Ordering guide Cisco public IIIIII CISCO The bridge to possible

Convert Cisco 7800 and 8800 series IP phones between Enterprise and MPP Firmware

Last Updated: October-2023

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Firmware migration (Overview)

MultiPlatform Phone (MPP) firmware enables the Cisco[®] IP Phone 6800, 7800, and 8800 Series to work with approved third-party call control systems as well as with Cisco Webex[®] Calling. The feature set provided by this firmware is not identical to that of the firmware designed and built for use with Cisco Unified Communications Manager, but there are many similarities. For the remainder of this document, we will refer to firmware designed and built for use with Cisco Unified Communications does not work and is not supported on Cisco Unified Communications Manager.

MPP firmware can run on certain models of the 6800, 7800, and 8800 series. However, only the 7800 and 8800 series have the capability to run either MPP firmware or Enterprise firmware. If you have the appropriate license, you can migrate between the MPP or Enterprise firmware on the 7800 and 8800. Note: 7800 firmware migration requires that the 7800 model is the correct hardware version.

Important! For all new phone orders, the correct workflow is to buy correct phone SKUs for the type of deployment (MPP versus enterprise) and not to buy one type of phone SKUs and then convert them to the other type. The purpose of converting firmware is to help migrate enterprise customers to the cloud who already have existing phones.

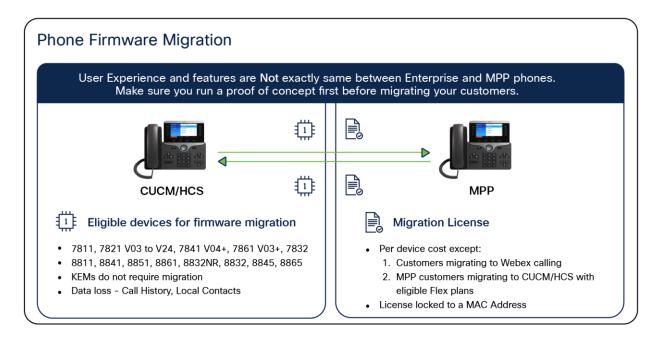


Figure 1.

Phone firmware models and features

You can check the label on the back of the phone to find your version (VID) (Figure 2).



Figure 2.

How to find your version number on a phone

Table 1 lists phone models that can convert from Enterprise to MPP firmware. Table 2 lists phone models that can convert from MPP firmware to Enterprise firmware.

Table 1. Enterprise firmware to MPP firmware - eligible devices

7800 Series (*limitations apply)	8800 audio series	8800 video series
CP-7811-K9=	CP-8811-K9=	CP-8845-K9=
CP-7821-K9= *(V03 to V24)	CP-8841-K9=	CP-8865-K9=
CP-7841-K9= *(V04 or later)	CP-8851-K9=	
CP-7861-K9= *(V03 or later)	CP-8861-K9=	
CP-7832-K9=	CP-8832-K9=	

Note: All versions of 8800 series audio phones listed above can convert to MPP firmware but V15 and later hardware versions will require minimum 11.3.3 MPP firmware once converted and cannot downgrade to earlier MPP firmware versions. The following 8800 devices are not eligible to migrate to MPP: 8821, 8851NR, 8865NR, and 8831. 8832 and 8832NR can be migrated to MPP but some features may not be supported. Features such as Wifi, and Daisy Chain are not supported in the migrated MPP phone. Please check with your service provider before migrating 8832 / 8832NR to MPP firmware.

Table 2. MPP to Enterprise Firmware eligible devices

7800 Series	8800 audio Series	8800 video Series
CP-7811-3PCC-K9=	CP-8811-3PCC-K9=	CP-8845-3PCC-K9=
CP-7821-3PCC-K9=	CP-8841-3PCC-K9=	CP-8865-3PCC-K9=
CP-7841-3PCC-K9=	CP-8851-3PCC-K9=	
CP-7861-3PCC-K9=	CP-8861-3PCC-K9=	
CP-7832-3PCC-K9=	CP-8832-3PCC-K9=*	

*Minimum MPP 12.0.3SR1 firmware required.

Figure 3 outlines the flow from customer purchase of phones to migration.

Customers migrating to Webex Calling should use new Webex Control Hub migration assistant tool.

Please refer to <u>Video tutorial</u> and <u>Documentation</u> and ensure to check the pre-requisites listed on the documentation. All webex calling plans are eligible including the trial customers. Note: The phones migrated via this tool are only authorized to use with Webex Calling.

The converted phones can be migrated back to Enterprise firmware without needing a license.

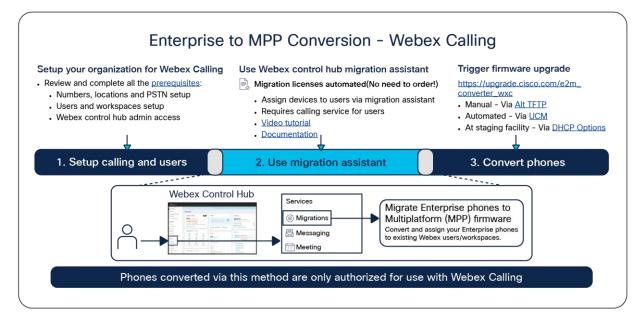


Figure 3. Enterprise to MPP Conversion – Webex Calling

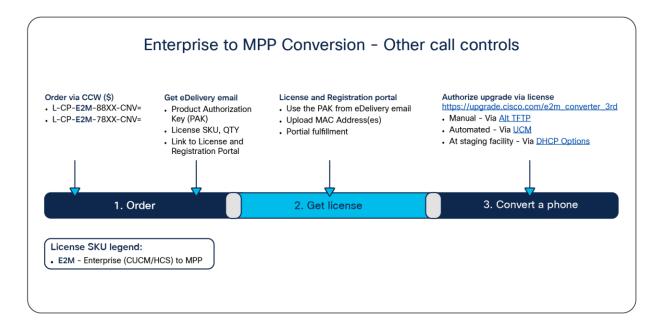


Figure 4.

