = 14

15/14
better than
12.5

Future SUs
may
increase
and/or
reduce
cluster VM
count.

VM Specification & Guest OS Changes

1vcpu VMs
going away.

vram/vdisk GB
increases.

New vmx &
Guest OS type

Special handling
for tech debt

ESXi Compatibility

15 / 14:
ESXi 8.0, 7.0
6.7 EOL!

12.5:
ESXi 7.0
6.7 EOL!
No 8.0!

ESXi/HW Compatibility, VM placement, Min HW specs

64-bit grows
min HW
footprint.

CPU min HW
specs same as
14 / better than
12.5.

ESXi 8.0
requires more
RAM GB than
7.0/6.x.

Install, Direct Upgrade, Direct Migrate

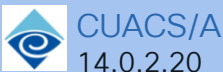
New Install
options.

12.5/14 > 15
NOT Refresh
Upgrade!

Automation
options

Compatibility Planning – v15 Release Set

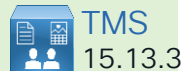
Calling



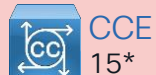
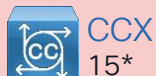
Messaging/ Teams



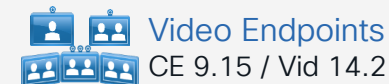
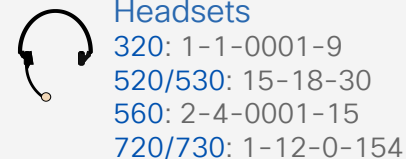
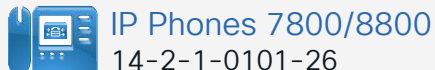
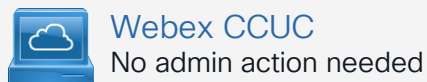
Meetings



Contact Center



Endpoints & Cloud Interop



See also:

- *Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service, Release 15x @ https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/15_x/cucm_b_compatibility-matrix-cucm-imp-15x.html#reference_E1369DFDFE37D48FD562DD09987FA4B*

- * Not yet FCS. For now use:
UCCX 12.5(1) SU3 ES04
UCCE 12.6(1-2) or 12.5(2) with ES12 on CCMP
PCCE 12.6(1) or 12.6(2) +ES27
PCCE 12.5(2) +ES38.

** Compatible with UCM 15.

Compatibility Planning (cont'd)

Planned Calling/CC



1. if UCM version is...

2. ...then
other app
can be
version(s) ...



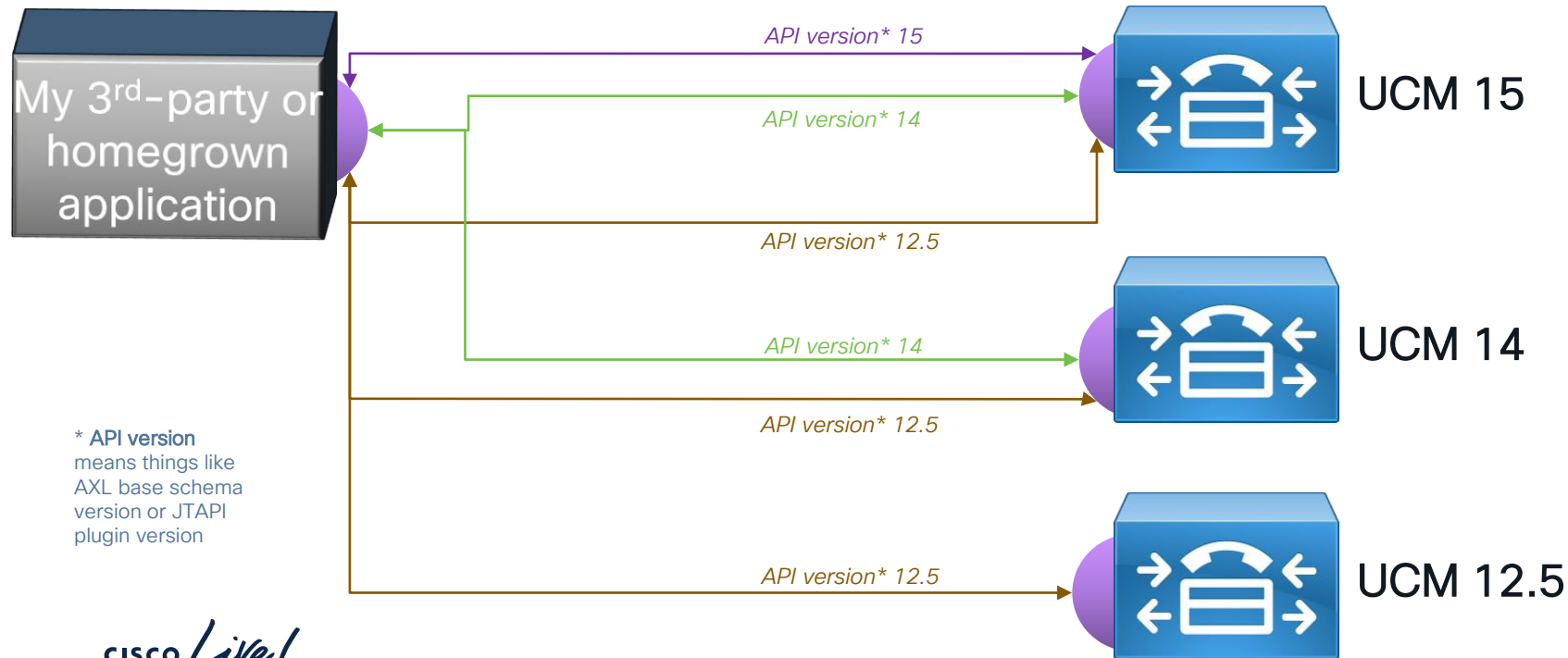
	UCM 12.5	UCM 14	UCM 15
SME	12.5	14 / 12.5	15 / 14 / 12.5
IMP	12.5	14	15
CUC	15 / 14 / 12.5	15 / 14	15
CER	15 / 14 / 12.5	15 / 14	15
PCD	15 / 14 / 12.6	15 / 14	15
Expressway	X14.3	X15 / X14.3	X15 / X14.3
CPS	14.4.x	14.4.x	15 / 14.21.1
CUAC Std/Adv	14.0.2.10+	14.0.2.10+	14.0.2.20
P/UCCE suite	15 / 12.x	15 / 12.x	15 / 12.6(1-2) / 12.5(2)*
UCCX suite	15 / 12.x	15 / 12.x	15 / 12.5(1) SU3 ES04

* UCCE requires ES12 on CCMP.
PCCE 12.6(2) requires ES27.
PCCE 12.5(2) requires ES38.

Compatibility Planning (cont'd)

UCM 15 APIs

- In general, UCM R supports APIs R, R-1, R-2.
- v15 is not changing external API definitions.
- 3rd-party validation “Gold/Silver/Bronze” for v15.



Compatibility Planning (cont'd)

UCM 15 endpoint support vs. deprecation

UCM 15 will NOT deprecate any additional endpoints.

List of deprecated phones through UCM 14 applies to 14:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/14_0_1/fieldNotices/cucm_b_deprecated-phones-14.html

Usual caveats apply for “not Deprecated, but End of Support”

- Can't buy spares. Cisco can't repair/replace.
- Cisco will not issue bug fixes or security fixes for endpoints End of Software Maintenance or End of Support.
- Cisco will not test UCM with End-of-Life phones.
- UCM bugs related to End-of-Life phones will not be fixed unless replicated on a phone that is not End of Life.

Capacity Planning

Scale, Node density, Cluster node count

UCM 15 FCS through 15 SU1

- Same as UCM 14 SU3 (which is improved over UCM 12.5)

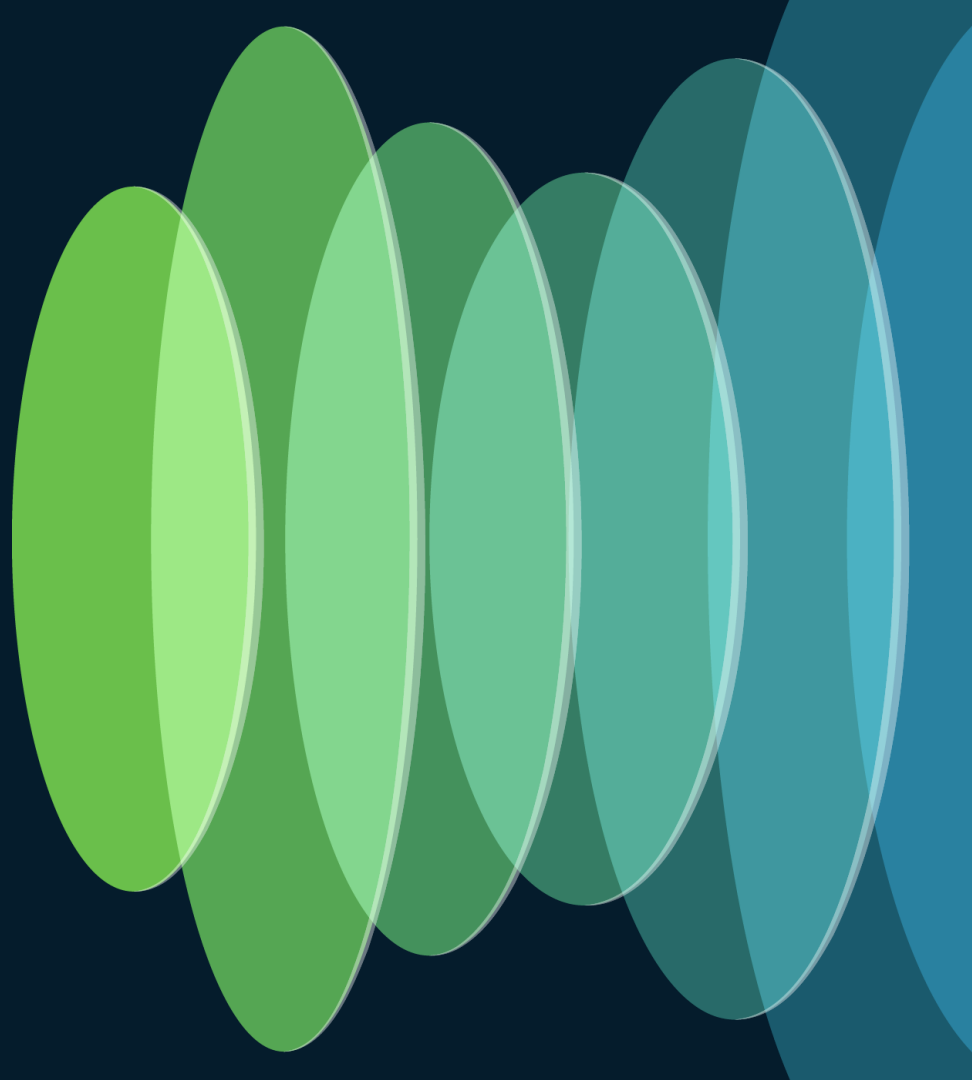
Simplified examples in
[Cisco Collaboration Sizing Guide for Release 15](#)



UCM 15 SU2+ possibilities (not committed)

	Density/node	Scale/cluster	Max callP nodes/cluster
Higher scale-up	Higher	Higher	Fewer
Higher scale-out	Same as 15SU1	Same as 15SU1	More (to cover more sites/buildings)

Virtualization (VMware) / Hardware Specs & Readiness



Compatibility & support planning

On-prem Calling vs. ESXi vs. Hardware

Good to go...

Countdown to EOL

Something's NOT supported!

	CSR 10.6	CSR 11.6	CSR 12.8		CSR 14		CSR 15	
UCM 10.5, 12.0 eoSupp now 11.5 eoSupp MayCY24 12.5 eoMaint AugCY24 14 EOL Announce 1HCY24	10.5	11.5	12.5 SU2+		14		15	
VMware ESXi 6.7/older eoSupp now 7.0 eoGS AprCY25 8.0 eoGS date TBD	6.5	6.7 6.5	6.7 6.5	7.0	6.7	7.0	8.0	7.0 8.0
UCS M7 EmeraldRapids / SapphireRapids (+Genoa select apps)								
UCS M6 Ice Lake (+Milan select apps)								
UCS M5 CascadeLake / Skylake BE6K/7K M5 eoSupp CY28								
UCS M4 Broadwell / Haswell BE6K/7K M4 eoSupp JunCY23								
UCS M3 Sandy Bridge / Ivy Bridge BE6K/7K M3/older eoSupp now C220/C240 M3 eoSupp now								

Unsupported combos

- Any issues isolated to “because esxi 6.7/older”.
- No 10.5 on esxi 6.7+
- No 11.5 on esxi 7.0+
- No 12.5 on esxi 8.0+
- No 14 on esxi 6.5
- No 15 on esxi 6.7

Only some apps support these:

- New CPUs on UCS M7
- AMD CPUs

ESXi 7.0 vs. 8.0 considerations to date

	ESXi 7.0	ESXi 8.0
UCM compatibility	15, 14, 12.5 (no 12.0/11.5/older)	15, 14 (no 12.5/older)
VMware.com End of General Support on https://lifecycle.vmware.com/#/ (VMware's end of bug/sec fix, end of phone support even to Cisco TAC)	2-Apr-CY25	TBD
Minimum physical RAM	4GB min 8GB reco'd	8GB non-production 12 GB production

ESXi's VMware Tools vs. Open VM Tools

What is it?

- “Drivers” in the guest OS layer. See vmware.com doc links: [here](#) and [here](#).
- **VMware Tools** = “VMware-native”, VMware-provided.
- **Open VM Tools** = open-source, guest OS-provided.

Open VM Tools is recommended for UCM.

- **Better compatibility control** – UCM controls version.
- **Better quality** – avoid issues from surprise vmtools version changes.
- **Reduced admin burden** – updates handled as part of UCM updates. No “4-legged admin” with ESXi team.

What does UCM support?

- **UCM 15+ only Open VM Tools.**
- UCM 14+12.5 either Open VM Tools or VMware Tools.
- UCM 12.0/older only VMware Tools.

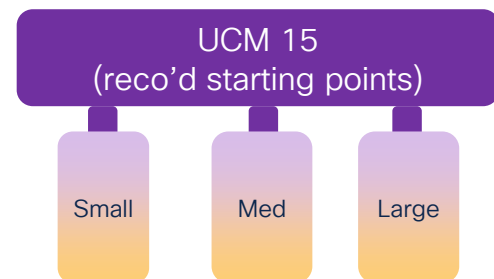
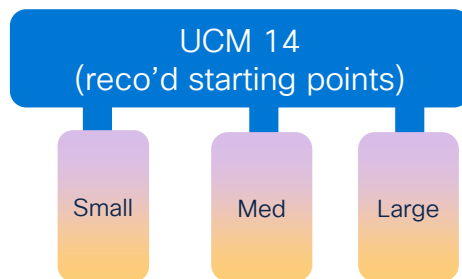
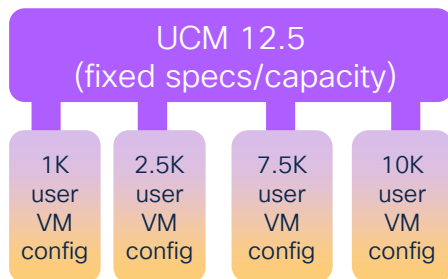
```
admin:utils vmtools
      utils vmtools refresh
      utils vmtools status
      utils vmtools switch*

admin:utils vmtools status

Version: 9.4.0.25793
Type: native VMware Tools
admin:utils vmtools switch
      utils vmtools switch native
      utils vmtools switch open
```

UCM 15

VM Configurations / Specs / Footprints



vcpu		2	1	2	4
Base Freq (GHz), full support		2.0+	2.5+	2.5+	2.5+
vram (GB)		6	6	8	8
Vdisk (GB), fs, partition ver	1 st FI as 11.5+	1x80 ext4, 11.5		1x110 ext4, 11.5	
	1 st FI as 8.0-11.0	1x80 ext3, 8.0-11.0		2x80 ext3/4, 8.0-11.0	

2	2	4
2.0+	2.0-2.5 (run CST)	
6	8	8
1x80 ext4, 11.5	1x110 ext4, 11.5	
1x80 ext3, 8.0-11.0	2x80 ext3/4, 8.0-11.0	

2	2	4
2.0+	2.0-2.5 (run CST)	
10	12	14
1x 110 ext4, 15	1x 110 ext4, 15	
N/A	N/A	

Cluster built out of 2-22 VMs.
Each VM same config for full cluster scale & node density.

Higher density/scale for same VM count.

15 min vmv / vmx 17 (13 in 12.5/14)
Guest OS type = "Other 4.x or later Linux (64-bit)"

CAN direct upgrade to 15 or 15 SU.

Can NOT direct upgrade to 15 or 15 SU.
See next slide for alternatives.

15 SU2+ might
reduce VM count.

15 SU2+ might support higher node counts at same
cluster/node capacities.

SME 15

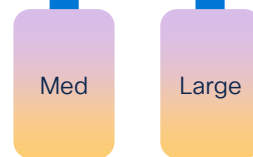
VM Configurations / Specs / Footprints

SME 12.5 (fixed specs/capacity)



vcpu		2	4
Base Freq (GHz), full support		2.5+	2.5+
vram (GB)		8	8
Vdisk (GB), fs, partition ver	1st FI as 11.5+	1x110 ext4, 11.5	
	1st FI as 8.0-11.0	2x80GB ext3/4, 8.0-11.0	

SME 14 (fixed specs/capacity)



		2	4
		2.5+	
		8	8
		1x110 ext4, 11.5	
		2x80GB ext3/4, 8.0-11.0	

SME 15 (fixed specs/capacity)



		2	4
		2.5+	
		12	14
		1x 110 ext4, 15	
		N/A	

Cluster built out of 2 to 22 VMs.
Each VM same config for full cluster scale & node density.

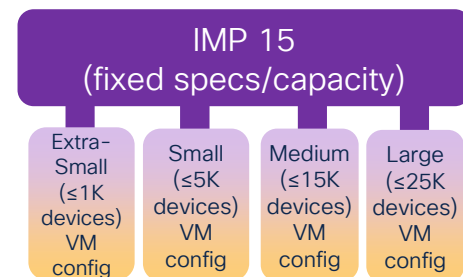
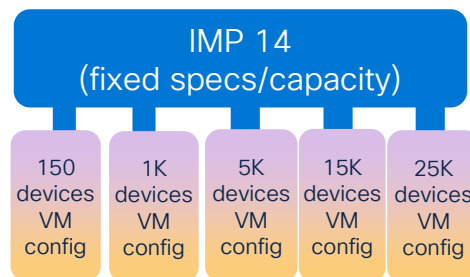
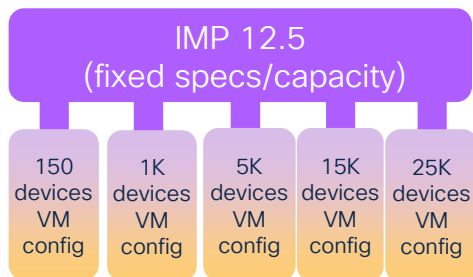
Same capacity as SME 14.

CAN direct upgrade to 15 or 15 SU.

Can NOT direct upgrade to 15 or 15 SU.
Same alternatives as for UCM.

IMP 15

VM Configurations / Specs / Footprints



vcpu	1	1	2	4	6
Base Freq (GHz), full support	2.0+	2.0+	2.5+	2.5+	2.5+
vram (GB)	2	4	4	8	16
vdisk (GB)	1x80	1x80	2x80	2x80	2x80

1	1	2	4	6
2.0+	2.0+	2.5+	2.5+	2.5+
2	4	4	8	16
1x80	1x80	2x80	2x80	2x80

1	2	4	6
2.0	2.5	2.5+	2.5+
6	10	14	18
1x110	2x80	2x80	2x80

Cluster built out of 2-6 VMs.
Each VM same config for full cluster scale & node density.

CAN direct upgrade to 15 or 15 SU.

Can NOT direct upgrade to 15 or 15 SU.
Move to another VM config.

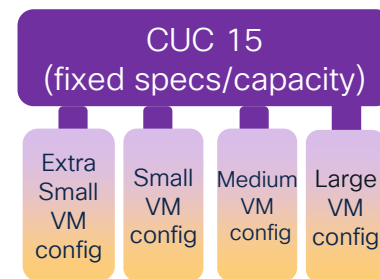
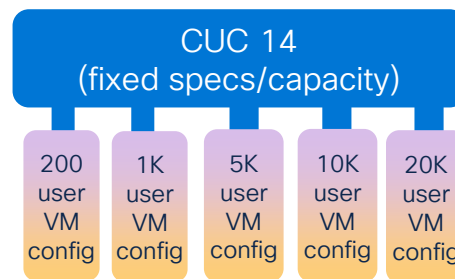
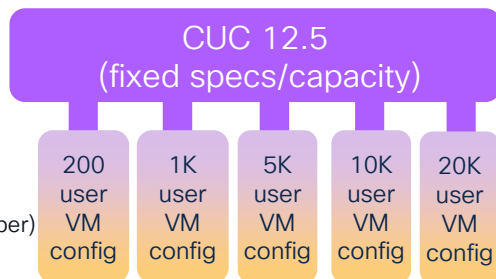
CUC 15

VM Configurations / Specs / Footprints

* vcpu 1 (+1 if UM)
Min GHz 2.0 (1.8 if UM)

** 2x146GB, 300GB or 500GB

*** vram 8GB (+2GB w/ Secure Jabber)
vdisk 2x300GB or 500GB



vcpu	1	*	2	4	7
Base Freq (GHz), full support	1.8+	*	2.5+	2.5+	2.5+
vram (GB)	4	4	6	6	***
vdisk (GB)	160	160	200	**	***

1	*	2	4	7
1.8+	*	2.5+	2.5+	2.5+
4	4	6	6	***
160	160	200	**	***

2	2	4	7
1.8+	2.5+	2.5+	2.5+
10	12	12	16
160	200	**	***

Cluster built out of 2 VMs.
Each VM same config for full cluster scale & node density.

CAN direct upgrade to 15 or 15 SU.

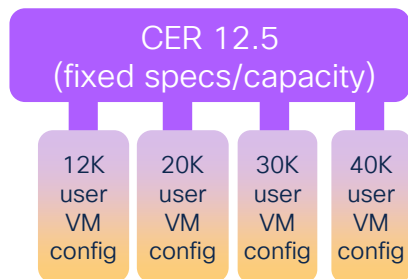
Can NOT direct upgrade to 15 or 15 SU.
Alternatives TBD.

Maybe NOT direct upgrade to 15 or 15 SU.
Check hardware CPU pcores.

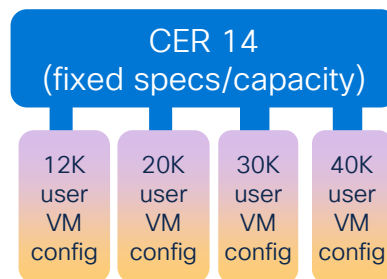
CER 15

VM Configurations / Specs / Footprints

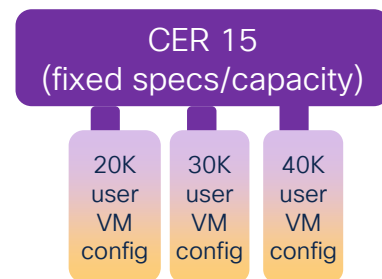
* Min GHz is:
2.0+ for max 12K users.
2.5+ for max 20K users



vcpu	2	1	2	4
Base Freq (GHz), full support	2.0+	2.5+	2.5+	2.5+
vram (GB)	4	4	6	6
vdisk (GB)	1x80	1x80	1x110	1x110



2	1	2	4
2.0+	2.5+	2.5+	2.5+
4	4	6	6
1x80	1x80	1x110	1x110



2	2	4
*	2.5+	2.5+
6	6	6
1x80	1x110	1x110

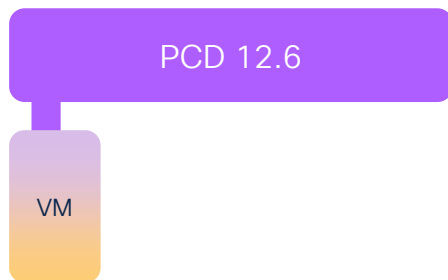
Cluster built out of 2 VMs.
Each VM same config for full cluster scale & node density.

CAN direct upgrade to 15 or 15 SU.

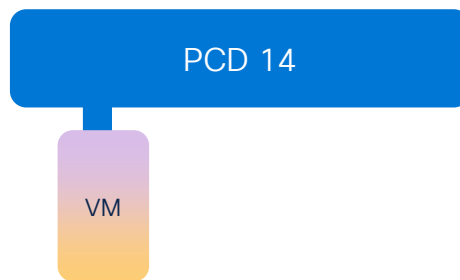
Can NOT direct upgrade to 15 or 15 SU.
Move to another VM config.