Enterprise to MPP Conversion - Other call controls

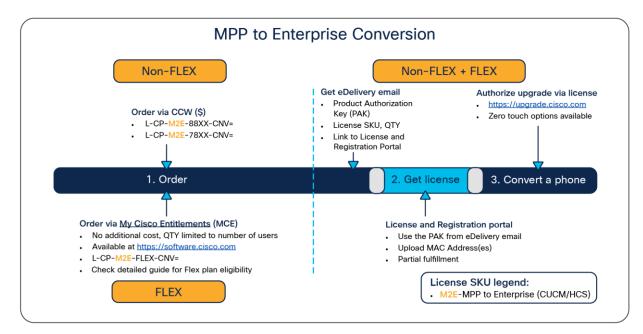


Figure 5.

Customer flow

Note: If you are a Cisco Flex plan subscriber, see Appendix A: Flex plan - Ordering.

Gather all the device information listed in Table 3 for all the phones to check the firmware migration eligibility and to generate the migration licenses. See Appendix B. How to Generate a License File for Firmware Conversion.

Table 3. Needed device information to verify migration eligibility

Device information	Example	Importance
PID (model)	CP-8841-K9=	MUST
VID (version number)	V03	MUST if migrating to MPP
MAC address	321ABC432DEF	MUST
Serial number	FCH20100312 / WZP20100113	Recommended

Once you have generated firmware migration licenses for your eligible devices, you can follow simple instructions at <u>https://upgrade.cisco.com</u> to migrate your phones to a different type of firmware.

If you wish to set this up yourself by using your own web / TFTP server, the following guides include detailed instructions.

Enterprise to MPP conversion guide: <u>https://cs.co/E2M-guide</u>. Get Enterprise to MPP migration firmware.

MPP to Enterprise conversion guide: <u>https://cs.co/M2E-guide</u>. Get MPP to Enterprise migration <u>firmware</u>.

Phone Firmware Migration Bulk Provisioning:

https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-7800series/phone-firmware-mig-bulk-provis.pdf.

In this guide, we will cover the Cisco Unified Communications Manager (UCM)-based approach. This method is intended to further your understanding of how the entire process works end to end.

The conversion process involves checking/moving to a required minimum-version load before the final load is installed. The license file is needed to enable the calling service for the final load. Each migration direction requires a different license file. The conversion direction is reflected inside the license file.

The followings are examples of migration licenses for other call controls.

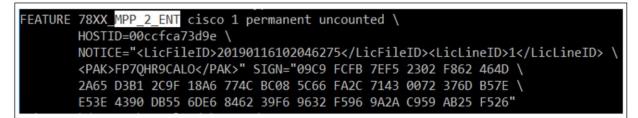


Figure 6. Example MPP_2_ENT license file

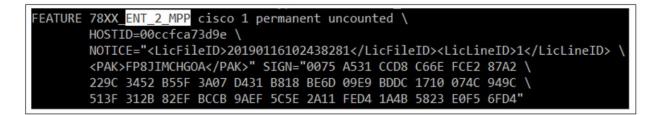


Figure 7.

Example ENT_2_MPP license file

Firmware migration Frequently Asked Questions (FAQ)

Q. How do I know I have an enterprise phone or MPP/3PCC phone?

A. Read the label on the back of the phone. If the PID has "3PCC" or "3PC" or "3PW" after the model number, then it is an MPP/3PCC phone. Otherwise it is an enterprise phone. Figure 6 shows how to verify the model.



Figure 8.

Phone labels

To find out current status of the device (Enterprise versus MPP firmware):

Press the applications and settings key the device

- 1. Check the title of the screen
- "Information and settings" Your phone has MPP firmware. Navigate down to Status -> Product information -> Product Name to confirm that it shows "3PCC" there. Example: CP-8841-3PCC.
- "Applications" Your phone is likely running Enterprise firmware. Navigate down to Phone Information -> Model number to confirm it does NOT show "3PCC" there. Example: CP-8841. If it shows "3PCC" in model number, then it is MPP phone running outdated 10.x firmware.

- **Q.** Does migration cost me anything?
- **A.** Customers can migrate their phones to MPP firmware for use with Webex Calling at no extra charge with new Webex Control Hub migration assistant tool.

For MPP customers migrating their deployed phones to enterprise firmware, this offer is included at no extra charge with the eligible Flex calling plan (specific SKUs listed below) up to a number of users on your flex calling plan. You can learn more about the Cisco Collaboration Flex plan online at: https://www.cisco.com/c/en/us/products/unified-communications/collaboration-flex-plan/index.html.

For customers that are not part of the eligible Flex calling plan, the transition from one call control platform to another will incur a cost.