PCD 15

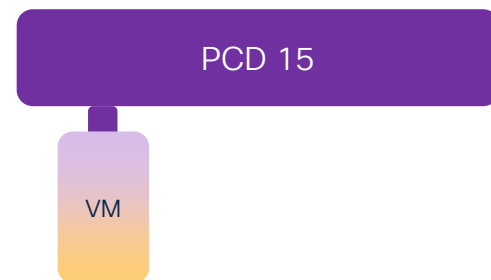
VM Configurations / Specs / Footprints



vcpu	2
Base Freq (GHz), full support	2.0+
vram (GB)	4
Vdisk (GB), fs, partition ver	1x 80GB ext4, 11.5 (++GB if using PCD as SFTP Server for UCM)



2
2.0+
4
1x 80GB ext4, 11.5



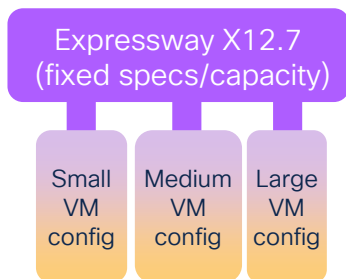
2
2.0+
6
1x 110 ext4, 15

No concerns about
vdisk size/qty, ext3
or guest OS
partitions as with
UCM.

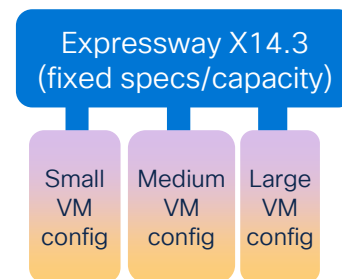
CAN direct upgrade to 15 or 15 SU.

Expressway X15

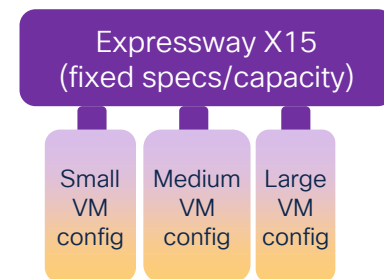
VM Configurations / Specs / Footprints



vcpu	2	2	8
Base Freq (GHz), full support	1.8+	2.4+	3.2+
vram (GB)	4	6	8
vdisk (GB)	132	132	132



2	2	8
1.8+	2.4+	3.2+
4	6	8
132	132	132

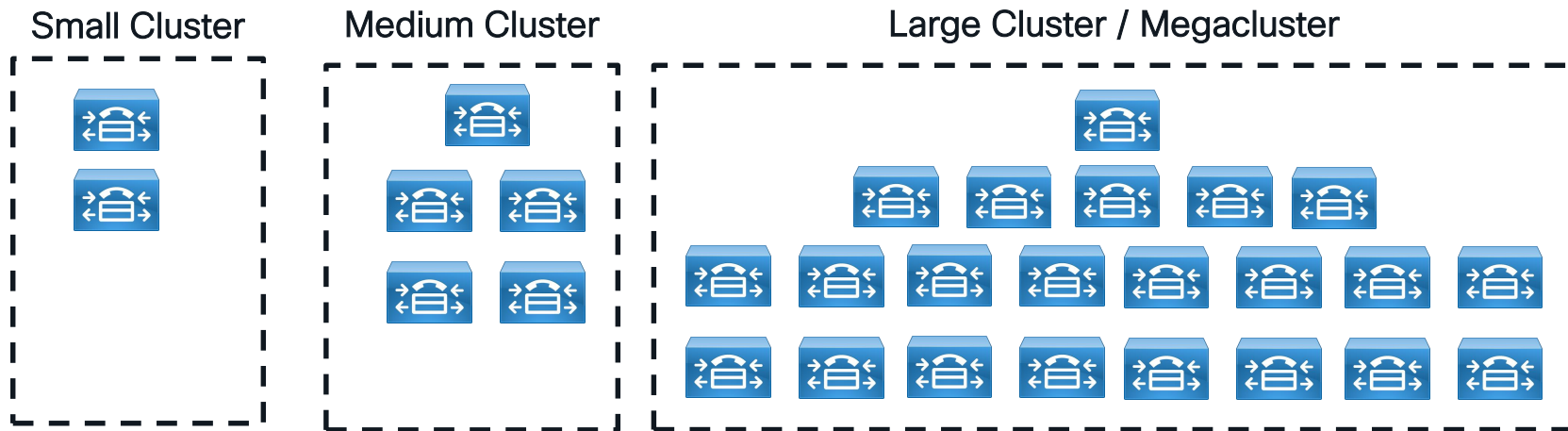


2	2	8
1.8+	2.4+	3.2+
4	6	8
132	132	132

Cluster built out of 2 VMs.
Each VM same config for full cluster scale & node density.

CAN direct upgrade to 15 or 15 SU.

Clustering / VM Placement Planning



- Release 15 does NOT change rules for App/ESXi/HW Compatibility, VM Count/Placement or how we determine **Physical Hardware** specs.
- Expect increased **Physical Hardware Footprint** (vcpu/vdisk on low-end, vram all sizes).
- As always...use QuoteCollab www.cisco.com/go/quotecollab or infrastructure requirements at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html

Use QuoteCollab tool to visualize your upgrade

www.cisco.com/go/quotecollab



Quote Collab

HOME

NEW SOLUTION

MY TEMPLATES

MY SOLUTIONS

SUPPORT

Hello, James Arias



Build. Quote. Sell.

Build a hybrid or on-premises Collaboration solution for up to 20000 users and devices.

Use For:

- ✓ Selling Cisco Collaboration
- ✓ Customer has between 500 and 20000 users or devices
- ✓ On-Premise or Hybrid Deployments

Not Intended For:

- BE6000 Solutions

Complete Solution

Delivers:

- ✓ Application sizing
- ✓ Solution diagram
- ✓ Server diagram
- ✓ Bill of materials
- ✓ Assumptions
- ✓ Powerpoint summary
- ✓ Export to Cisco Commerce for validation and order

Get Started

Servers Only

Delivers:

- ✓ Server diagram
- ✓ Bill of materials
- ✓ Powerpoint summary
- ✓ Export to Cisco Commerce for validation and order

Get Started



cisco Live!

#CiscoLive

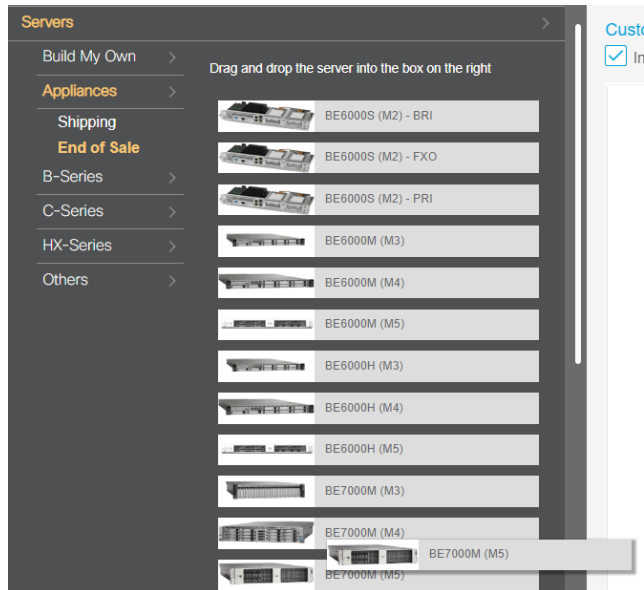
BRKCOL-2076

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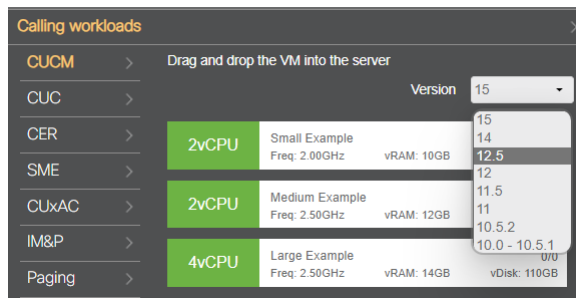
63

Use QuoteCollab to...

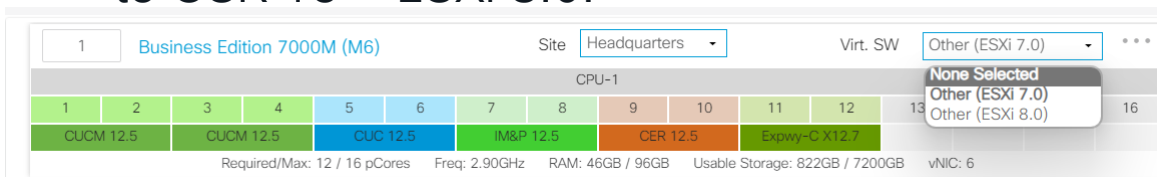
1 Pick the hardware being used.



2 Pick the applications in use, along with their versions & capacity points.



3 Review if hardware can handle upgrades to CSR 15 + ESXi 8.0.

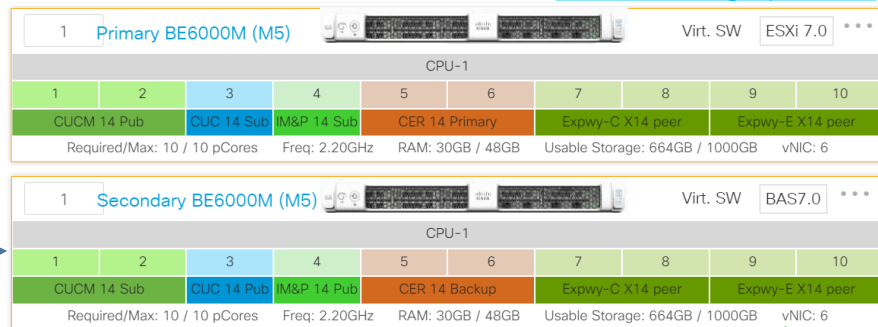


Hardware capacity planning

Example #1 – Small Collaboration

Small Collaboration (<1K users, <1200 devices)
Single-site, redundant BE6000M (M5) appliances
ESXi 7.0 and CSR 14 app versions
Air-gapped

From www.cisco.com/go/quotecollab



	Capacity per BE6M-M5-K9	Per Appliance	Per application Virtual Machine					Total Needed To Upgrade
		ESXi 7.0>8.0	CUCM 14>15	CUC 14>15	IMP 14>15	CER 14>15	Expressway -C / -E X14.3 >X15	
CPU (pcores)	10C (2.2 GHz)	-	-	+1C	-	-	-	10C > 11C .. won't fit!
RAM (GB)	48 GB	+8 GB	+4 GB	+6 GB	+2 GB	+4 GB	-	30 GB > 54 GB ... won't fit!
Usable Storage (GB)	~1000 GB	-	+30 GB	-	+30 GB	-	-	664 GB > 724 GB ... fits with headroom
Other Notable	-	-	-	-	-	-	-	-

Hardware capacity planning

Example #1 – Small Collaboration (cont'd) with BE-6000

Mitigations explored:


- Is cloud calling an option? **No (airgapped).**
- Would migrating IMP VM's to Webex cloud messaging help? **No (airgapped).** Otherwise would free up 1 pcore & 6GB RAM.
- Can I up-spec the HW? **No (CPU swap not supported, and if can't fix CPU/pcores, trying to add RAM is moot).**

Solution:

- Add another appliance. **Provides better redundancy, more expansion headroom, easier change management.**

1

Original BE6000M (M5) #1



Virt. SW

ESXi 8.0


...

CPU-1

1	2	3	4	5	6	7	8	9	10
UCM 15 Pub		CUC 15 Sub		Expwy-C X15 peer		Expwy-E X15 peer			
Required/Max: 8 / 10 pCores Freq: 2.20GHz RAM: 36GB / 48GB Usable Storage: 554GB / 1000GB vNIC: 4									

1

Original BE6000M (M5) #2



Virt. SW

ESXi 8.0


...

Physical CPU Cores

1	2	3	4	5	6	7	8	9	10
UCM 15 Sub		IMP 15 Pub	CER 15 backup		Expwy-C X15 peer				
Required/Max: 7 / 10 pCores (1S/10C) Freq: 2.20GHz RAM: 38GB / 48GB Usable Storage: 432GB / 1000GB vNIC: 4									

1

Added BE6000M (M6) as #3



Virt. SW

ESXi 8.0

...