 Table 4.
 Flex plan eligible SKUs for MPP to Enterprise firmware migration

Eligible SKUs for utilization in MCE
A-FLEX-EAHL1
A-FLEX-EAHL1-AUM
A-FLEX-EAHL1-EAM
A-FLEX-EAHL2
A-FLEX-EAHL2-AUM
A-FLEX-EAHL2-AUM
A-FLEX-EAHL2-EAM
A-FLEX-EAHL3
A-FLEX-EAHL3-AUM
A-FLEX-EAHL3-EAM
A-FLEX-EAPL1
A-FLEX-EAPL1-AUM
A-FLEX-EAPL1-EAM
A-FLEX-EAPL2
A-FLEX-EAPL2-AUM
A-FLEX-EAPL2-EAM
A-FLEX-EAPL3
A-FLEX-EAPL3-AUM
A-FLEX-EAPL3-EAM
A-FLEX-NUHL1

Eligible SKUs for utilization in MCE		
A-FLEX-NUHL1-AUM		
A-FLEX-NUHL1-EAM		
A-FLEX-NUPL1		
A-FLEX-NUPL1-AUM		
A-FLEX-NUPL1-EAM		
A-SPK-EDUEC-PCALL		
A-FLEX-EAPL		
A-FLEX-EAHL		
A-FLEX-NUPL-P		
A-FLEX-NUPL-E		
A-FLEX-NUPL-A		
A-FLEX-NUHL-P		
A-FLEX-NUHL-E		
A-FLEX-NUHL-A		
A-FLEX-EA-MPL		
A-FLEX-EA-MHL		
A-FLEX-NU-MPL		
A-FLEX-NU-MHL		

Q. How do I order firmware migration licenses?

A. For customers migrating their phones to MPP firmware for use with Webex Calling do not need to order any licenses. Licenses are automated with new Webex Control Hub migration assistant tool.

For MPP customers migrating to Enterprise firmware with eligible Flex plan, follow the instructions in Appendix A: "Flex plan – How to order licenses." Customers not on the Flex plan can connect with their Cisco partner or authorized distributor to order the required licenses using the following SKUs. Ensure the customer performs a device eligibility check before ordering the licenses.

L-CP-E2M-88XX-CNV=	Convert 8800 series Enterprise phones to MPP Firmware
L-CP-E2M-78XX-CNV=	Convert 7800 series Enterprise phones to MPP Firmware
L-CP-M2E-88XX-CNV=	Convert 8800 series MPP phones to Enterprise Firmware
L-CP-M2E-78XX-CNV=	Convert 7800 series MPP phones to Enterprise Firmware

- Q. Will I be able to use my phone's migration license on a different phone?
- **A.** No, the migration license is node-locked to the phone MAC address and cannot be used on a different phone.
- Q. My phone needs Return Materials Authorization (RMA). How does that work?

A. The replacement phone is the same SKU as what was originally purchased. For instance, if CP-8811-K9= was the original purchase, then after it has been migrated to an MPP load, the replacement phone is still identified as CP-8811-K9=.

A new migration license must be requested from Cisco Global Licensing Operations (GLO) by opening a case at: <u>https://mycase.cloudapps.cisco.com/case?swl</u> and selecting an option Software Licensing -> Collaboration Related Licensing -> Other Collaboration Product. The replacement phone must go through the same migration process as the phone that is being returned. The migration license previously acquired for the returned phone cannot be reused for the replacement phone as it is tied to the MAC address of the returned phone.

Q. I migrated my enterprise phone to MPP/3PCC. Can I migrate it back to enterprise firmware?

A. If you migrated your enterprise phone to MPP/3PCC after 11.3.3 migration firmware, then you can convert it back to enterprise firmware without requiring a license, but you still have to follow the MPP to enterprise firmware conversion process. If you migrated to MPP firmware using 11.2.3 migration firmware you will still need to acquire an MPP/3PCC -> Enterprise migration license for that migration. For 8832, first upgrade to 12.0.3SR1 or later MPP firmware.

If the phone is not registered and showing any of the following license warning, the phone already knows it is an original Enterprise phone and you can migrate it back to Enterprise firmware without needing a license.

Mar 27 8:38 AM 1234567890		Welcom	е	
		Enter activation	code	
Provide the migration license. Contact administrator.	your	Provide the migratio	n license.	
Retry S	Settings	Continue	×	Settings

If the phone is registered without any warning or error, you can check via phone LCD UI or via web page if it can migrate back to Enterprise firmware without needing a license.

From LCD UI: Your phone should be running at least 11.3.5 or newer MPP firmware. Go to phone settings -> status -> Product Information -> Transition authorization type and if you see Classic or WxC listed there, you can migrate that phone back to Enterprise firmware.

From web page: Your phone should be running at least 11.3.3 or newer MPP firmware. Go to the Info-> Status tab on your phone's webpage and look for the "Product Information" section. If you see a non-empty value in the "Transition Authorization Type" field, then your phone can migrate back to enterprise firmware without a license.

roduct Information			
Product Name:	CP-7811-3PCC	Serial Number:	W
VID:	V02	MAC Address:	0
Software Version:	sip78xx.11-3-3MPP0001-377.loads	Hardware Version:	35
Client Certificate:	Installed	Transition Authorization Type:	Classic

- **Q.** I migrated my MPP/3PCC phone to enterprise firmware. Can I use my phone's MPP/3PCC -> Enterprise migration license to migrate it back to MPP/3PCC?
- A. If your MPP/3PCC phone was running MPP 11.3.5 or later firmware and you migrated it to Enterprise firmware, then it can migrate back to MPP firmware without requiring a license. If you migrated your MPP phone to Enterprise firmware using any version of migration firmware, then you will need to acquire an Enterprise -> MPP/3PCC migration license to migrate it back to MPP firmware.
- ${f Q}_{f \cdot}$ Is the user interface for the phone the same for both Enterprise and MPP firmware?
- A. No. The user experiences are quite different between the two call control platforms. End-user training may be required to understand the differences in call appearance, feature activation, and other features. End-user documentation is also available from cisco.com and callinghelp.cisco.com for Webex Calling.
- Q. How do I get technical support during firmware migration?
- **A.** Customers ordering firmware migration licenses who do not have an existing service contact with Cisco will need to add the applicable service SKU from the list in Table 5 at the time of ordering firmware migration licenses to get software-only (no RMA) support.