CPU-1

1	2	3	4	5	6	7	8	9	10
CUC 15 Pub		IMP 15 Sub	CER 15 primary		Expwy-E X15 peer				
Required/Max: 7 / 10 pCores Freq: 2.30GHz RAM: 38GB / 64GB Usable Storage: 502GB / 3600GB vNIC: 4									

Hardware capacity planning

Example #2 – Medium Collaboration

Medium Collaboration (5K devices)
Single-site, redundant BE7000M appliances (recent M6 refresh)
ESXi 7.0 and CSR 12.7 app versions

From www.cisco.com/go/quotecollab

1 Primary BE7000M (M6)															
CPU-1															
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UCM 12.5 Pub	UCM 12.5 Sub1A	UCM 12.5 TFTP2	CUC 12.5 Sub	IM&P 12.5 Sub	CER 12.5 Primary	Expwy-C X14 peer (-E in DMZ)									
Required/Max: 14 / 16 pCores Freq: 2.90GHz RAM: 50GB / 96GB Usable Storage: 932GB / 7200GB vNIC: 7															

1 Secondary BE7000M (M6)															
CPU-1															
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UCM 12.5 TFTP1	UCM 12.5 Sub1B	CUC 12.5 Pub	IM&P 12.5 Pub	CER 12.5 Secondary	Expwy-C X14 peer (-E in DMZ)	Expwy-C X14 peer (-E in DMZ)									
Required/Max: 14 / 16 pCores Freq: 2.90GHz RAM: 48GB / 96GB Usable Storage: 954GB / 7200GB vNIC: 7															

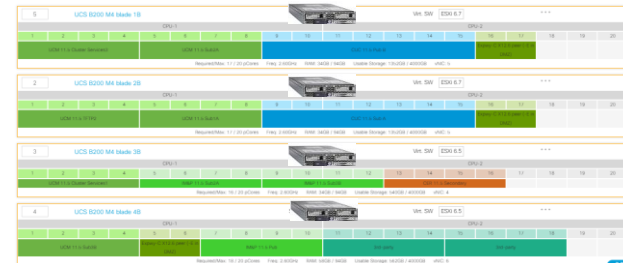
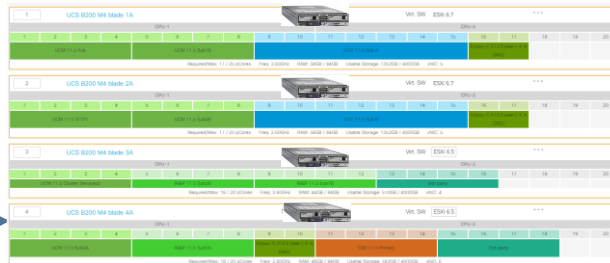
	Capacity per BE7M-M6-K9	Per Appliance	Per application Virtual Machine					Total Needed To Upgrade
		ESXi 7.0>8.0	CUCM 14>15	CUC 14>15	IMP 14>15	CER 14>15	Expressway -C / -E X14.3 >X15	
CPU (pcores)	16C (2.9 GHz)	-	-	-	-	-	-	14C > 14C ... fits!
RAM (GB)	96 GB	+8 GB	+4 GB	+6 GB	+6 GB	+2 GB	-	~50 GB > 84 GB ... fits!
Usable Storage (GB)	4x ~1000 GB	-	-	-	-	-	-	~954 GB > no change ... fits!
Other Notable	-	-	-	-	-	-	-	-

Hardware capacity planning

Example #3 – Large Collaboration

Large Collaboration (20K-30K devices)
Dual-DC farms of B200 M4 blade servers.
ESXi 6.x and CSR 11.6 app versions
HW and all SW vers end of support!

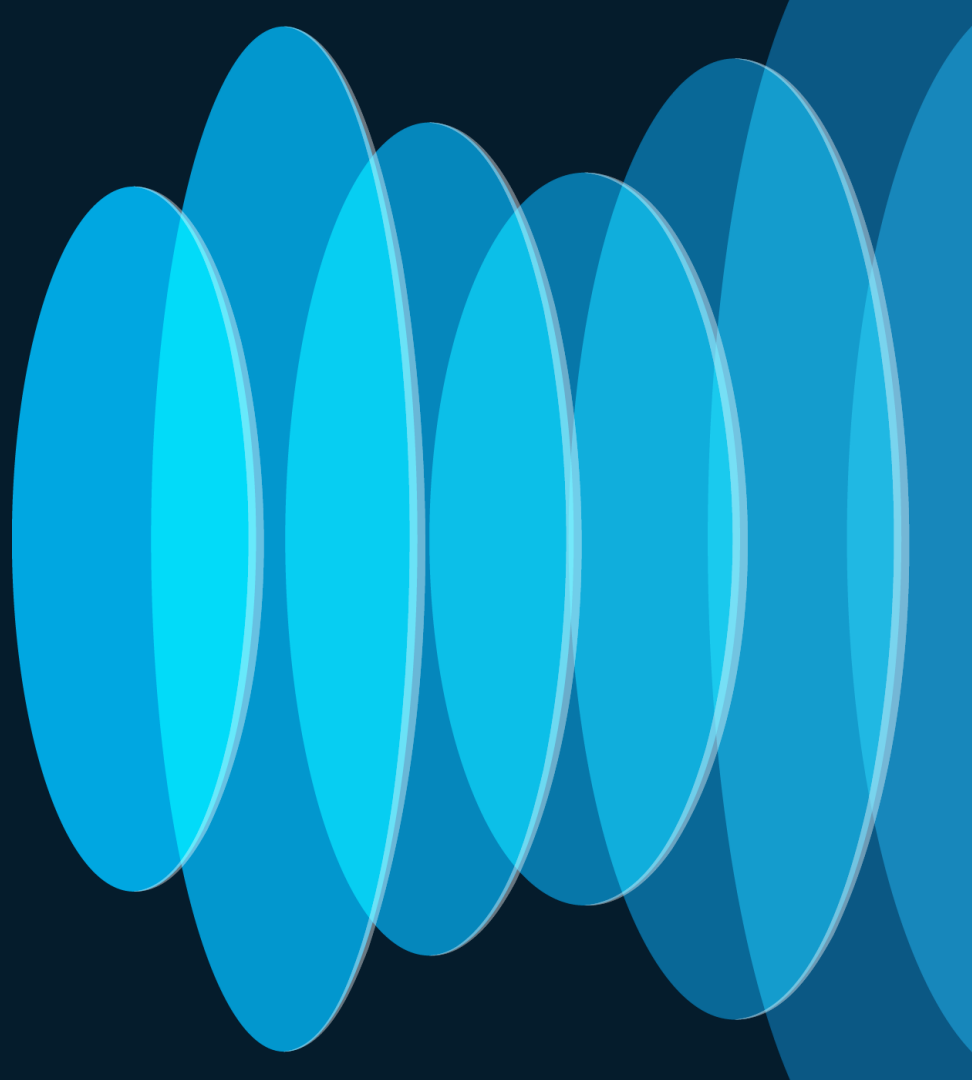
From www.cisco.com/go/quotecollab



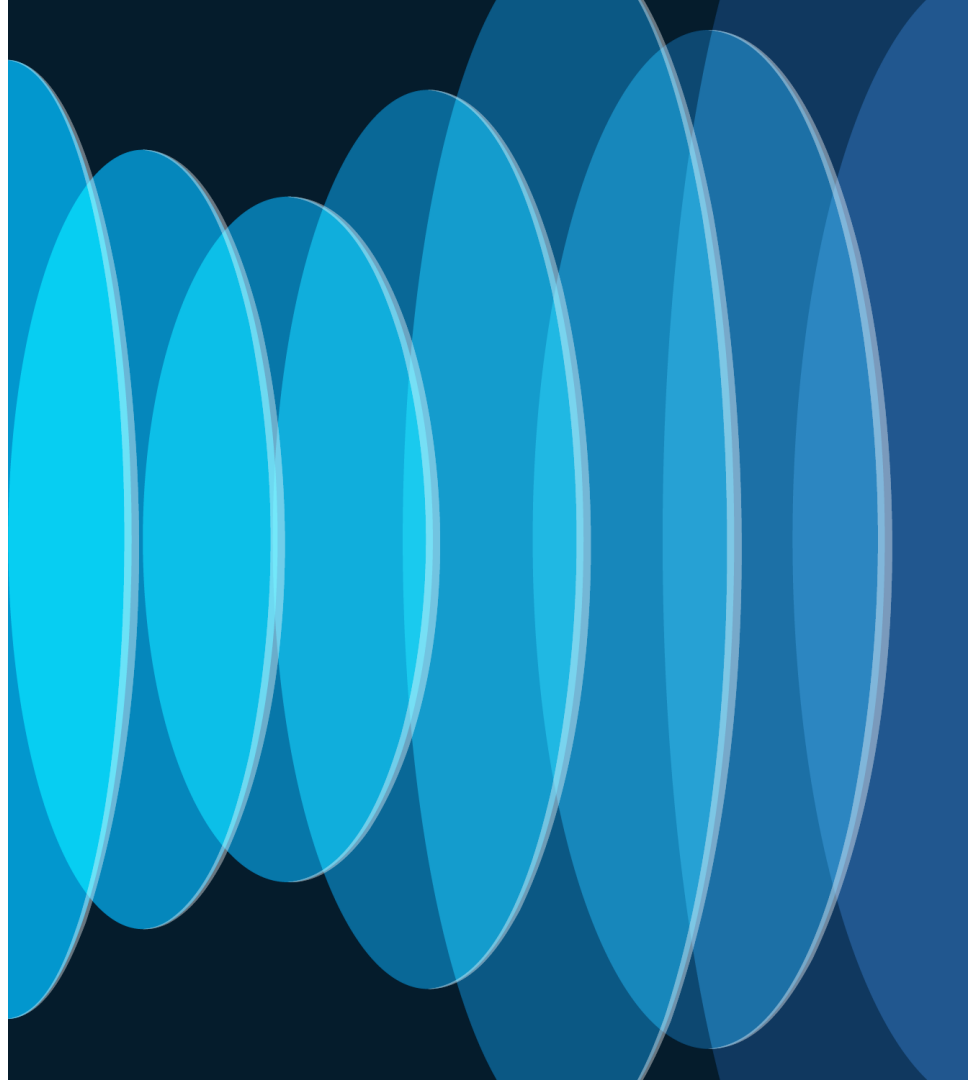
	Capacity per B200 M4	Per Appliance	Per application Virtual Machine					Total Needed To Upgrade
		ESXi 7.0>8.0	CUCM 14>15	CUC 14>15	IMP 14>15	CER 14>15	Expressway -C / -E X14.3 >X15	
CPU (pcores)	20C (2.6 GHz)	-	-	-	-	-	-	~18C / blade > no change ... fits!
RAM (GB)	94 GB	+8 GB	+6 GB	+6 GB	+6 GB	+2 GB	-	~58 GB / blade > 96GB ... fits if rearrange VMs
Usable Storage (GB)	Shared Storage	-	-	-	-	-	-	Off-blade Shared Storage
Other Notable	-	-	-	-	-	-	-	Upgrade + Refresh Hardware ASAP!

How to go to Release 15?

Install, Direct Upgrade, Direct Migrate



Pre-upgrade Checks



Run all the Upgrade Readiness COP files!

3 different files that check Direct Upgrade readiness (10.0-15) > 15.

Software Download

[Downloads Home](#) / [Unified Communications](#) / [Call Control](#) / [Unified Communications Manager \(CallManager\)](#) / [Unified Communications Manager Version 15](#) / [Unified Communications Manager Utilities- COP-Files](#)

For UCM+IMP 15:

Upgrade Readiness COP file to run pre upgrade tests.

[ciscocm.preUpgradeCheck-00043.cop.sha512](#)

[Advisories](#) [🔗](#)

[Downloads Home](#) / [Unified Communications](#) / [Unified Communications Applications](#) / [Messaging](#) / [Unity Connection](#) / [Unity Connection Version 15](#) / [Unity Connection Utilities- COP-Files](#)

For CUC 15:

The COP file to support Pre upgrade checks for Cisco Unity Connection.

[ciscocm.cuc_preUpgradeCheck-005.cop.sha512](#)

[Advisories](#) [🔗](#)

[Downloads Home](#) / [Unified Communications](#) / [Telephony Extensions](#) / [Emergency Responder](#) / [Emergency Responder 15](#) / [Emergency Responder Updates- COP-Files](#)

For CER 15:

COP file to check upgrade readiness.