Table 5. Applicable technical support SKUs

License SKU	Service SKU
L-CP-E2M-88XX-CNV=	CON-SW-LCPE2M8V
L-CP-E2M-78XX-CNV=	CON-SW-LCPE2M7N
L-CP-M2E-88XX-CNV=	CON-SW-LCPM2E8C
L-CP-M2E-78XX-CNV=	CON-SW-LCPM2E7X

- Q. Who should I reach out for support?
- **A.** Support information:
 - For My Cisco Entitlements (MCE) issues, open a case at: https://mycase.cloudapps.cisco.com/swl?MCE. Make sure to provide as much detail as possible in the case including your subscription id, contract number, what type of licenses you are trying to get, exact quantity required, your cisco.com user id and any error messages you might be getting. Customer service team will review the case and will get back to the requester.

- For license generation issues, contact the Global Licensing Operations (GLO) by opening a case at: <u>https://mycase.cloudapps.cisco.com/case?swl</u> and selecting an option Software Licensing -> Collaboration Related Licensing -> Other Collaboration Product.
- For firmware migration issues, contact the Small Business Support (SBS) Center: <u>https://www.cisco.com/c/en/us/support/web/tsd-cisco-small-business-support-center-contacts.html</u>
- ${f Q}_{f \cdot}$ What if the customer uses UCM and is migrating to BroadWorks $^\circ$ or BroadCloud $^\circ$?
- A. If the customer has 7800 or 8800 series desk phones that support the migration capability, the customer can migrate those phones as they migrate users to BroadWorks or BroadCloud. A list of supported phones is provided in Table 1.
- Q. Are there any plans to enable enterprise phones to register natively to BroadSoft[®] systems?
- **A.** The Enterprise and MPP phones have different software images. Given the size of these images, there is no plan to bundle all variants of call control support into a single binary model.
- Q. My customer has only a few phones to migrate. Can you tell me how to do this in the field?
- **A.** No. This migration cannot be done without following our process. If we were to migrate phones outside of the process, Cisco will be in violation of our third-party software licensing agreements.
- **Q.** My customer purchased the wrong phone type and needs to migrate the phone to the call control they have. Can we do this?
- **A.** No. Please contact point of sale to return the phones and order the proper phones for the customer. Cisco will not replace phones or migrate phones for customers that make a mistake when ordering our phones.
- **Q.** My customer wants to try out this process before placing the order. Can they get licenses for demo / lab use?
- A. Yes. Please engage your customer with a Cisco partner. Firmware migration licenses are now available under the Not For Resale (NFR) program at a 100 percent discount in limited quantities for demo/lab purposes only. Visit <u>https://cisco.com/go/nfr</u> for more details. If the customer wants to try this for the phones deployed on their premises, they can reach out to their Cisco representative to get firmware migration licenses in limited quantities.

Cloud Upgrader

Cloud Upgrader has instructions and example videos to help you with your migration project.

For Enterprise to MPP conversion:

- For Webex calling: <u>https://upgrade.cisco.com/e2m_converter_wxc</u>
- For other approved call controls: https://upgrade.cisco.com/e2m_converter_3rd

For MPP to Enterprise conversion: https://upgrade.cisco.com/m2e_converter.

Below are two examples to illustrate how to migrate Enterprise phone to MPP phone and how to migrate MPP phone to Enterprise phone, for other call control, via UCM.

UCM-based manual migration method (Enterprise to MPP)

We recommend that you review and follow the cloud upgrader instructions for UCM using the above links. If you choose to follow the Cloud Upgrader instructions, no need to follow the instructions below.

The following steps will walk customers through how to convert a single 7800 or 8800 series phone from Enterprise firmware to MPP using your on-premises setup.

1. Check the 7800 / 8800 series phone version. You must flip the 7800 / 8800 series phone over to determine if it is eligible based upon Table 1. For example, the 7821 phone screenshot below contains V01. Therefore, it is ineligible for upgrade.



- Before you start the firmware migration process, ensure that you upgrade your phones to 14.2.1SR1 or the latest Enterprise or on-premises firmware. Use the on-premises firmware release notes to obtain the latest firmware.
- Cisco IP Phone 7800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-</u> endpoints/unified-ip-phone-7800-series/products-release-notes-list.html
- Cisco IP Phone 8800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-</u> endpoints/unified-ip-phone-8800-series/products-release-notes-list.html

Important! Your phone must run 14.2.1SR1 or later, otherwise the following procedures may not work.

3. Get 12.0.(3) or the latest MPP firmware from the link. For 8832, minimum 12.0.3SR1 MPP firmware required.

https://software.cisco.com/download/home/286311381. Place this onto your UCM.

If you have an FTP or an SFTP server available, you can also install the transition firmware COP files. For detailed instructions, see <u>Cisco IP Phone 7800 and 8800 Series Migration Guide (On-Premises to Multiplatform Phones)</u>.

Note: To prevent any unplanned migration of the phones, the COP files do not change the device defaults to the migration firmware load name. If you don't have an FTP or an SFTP server available, download the transition firmware zip files and perform the following instructions.

- a) Download the firmware to your computer and unzip it in a directory. See the Table 6 for the file names.
- b) Access <u>https://CUCM-ip-address/cmplatform/</u>, where CUCM-ip-address is the IP address of the UCM.
- c) Navigate to Software Upgrades -> TFTP File Management -> Upload file.
- d) One by one, select the files from the directory where you extracted transition firmware and upload each file.
- e) Restart the TFTP service on the UCM.

Table 6. Firmware file names

Conversion Direction	Model	MPP firmware
Enterprise to MPP	7811/21/41/61	sip78xx.12-0-3MPP0001-87.loads
	7832	sip7832.12-0-3MPP0001-87.loads
	8811/41/51/61	sip88xx.12-0-3MPP0001-87.loads
	8832	sip8832.12-0-3MPP0101-92.loads
	8845/65	sip8845_65.12-0-3MPP0001-87.loads

- 4. Upload the license file you received from Cisco onto the UCM. For details on how to obtain the license file from Cisco, see Appendix A.
 - a) Download the license file to your computer.
 - b) Access <u>https://CUCM-ip-address/cmplatform/</u>, where CUCM-ip-address is the IP address of the UCM.
 - c) Navigate to Software Upgrades -> TFTP File Management -> Upload file.
 - d) Select the license file and upload the file.
 - e) Restart the TFTP service on the UCM.
- 5. Log in to the UCM.
- 6. Go to Device -> Phone.
- 7. In the "Find Phone where" field, select CONTAINS and enter the MAC address of your 78xx or 88xx phone. Then click **Find**.

Phone				
Find Phone where	Device Name	•	contains	•

- Scroll down to Phone Load and enter the phone load. For example, enter sip78xx. 12-0-3MPP0001-87. For 8832 enter sip8832.12-0-3MPP0101-92.
- 9. Click Save, Apply Config, and OK.
- 10. Refresh your browser page and ensure that the download status says "Upgrading." The phone should reboot momentarily.

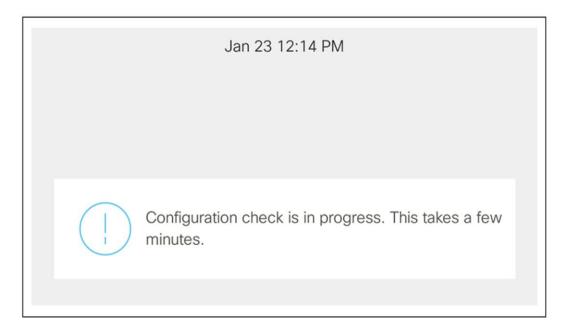
Important! To ensure the migration successful, use 12.0.(3) or the latest MPP firmware. For 8832, minimum 12.0.3SR1 MPP firmware required.

After the reboot, the phone will run the installed MPP firmware. The phone will need a license, so move to the next step.

- 11. Determine the IP address of your phone:
 - Push the Applications button -> Status -> Network Status -> IPv4
- 12. Type the following into your web browser: http://ip_address_of_phone/admin/advanced
- 13. In your web browser, navigate to **Voice -> Provisioning.**
- 14. Scroll down to "Firmware Upgrade" and enter "tftp://CUCM-ip-address/MAC-Upper-case.lic" into the "Transition Authorization Rule" and select Classic for "Transition Authorization Typ". Example shown below:

Transition Authorization Rule:	tftp://10.93.245.62:6970/00CCFC123456.lic
Transition Authorization Type:	Classic 🔽

15. After click Submit, you should see the following message on your phone screen:



16. After configuration is complete, you can validate the license status by navigating in your web browser to Info -> Status. Under Product Information, you should see the following:

Transition Authorization Type: Classic

Now your MPP phone is ready for provisioning call service.

UCM-based manual migration method (MPP to Enterprise)

We recommend that you review and follow the cloud upgrader instructions for UCM using the above links. If you choose to follow the Cloud Upgrader instructions, no need to follow the instructions below.

Take the following steps to convert your phone from MPP to Enterprise firmware:

1. Factory reset your phone using the following procedure. You might need to perform the key sequence procedure (not from the phone screen) because the phone may be password-protected if it was previously registered to call control. The key sequence will override the password protection.

Step 1. Unplug the ethernet cable from phone.

Step 2. Wait five seconds.

Step 3. Press and hold # and plug the phone back in.

Step 4. When the light on the Mute button and handset light strip turn off, and all other lights (Line button, Headset button, Speakerphone button, and Select button) stay green, press 123456789^{*}0# in sequence.

The process is successful if MUTE lights up red after the key sequence. If MUTE does not turn red, repeat from step 1.

After you press these buttons, the phone goes through the factory reset process.

If you press the buttons out of sequence, the phone will **not** reset.

- Before you start the firmware migration process, ensure that you upgrade your phones to 12.0.(3) or the latest MPP firmware. Use the multiplatform phone release notes to obtain the latest firmware. For 8832, minimum 12.0.3SR1 MPP firmware required.
 - a) Cisco IP Phone 7800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-release-notes-list.html</u>
 - b) Cisco IP Phone 8800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-release-notes-list.html</u>
- 3. Get the Enterprise firmware from the link -
 - Cisco IP Phone 7800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-</u> endpoints/unified-ip-phone-7800-series/products-release-notes-list.html
 - Cisco IP Phone 8800 Series: <u>https://www.cisco.com/c/en/us/support/collaboration-</u> endpoints/unified-ip-phone-8800-series/products-release-notes-list.html

Place this onto your UCM with these steps:

- a) Download the transition file to your computer and unzip it in a directory.
- b) Access <u>https://CUCM-ip-address/cmplatform/</u>, where CUCM-ip-address is the IP address of the UCM.
- c) Navigate to Software Upgrades -> TFTP File Management -> Upload file.
- d) One by one, select the files from the directory where you extracted transition firmware and upload each file.
- e) Restart the TFTP service on the UCM.