[ciscocm.cer_preUpgradeCheck-4.k4.cop.sha512](#)

[Advisories](#) [🔗](#)

What are they checking?

www.cisco.com/web/software/286319173/139477/Post_Upgrade_COP_00043_Readme.pdf

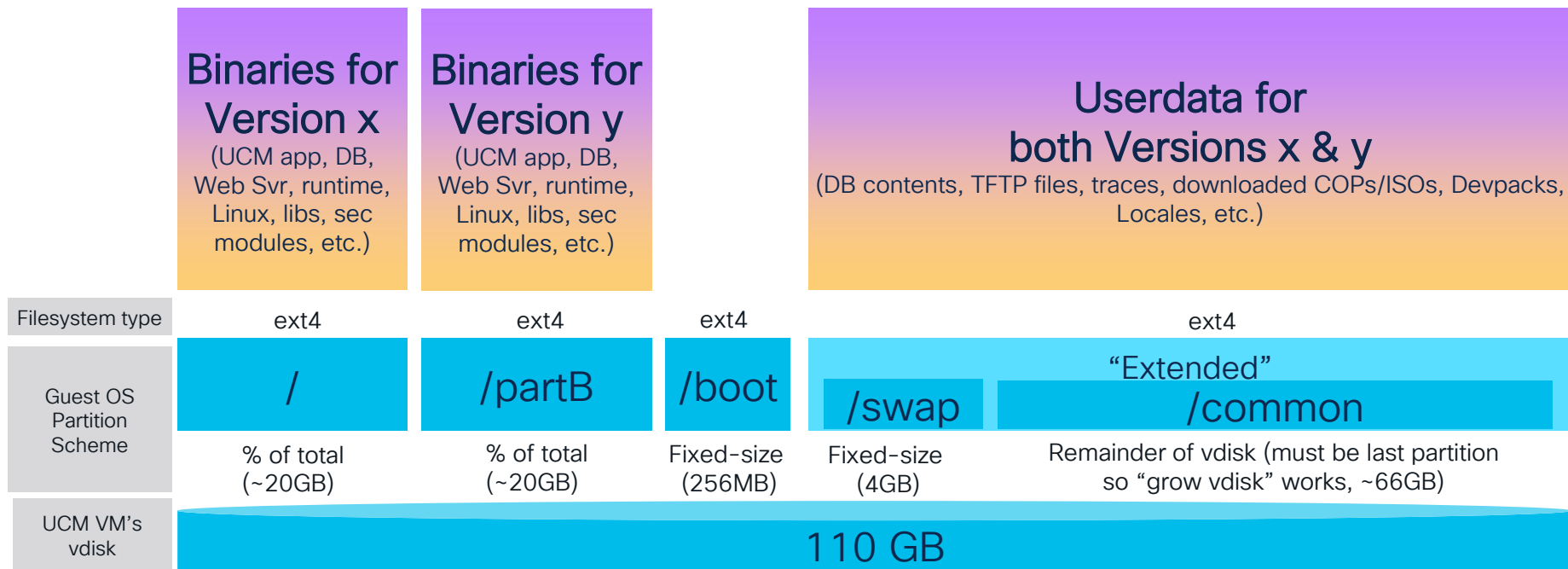
- Virtual Network adapter type
- Network status (intra-cluster connectivity, DNS/NTP reachability, NTP stratum clock drift)
- Database sanity & cluster status (non-standard entries?, node authN state, replication state)
- License status
- Using deprecated features? (IMP Remote Call Control with Microsoft Lync Server Feature, UCM H.323 Gatekeeper Control)
- VM Tools type (VMware or Open)
- Store Installed COPs, Services Status, Service+Enterprise Parameters, Trunk Status, (un)Registered Phone+CTI Endpoint counts.
- Date of last backup
- Check disk space & if stale vdisk, partitioning, filesystem type
- Common Security Password length
- Deprecated phones?

Do what the Upgrade Readiness COP files say!

- Expect to iterate:
 - Run, get output file. Fix any **CRIT**, **FAIL**. **WARN** might need fix or be ok.
 - Re-run until all checks are **PASS** or explainable **WARN**.
 - After upgrade, run post-upgrade-COP (different file) for before/after comparison of certain items “before”.
- **FAIL** on **legacy vdisk layouts**, **guest OS partitions**, **swap** or certain **ext3** means you *must* either:
 - Direct Migrate to 15
 - Backup/Restore all nodes, then you can Direct Upgrade to 12.5
 - No shortcuts/hacks!

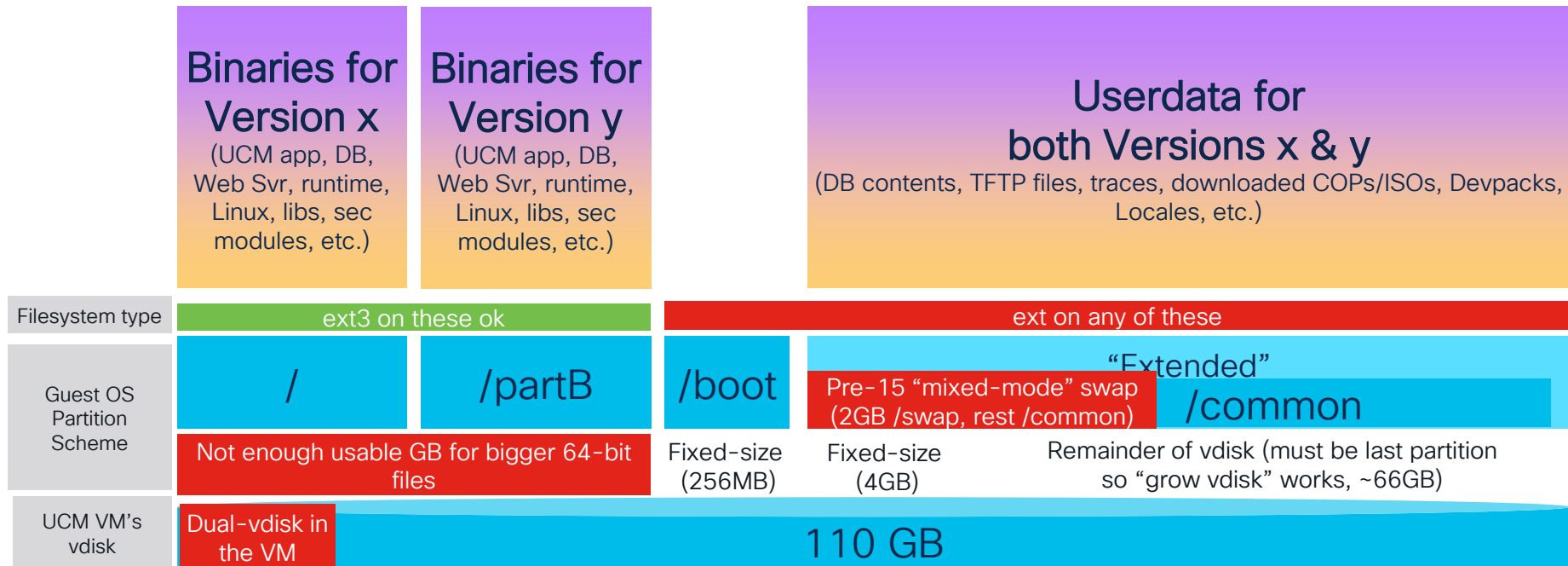
Upgrade Readiness

What UCM 15 supports & expects from inactive version

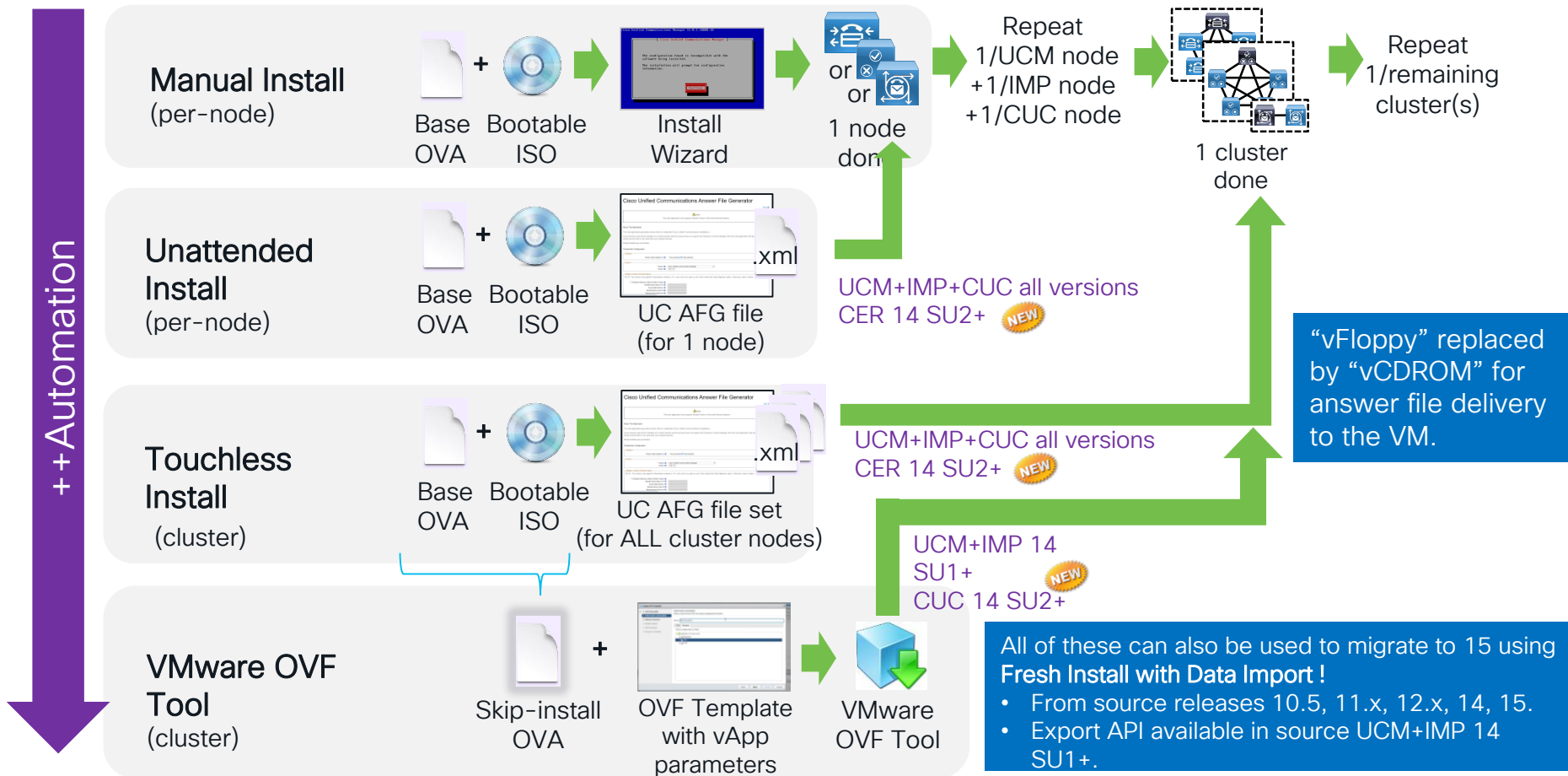


Upgrade Readiness (cont'd)