Table 7.Firmware and models

Conversion direction	Model	Enterprise firmware (use 14.2.1SR1 as example)
MPP to Enterprise	7811/21/41/61	sip78xx.14-2-1-0101-26.loads
	7832	sip7832.14-2-1-0101-26.loads
	8811/41/51/61	sip88xx.14-2-1-0101-26.loads
	8832	sip8832.14-2-1-0101-26.loads
	8845/65	sip8845_65.14-2-1-0101-26.loads

- 4. Upload the license file you received from Cisco onto the UCM. For details on how to obtain the license file from Cisco, see Appendix A.
 - a) Download the license file to your computer.
 - b) Access <u>https://CUCM-ip-address/cmplatform/</u>, where CUCM-ip-address is the IP address of the UCM.
 - c) Navigate to **Software Upgrades -> TFTP File Management -> Upload file**.
 - d) Select the license file and upload the file.

e) Restart the TFTP service on the Unified CM.

Note: If you previously uploaded a license file for Enterprise to MPP conversion with the MAC.lic (00CCFC123456.lic) name, you may want to use a different name for the MPP to Enterprise conversion license file, for example MAC_M2E.lic (00CCFC123456_M2E.lic).

- 5. Determine the IP address of your MPP phone. Press Applications and select Settings -> Status -> Network Status -> IPv4.
- 6. Type the following into your web browser: <u>http://ip_address_of_phone/admin/advanced</u>.
- 7. In your web browser, navigate to Voice -> Provisioning.
- 8. Scroll to "Firmware Upgrade" and paste the following into the "Upgrade Rule":

Upgrade Rule: <u>http://cucm-ip-address:6970/sipxxxx.14-2-1-0101-26.loads</u> where sipxxx is the firmware filename on the UCM.

Note: This upgrade rule points to 14.2.1SR1. This is an Enterprise firmware image then can be registered to the UCM.

9. Scroll to "Firmware Upgrade" and paste the following into the "Transition Load Authorization Rule".

Transition Load Authorization Rule: http://CUCM-ip-address:6970/\$MAU_M2E.lic

Example upgrade rule and transition load authorization rule:

Firmware Upgrade	
Upgrade Enable:	Yes 👻
Upgrade Rule:	http://10.93.245.62:6970/sip78xx.14-1-1-0001-136.loads
Transition Authorization Rule:	http://10.93.245.62:6970/00CCFC123456_M2E.lic
Transition Authorization Type:	Classic -

- 10. After saving, you should soon see the message "Upgrade in progress", indicating the progress.
- 11. After successful upgrade, register the phone to UCM using DHCP Option 150 or Alternate TFTP.
- a) Select Settings -> Admin Settings -> Network Setup -> IPv4 Setup
 - Alternate TFTP: Yes
 - TFTP Server 1: CUCM-IP-address
- b) Click Apply.
- c) Validate that the phone has registered to UCM.

MPP to Enterprise firmware conversion is now complete.

Appendix A: Flex plan - Ordering

Section 1: Enterprise to MPP licenses

No need to order any firmware migration licenses for customers migrating to Webex Calling when they use new Webex Control Hub migration assistant tool. The firmware migration licenses are automated with that tool.

Please refer to <u>Video tutorial</u> and <u>Documentation</u> and ensure to check the pre-requisites listed on the documentation. All webex calling plans are eligible including the trial customers. Note: The phones migrated via this tool are only authorized to use with Webex Calling but the converted phones can be migrated back to Enterprise firmware without needing a license.

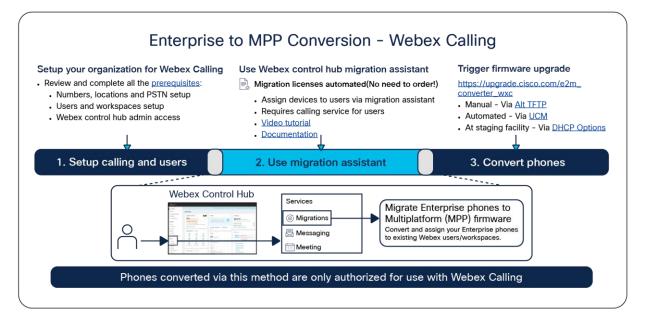


Figure 9.

Enterprise to MPP Conversion - Webex Calling

Section 2: MPP to Enterprise licenses

Follow the instructions below on how to order MPP to Enterprise licenses via the My Cisco Entitlements (MCE)

- This guide only provides brief overview of the key steps. For detailed instructions please refer to MCE version upgrade user guide at: <u>https://www.cisco.com/c/dam/en/us/td/docs/entitlement_asset_mgmt/docs/MCE_User_Guide_Ve_rsion_Upgrade.pdf</u>.
- 2. Navigate to https://software.cisco.com.
- 3. Log in with your cisco.com account that has access to your Flex subscription.
- 4. Navigate to "Manage Entitlements" section.

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Smart Software Manager	Download and Upgrade	Traditional Licenses
Track and manage your licenses. Convert traditional licenses to Smart Licenses.	Download new software or updates to your current software.	Generate and manage PAK-based and other device licenses, including demo licenses.
Manage licenses >	Access downloads >	Access LRP >
Manage Smart Account	EA Workspace	Manage Entitlements
Update your profile information and manage users.	Generate and manage licenses purchased through a Cisco Enterprise Agreement.	eDelivery, version upgrade, and more management functionality is now available in our new portal.
	Access EA Workspace >	Access MCE >

5. Navigate to Licenses -> Version Upgrade section and you should see all the available upgrade options listed there. Find the "FIRMWARE MIGRATION" upgrade product group and select the quantity desired for "L-CP-M2E-FLEX-CNV=" SKU and click "Proceed to Order".

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Note: If you have an active Flex subscription with eligible firmware migration SKUs and still do not see your eligible upgrades or get an error, open a case at: <u>https://mycase.cloudapps.cisco.com/swl?MCE</u>. Check FAQ section for more details.

6. In the Review Order screen, enter your eDelivery email address along with other required information and place an order.

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7. Review and sign the license agreement.

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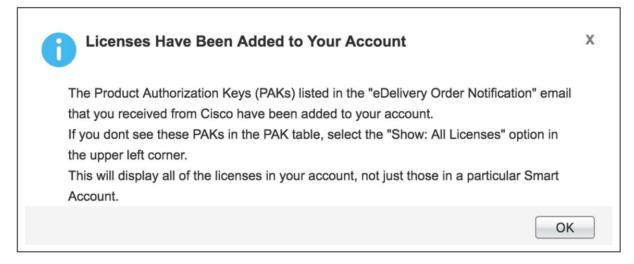
8. You will get an order confirmation screen. Click "Done".

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9. In 2 to 3 business days, you should receive eDelivery email message with links to "Register Claim Certificates (PAKs)". Click on the link(s) and log in using your cisco.com account associated with the eDelivery email address.

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10. You will receive following confirmation dialog. Click OK.



Appendix B: How to generate licenses for firmware conversion

The following information covers how to generate the license files.

- Go to the License and Registration Portal (LRP): <u>https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart#</u>.
- 2. Sign in using your email registered for cisco.com.
- 3. Click on PAKs or Tokens. The PAK that was delivered to your cisco.com registered email address will show up here. Select the checkbox next to it and click on Get License.

Get	Licenses T Add New PAK	s/Tokens Smart Account	s 🔻 Manage P	aks v Show Filters			
	PAK/Token	Smart	Order Number	Product	Status	Licenses Used	Available
	FPJQX1PCNSK () Family: CISCO IP Phones	Get Licenses	SalesOrder	Convert 8800 series Enterprise phones to SKU: L-CP-E2M-88XX-CNV=	Unfulfilled	(0 10
0	FPM5V08OP3N () Family: CISCO IP Phones	Assign to Smart Account Convert to Smart Licensing	esOrder	Convert 8800 series Enterprise phones to SKU: L-CP-E2M-88XX-CNV=	Fulfilled		1 0
	FPZMNEMLUYN	Get PAK or token information	··· esOrder	Convert 8800 series Enterprise phones to SKU: L-CP-E2M-88XX-CNV=	Fulfilled		1 0

4. Click Next on the screen that reads, "Get New Licenses from a Single PAK/Token".

Pr	oduc	Get New Licenses from a Sir	igle PAK/Token		×
how	: All Li	1. Assign Smart Account and SKUs	2. Assign to Devices 3. Finish	1	_
AKs	s or Toke	Product Family: CISCO IP Phones migra Smart Account	ation license		
Get L	icenses 1	Select one	•		
	PAK/To	Virtual Account			bi
		Select one	 Required with Smart Account 		
-	FPJQX1 Family: 0	PAK/SKU	Smart Account	Quantity Available Quantity per Dev	vice
	FPM5V0	PAK: FPJQX1PCNSK	Unassigned		
	Family: C	L-CP-E2M-88XX-CNV=		10 1	
	FPZMN Family: 0				
	FPLKZF Family: I				
	- anny				
	FPPEW Family: I				
	FPGZ9			Cancel Next	

- 5. Select the input method (bulk or manual).
 - For a bulk upload:
 - I. Select "Import from Excel File" and click on Download data file template

Pr	oduc	Get New Licenses from a Single PAK/Token	×	Settings
Show	: All Li	1. Assign Smart Account and SKUs 2. Assign to Devices 3. Finish		
PAK	s or Toke	Select the Devices to be Licensed		
Get I	icenses *	Method Used : Import from Excel File		
	PAK/To	Max. Devices : Add Devices Manually • Device File: No file selected		ilable
~	FPJQX1 Family: 0	Download data file template View data file quidelines		10 ^

II. Below is a sample spread sheet data file template that has MAC addresses (10 devices)

	А	В	С	D	E
1	MAC Address	UDI PID	UDI SN	UDI VID	
2	123561789111				
3	123561789112				
4	123561789113				
5	123561789114				
6	123561789115				
7	123561789116				
8	123561789117				
9	123561789118				
10	123561789119				
11	123561789120				
12					

III. Click on Browse, upload the above file, and click Next

Method Used :	Import from Excel File
Max. Devices :	1000
Device File:	Browse Copy of DeviceImportTemplate.xlsx
	Download data file template
	View data file guidelines