What will block Direct Upgrade to UCM 15

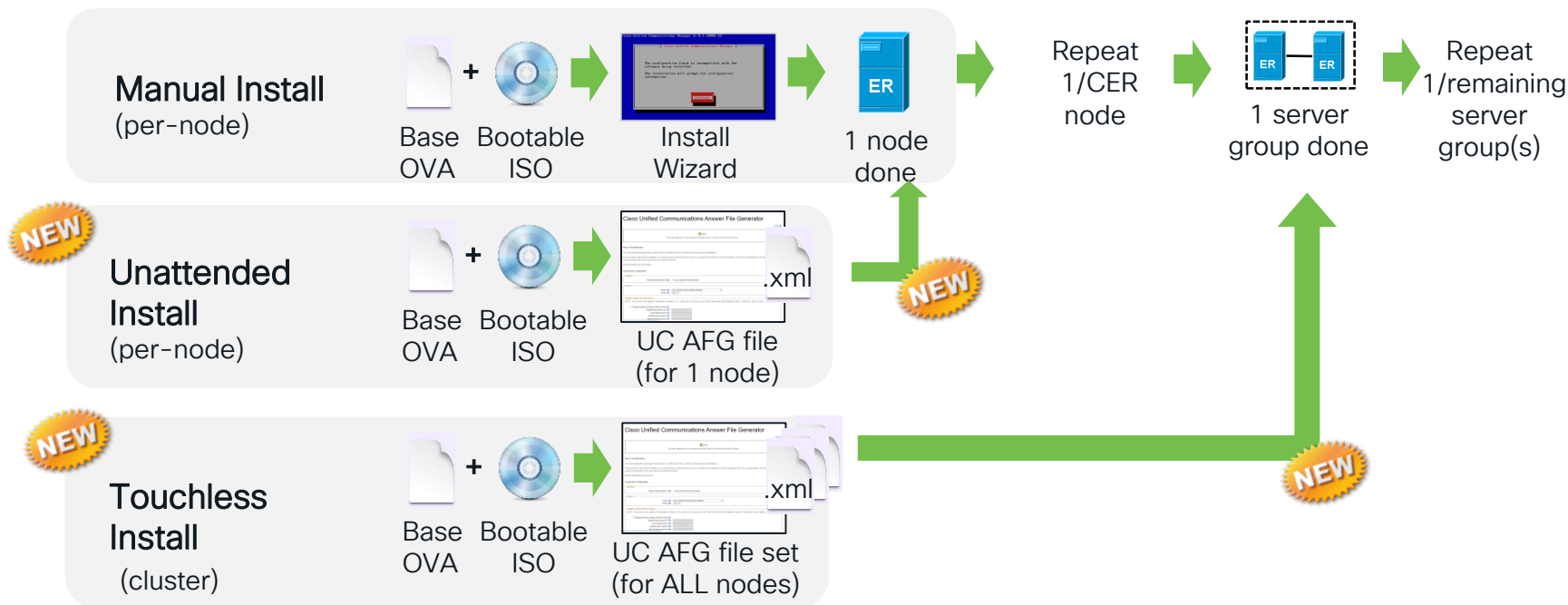


UCM 15 Install Automation Options



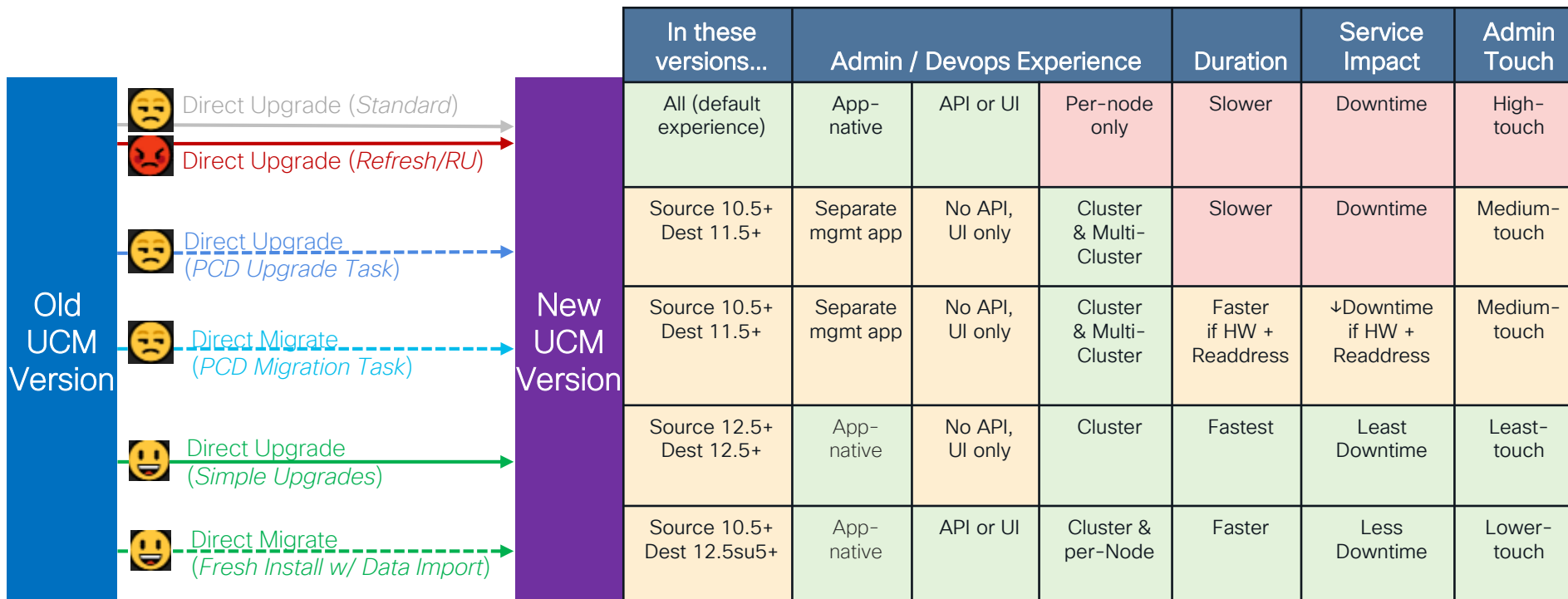
New Install Automation options for CER 14 SU2+

- Theme = automation for WxC dedicated instance + catchup CER install options to UCM.
- Start with AFG and Touchless options.
- Considering Fresh Install with Data Import.



Review: Upgrade/Migration Mechanisms

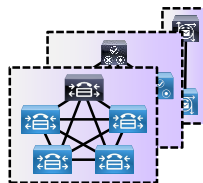
(as defined in *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 15 and SUs*)



When to consider Direct Migration instead of Direct Upgrade

Use Direct Upgrade if..

...only changing
UCM/CUC/IMP
versions



Use Direct Migration if
multiple changes..



Guest OS elements:
Partition scheme
Filesystem type

VM specs & vdisk
layouts



Upgrading UCM/CUC/IMP **and...**

Changing IP/hostname.

Making mandatory guest OS partitions / filesystem type changes.

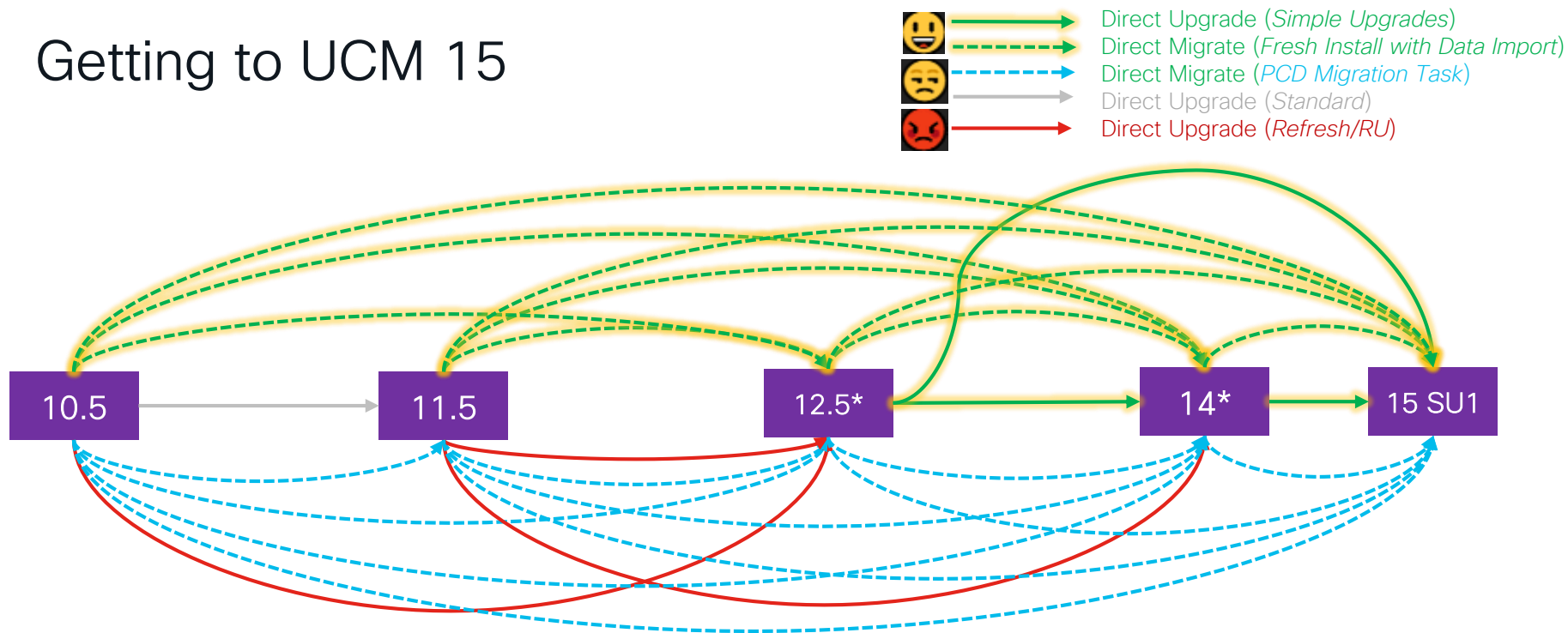
Making mandatory vdisk layout changes.

Upgrading ESXi.

Refreshing / Replatforming Hardware.

Site move.

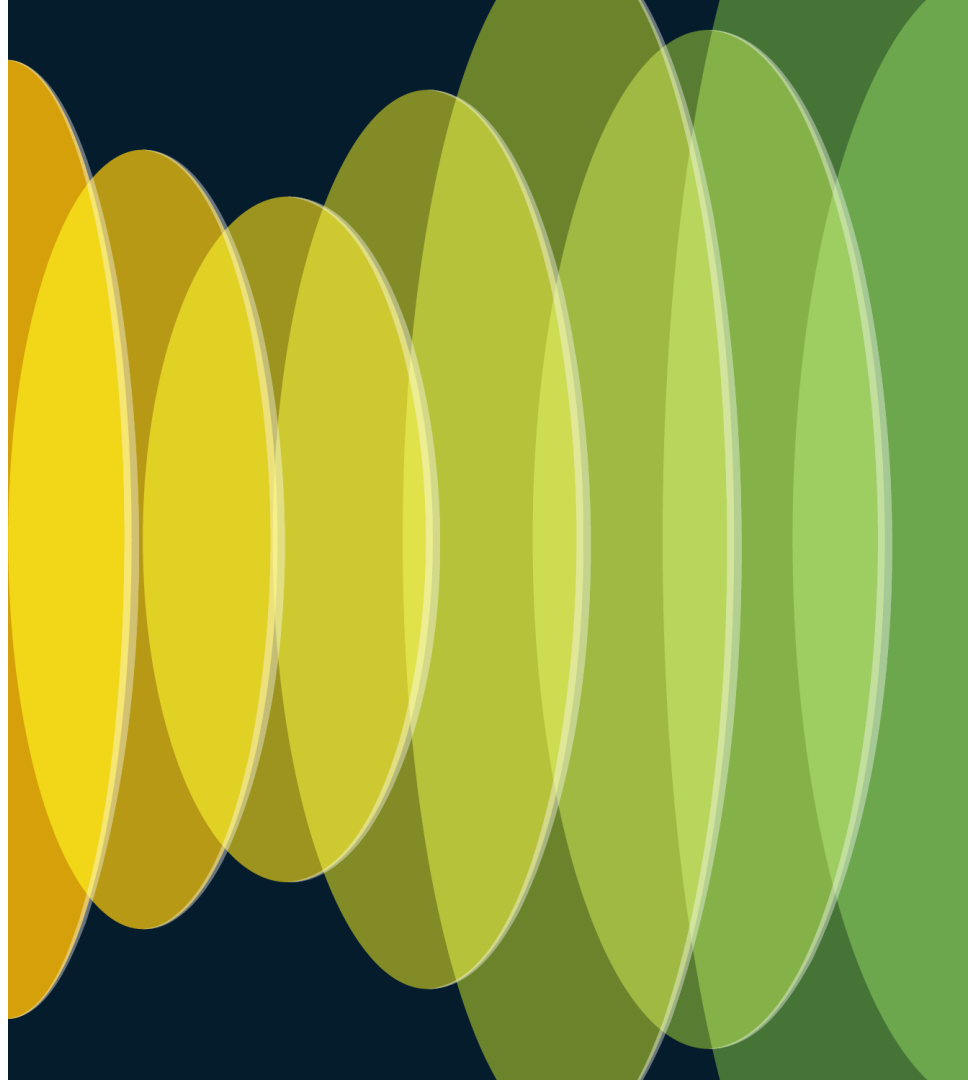
Getting to UCM 15



Recommendation:

- Simple Upgrades where you can, Fresh Install with Data Import where you can't.

11.5 to 15 Example



On UCM 11.5 (bad, end of TAC support May CY24)

No IP / hostname changes (good).

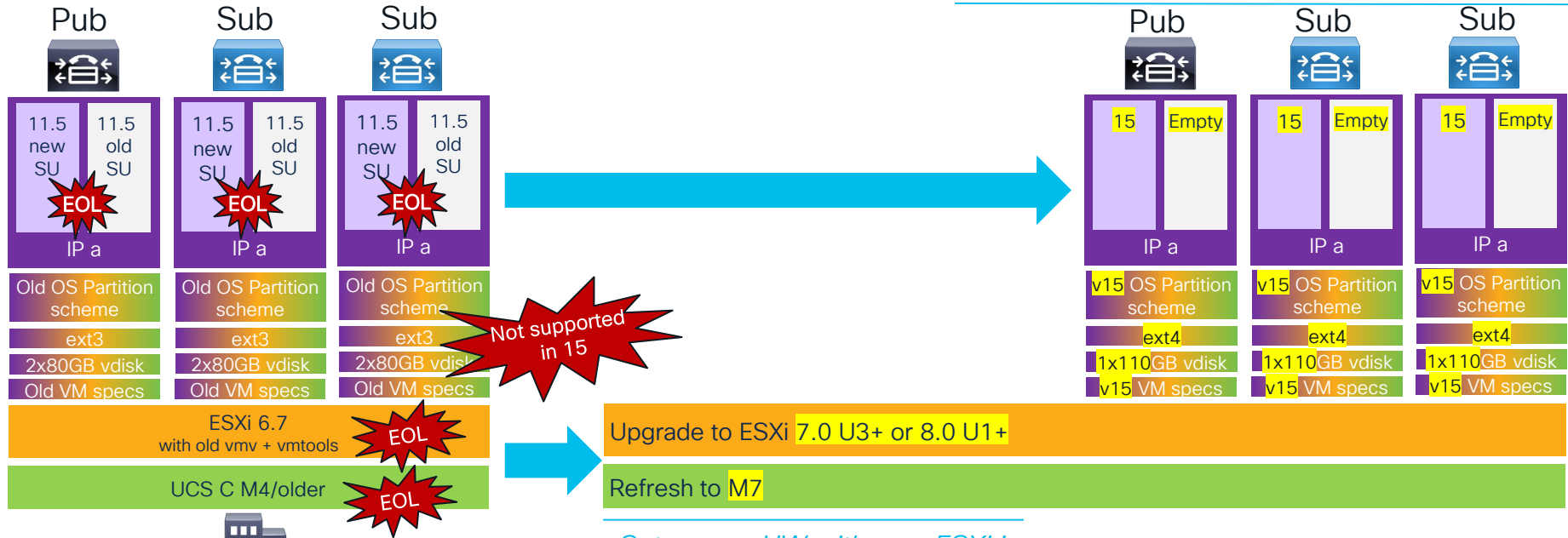
UCM also has legacy guest OS elements & vdisk layout (bad, not supported in 15, must modernize).

ESXi version is end of support (bad, must upgrade).

Hardware is end of support (bad, must refresh).

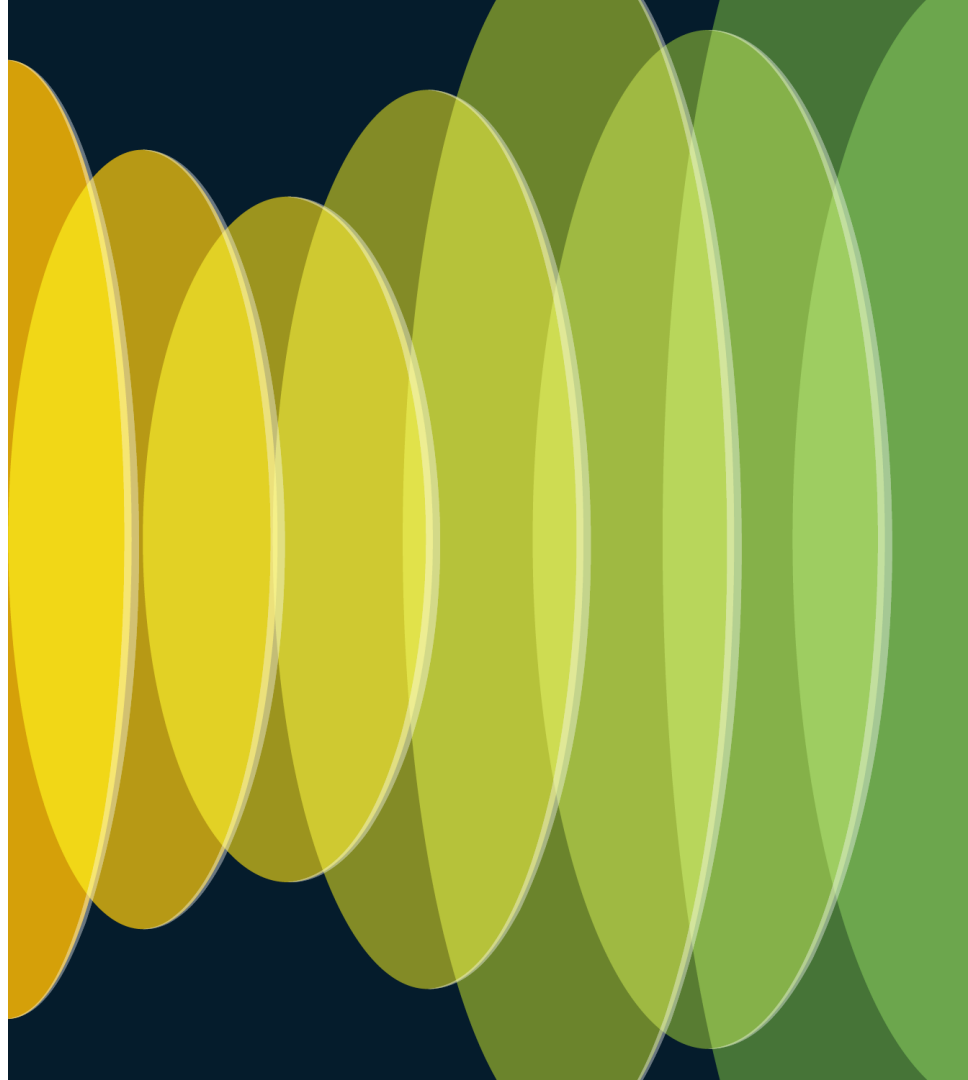
No site change (good).

*Direct migration to 15
across nodes using required sequencing rules.*



*Setup new HW with new ESXi in
parallel with old HW with old ESXi.*

12.5 to 15 Examples



On UCM 12.5 (bad soon ... end of bug/sec fix Aug CY24)

No IP / hostname changes (good).

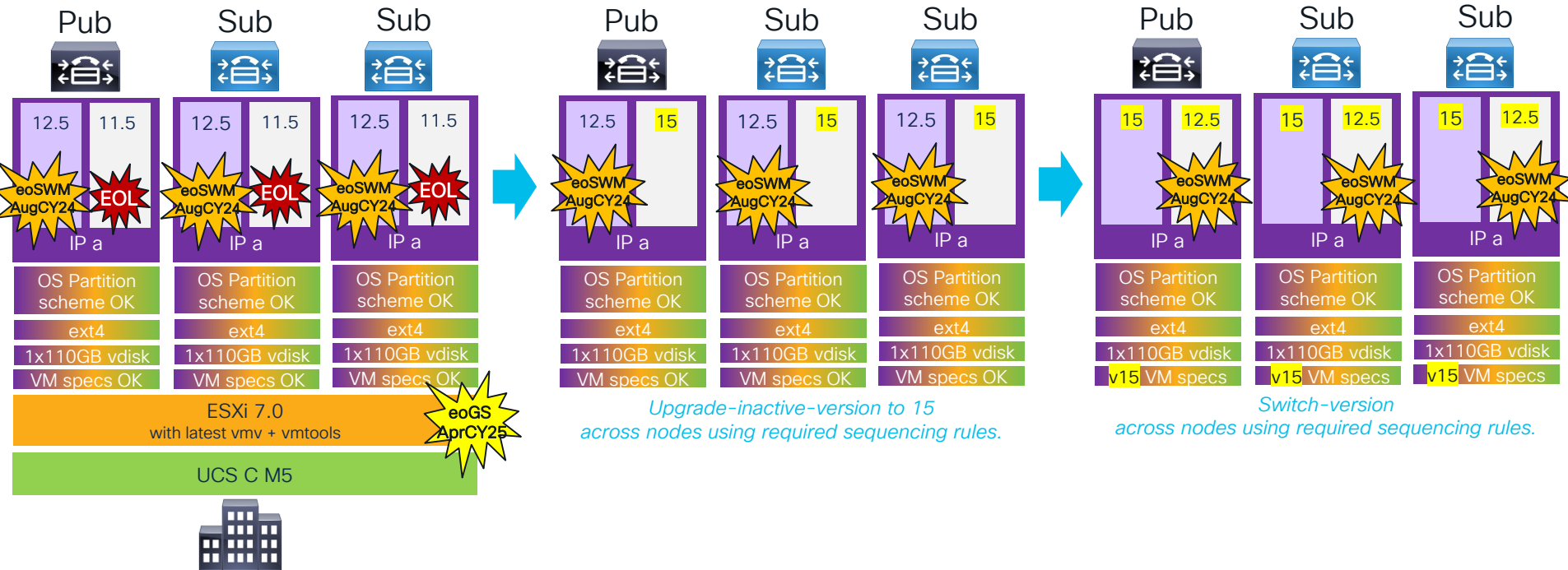
UCM has latest guest OS elements & vdisk layout (good).

ESXi version still supported (good).

Hardware still supported (good).

No site change (good).

Direct standard upgrade 12.5 > 15



*Upgrade-inactive-version to 15
across nodes using required sequencing rules.*

*Switch-version
across nodes using required sequencing rules.*

On UCM 12.5 (going bad ... end of bug/sec fix Aug CY24)

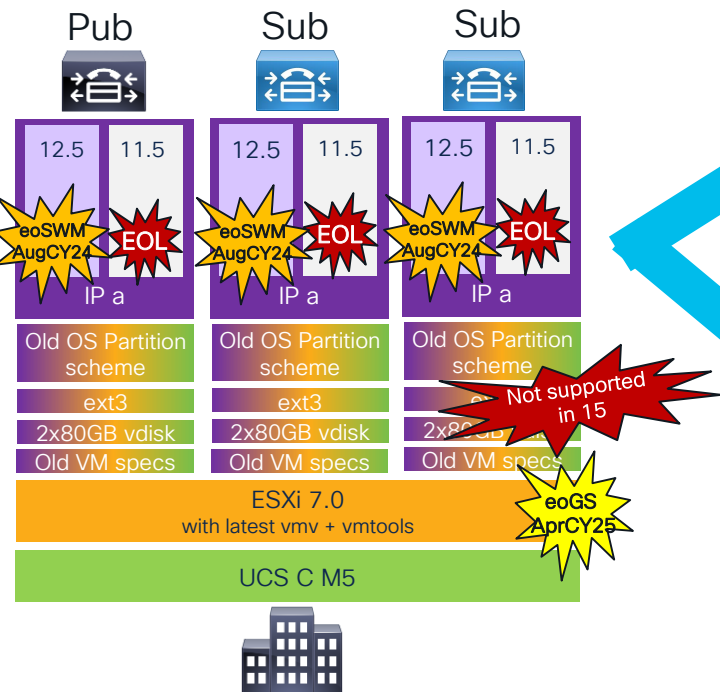
No IP / hostname changes (good).

UCM also has legacy guest OS elements & vdisk layout (bad, not supported in 15, must modernize).

ESXi version still supported (good).

Hardware still supported (good).

No site change (good).



Direct migrate to 15

*Backup 12.5, reinstall/restore 12.5,
direct upgrade to 15*

On UCM 12.5 (going bad ... end of bug/sec fix Aug CY24)

(cont'd)

No IP / hostname changes (good).

UCM also has legacy guest OS elements & vdisk layout (bad, not supported in 15, must modernize).

ESXi version still supported (good).

Hardware still supported (good).

No site change (good).

*Direct migration to 15
across nodes using required sequencing rules.*



On UCM 12.5 (going bad ... end of bug/sec fix Aug CY24)

(cont'd)

No IP / hostname changes (good).