Г

IV. The review page displays. Verify the selected SKU and quantity

	at and SKUs 2. Assign to De	evices 3. Finish		
ecipient and Owner I	nformation			
ter multiple email address	ses separated by commas.Your License	Key will be emailed within the hour to the	e specified email addresses.	
Send To:	@cisco.com		Add	
	a v Edit			
End User: J.	g • Eur		<u>.</u>	
cense Request		Should match number of	of devices	
Number of Devices : 10	4	uploaded		
	sku	Quantity Assigned	Smart Account	
PAK/Token :				
PAK/Token : FPJQX1PCNSK	1.00.001.002			
	L-CP-E2M-88X	1		

- Manual: Alternatively, you can also manually upload MAC addresses (up to 10)
 - I. Select the method use as "Add Device Manually"

Pr	oduc	Get New Licenses from a Single PAK/Token	Setting
how	: All Li	1. Assign Smart Account and SKUs 2. Assign to Devices 3. Finish	
AKs	or Toke	Select the Devices to be Licensed	
Get L	icenses 1	Method Used : Import from Excel File	
	PAK/To	Max. Devices : Import from Excel File Add Devices Manually Device File: Browse No file selected	ilable
1	FPM5V0 Family: 0	Download data file template View data file guidelines	1
	FPZMNI Family: 0		0
	FPLKZF Family: I		1
			1
	FPPEW Family: I		1
	FPGZ9V Family: I		0
	FPNVYI Family: I	Cancel Back Next	0

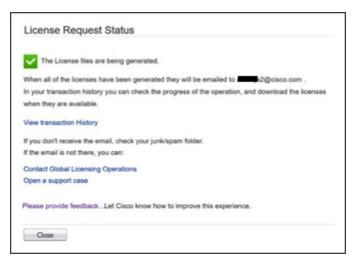
II. Enter the device detail and click on Next

Tools	& Resource	29. 🕴 UANA.	Anyrag Ja
Pr	oduc	Get New Licenses from a Single PAK/Token	Sottin
Show	: All Li	1. Assign Smart Account and SKUs 2. Assign to Devices 3. Finish	
PAK	s or Toke	Select the Devices to be Licensed	
Get L	Licenses	Method Used : Add Devices Manually ~	
	PAK/To	Max. Devices : 10 Assign to a Target Device	ilable
•	FPM5V0 Family: 0	MAC Address: 124513478912	1
	FPZMNI Family: 0		0
	FPLKZF Family: I		1
			1
	FPPEW Family: I		1
	FPGZ9V Family: I		0
	FPNVYI Family: I	Cancel Back Next	0

- III. The selected SKUs will be added to the device. Click Next
- IV. The review page displays. Enter the recipient information and click Submit

. Assign Smart Accour	nt and SKUs 2. Assign to De	vices 3. Finish		
tecipient and Owner I	Information			
nter multiple email addres	ses separated by commas.Your License	Key will be emailed within the hour to the	he specified email addresses.	
- Send To:	@cisco.com		Add	
- Feddlard -	e Edit			
 End User: J. 	9			
icense Request		Should match number	of devices	
Number of Devices : 10		Should match number uploaded	of devices	
•			of devices	
Number of Devices : 10	sku	uploaded Quantity Assigned		
Number of Devices : 10 PAK/Token :	•	uploaded		

6. The system generates the license files. The license zip file will be sent to the email address used.



7. Check the status of the PAK using the transaction history. It should show "In Process," and may take few minutes to change the status from "In Process" to "Processed."

Pro	oduct License	Registration			🛿 Help 🌣 Setti
Show:	All Licenses for Anur	rag Jain 👻			
PAKs	or Tokens Licenses	Devices Transa	ctions History		
Cance	Selected Transactions	Export to CSV Show	v Filters		
	Transaction	Description	Device	Smart Account	Status
	TRXBLKDOPSZ 02/12/2019	Pakfulfillment	No Of Devices : 10 Family.CISCO IP Phones migration li		In Process

8. After the transaction is in processed status, you can download the license zip file.

Pro	oduct License	e Registration			🛛 Help 🛛 🌣 Setting
Show	: All Licenses for Anu	rag Jain 👻			
PAKs	or Tokens Licenses	Devices Transactio	ons History		
Cance	el Selected Transactions	Export to CSV Show Filt	ters		
	Transaction	Description	Device	Smart Account	Status

9. The license zip file contains individual license files for each device named as a MAC address in upper case. Below is an example screenshot of what it looks like.

Name	~ Туре	Compressed size	Password Size		Ratio	Date modified
123561789111	LIC File	1 KB	No	1 KB	25%	2/12/2019 2:36 AM
123561789112	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789113	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789114	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789115	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789116	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789117	LIC File	1 KB	No	1 KB	25%	2/12/2019 2:36 AM
	LIC File	1 KB	No	1 KB	26%	2/12/2019 2:36 AM
123561789119	LIC File	1 KB	No	1 KB	25%	2/12/2019 2:36 AM
123561789120	LIC File	1 KB	No	1 KB	25%	2/12/2019 2:36 AM
BulkDeviceTxnDetails	Microsoft Excel Worksheet	3 KB	No	4 KB	20%	2/12/2019 2:36 AM
Instructions CIPPHONEFEAT	HTML Document	2 KB	No	4 KB	55%	2/12/2019 2:36 AM

Appendix C: Overview of the Cisco IP Phone Multiplatform Phones user experience

Cisco IP Phone 6800 and 7800 Series:

https://s3.amazonaws.com/bsftsupportcenter/Tutorials/Cisco_6800_7800/story_html5.html.

Cisco IP Phone 8800 Series:

https://s3.amazonaws.com/bsftsupportcenter/Tutorials/Cisco_8800/story_html5.html.

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