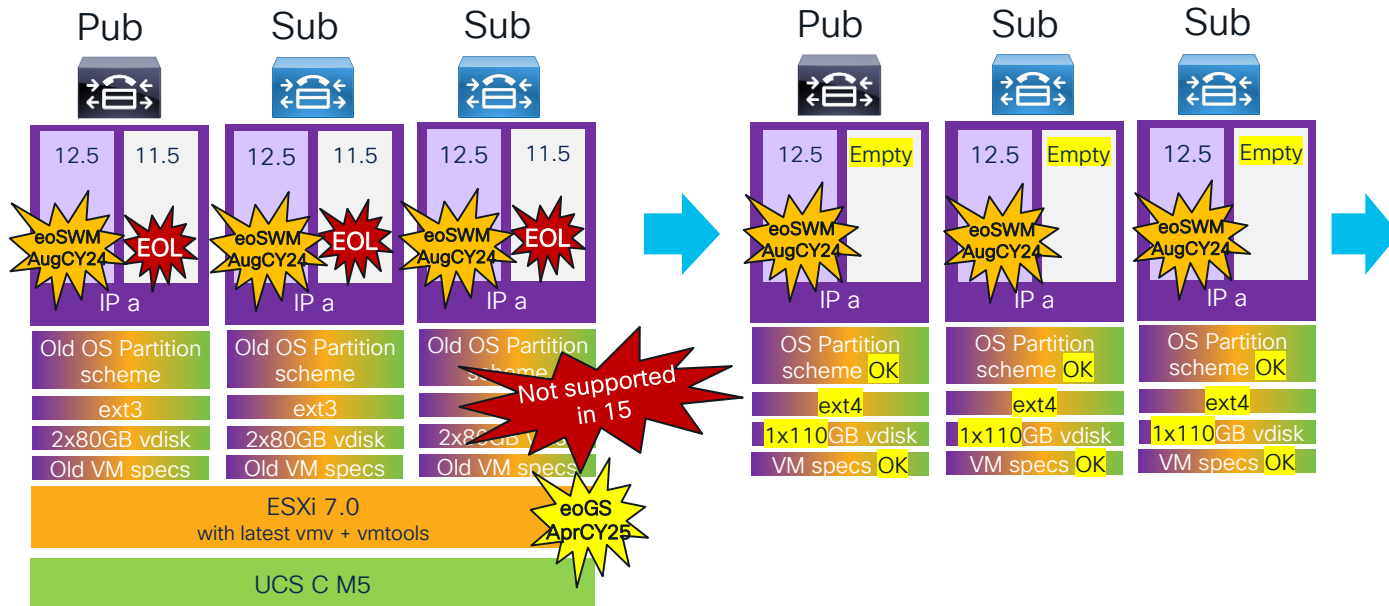
UCM also has legacy guest OS elements & vdisk layout (bad, not supported in 15, must modernize).

ESXi version still supported (good).

Hardware still supported (good).

No site change (good).

Backup 12.5, reinstall/restore 12.5.

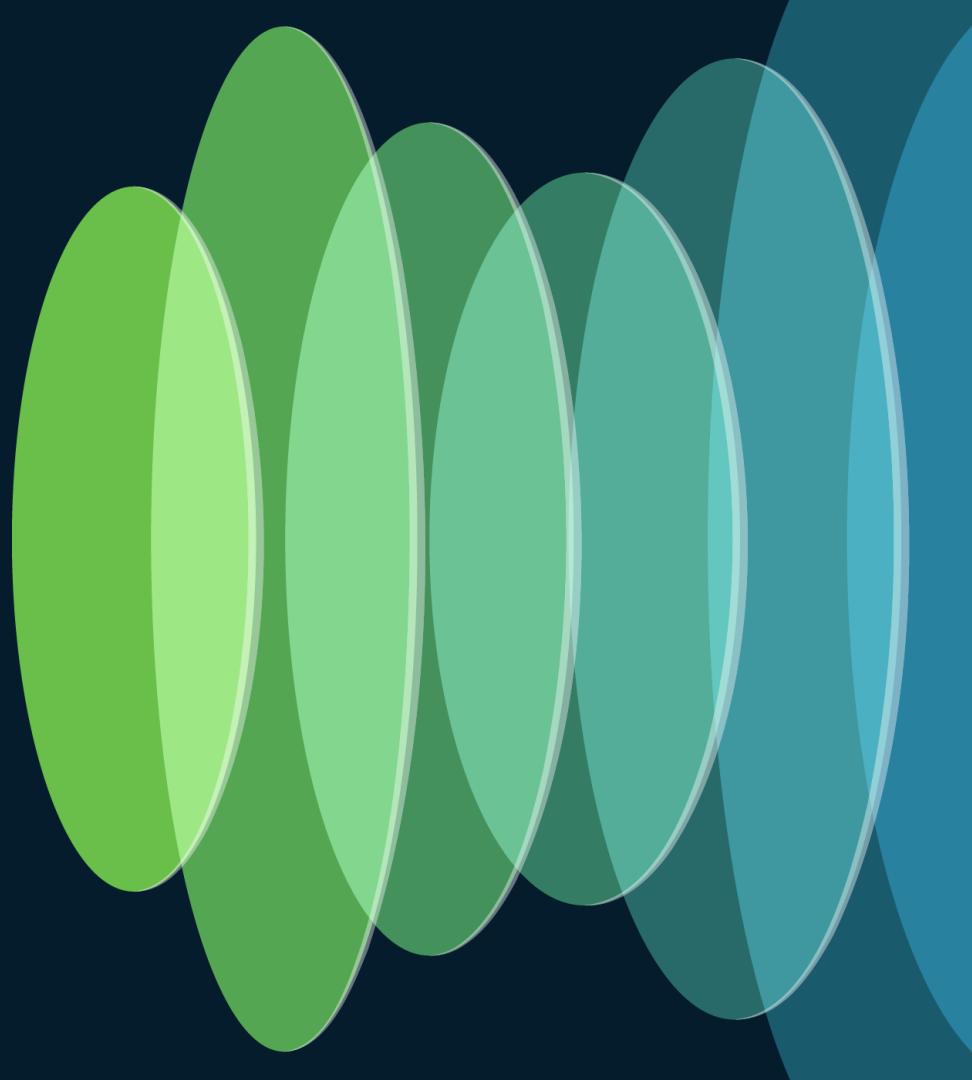


If Direct Upgrade, when do I change VM settings?

For (12.5 or 14) direct upgrade to (15) ...

- Change these **pre-switch-version**
 - **vcpu** qty, **vram** GB, single-**vdisk** GB, **vmv/vmx** to 17+
 - **Make sure enough physical HW** vs. VM placement with new VM specs!
 - Reminder **dual-vdisk to single-vdisk** can only be done via UCM DRS or Direct Migration.
- Change **Guest OS type post-switch-version**.
 - VM's for 12.5/14 need to have Guest OS type = *CentOS7 (64 bit)*
 - VM's for 15 need Guest OS type = *Other 4.x or later Linux (64-bit)*
(if don't see, upgrade vmv/vmx)
- All of these changes made the same way...
 - Power down VM, edit spec, power up.
 - E.g. ESXi 8.0 detailed procedure on vmware.com: <https://docs.vmware.com/en/VMware-vSphere/8.0/vsphere-esxi-host-client/GUID-8BC61426-9C80-495D-B53F-F2309DBD524A.html>

Conclusion



Take aways and next steps

- CentOS 7 End of Support *this June*. 11.5 End of Support *this May*.
- Time to get upgraded.
- 15SU1 just released.
- Conservative path is to go with CUCM 14.
- Save a double upgrade by going directly to CUCM 15SU1.
- Lots of tools, tips, and techniques to help execute your migration are available.
- Webex Calling is a viable option if you struggle keeping pace with necessary upgrades.
- Webex Calling is a viable option to mitigate any Broadcom/VMware concerns.

Cloud Calling – The way you want it



Webex Calling

Multi-tenant

Dedicated Instance



95%+

Feature parity
with UCM



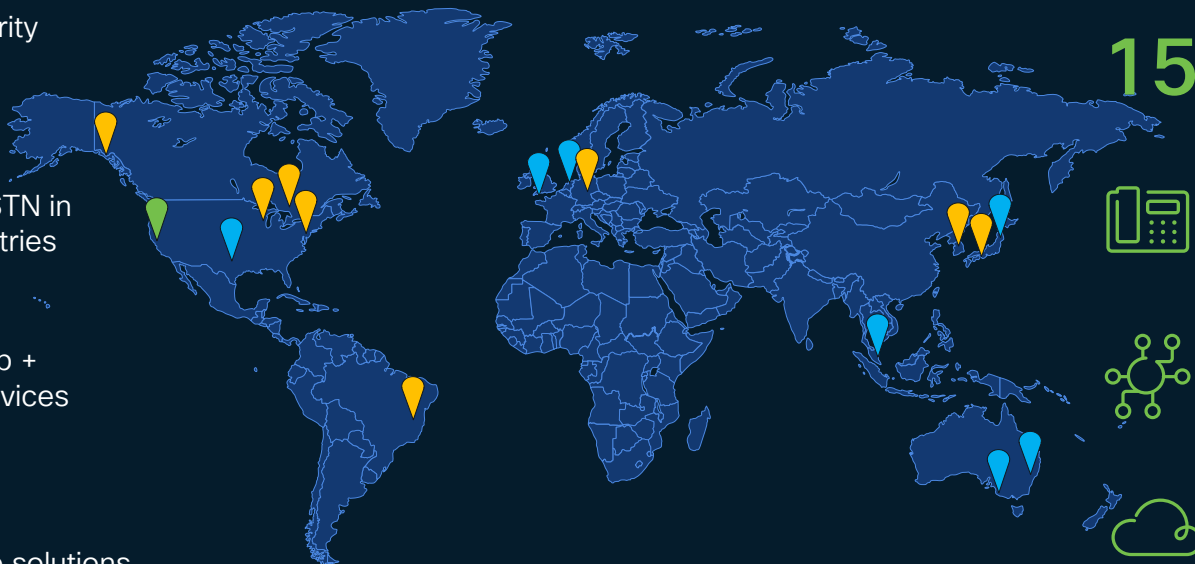
Flexible PSTN in
150+ countries



Webex App +
modern devices



Customer
experience solutions



15

Latest version
of UCM



Support for
legacy endpoints



Preserve UCM
workflows and
integrations



Cisco managed
with Flexible
Connectivity

Calling Sessions

June 3, 8:00 AM	BRKCOL-2065: Webex Calling - How do I begin?
June 3, 9:30 AM	BRKCOL-2062: Best Practices for a Successful Migration from Jabber to the Webex App
June 3, 1:00 PM	BRKCOL-2487: Successful Migrations from Unified CM to Webex Calling
June 3, 3:00 PM	BRKCOL-2076: Upgrade to Cisco Unified Communications Manager Release 15 with Confidence !
June 4, 10:30 AM	BRKCOL-2064: Migrating IP phones from Unified Communications Manager (on-premises) to Webex Calling (cloud) by a TAC Engineer
June 4, 10:30 AM	BRKCOL-2787: Planning and Designing Successful Cloud Calling Deployments with Webex Calling
June 4, 3:00 PM	IBOCOL-1120: Webex Calling: What Do You Want to Know?
June 5, 10:30 AM	BRKCOL-1005: Understanding the Webex Customer Experience Basic & Essential Solutions, Configurations and Supervisor/Agent Experience
June 5, 10:30 AM	BRKCOL-2068: Cisco IP Phones, Headsets, and Webcams: The Product Updates that we all Need to Know
June 5, 10:30 AM	IBOCOL-2010: Cloud Connected UC: The Bridge to Migrate Your On-Premises Solution to Webex Calling
June 5, 2:30 PM	BRKCOL-2812: Troubleshooting Webex Calling Premises-based PSTN
June 6, 8:30 AM	BRKCOL-2067: Calling Interoperability with Microsoft Teams
June 6, 9:30 AM	IBOCOL-2420: Calling Migrations: an Interactive Session to Share Experiences, Ideas, Solutions, and Best Practices
June 6, 10:30 AM	BRKCOL-2314: CUBE v14 Updates
June 6, 11:00 AM	BRKCOL-2390: Cisco Video Endpoints Update
June 6, 1:00 PM	BRKCOL-3009: Troubleshooting UCM Calling in Webex App Like a TAC Engineer

Plan a collaboration strategy for the future

UCM 15 ebook: <http://cs.co/ucm15>



- | Stay on Premises – UCM 15
- | Connect to Cloud with Cloud Connected UC
- | Migrate to Cloud with Enhanced Survivability – Dedicated Instance
- | Enterprise Grade Cloud Calling Innovation with Webex Calling multi-tenant

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Contact us at this session's Webex space
(see slide 3; moderated until June 7, 2024)



The bridge to possible

Thank you

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