

# Migrate from CUSP Release 10.2(3) to CCCSP Release 15.0(1)

You can migrate your system from CUSP Release 10.2(3) and later versions to CCCSP Release 15.0(1).

CCCSP Release 15.0(1) is deployed as a new VM and backup configuration from CUSP 10.2(3) and later versions is restored on the new VM deployed. Use the information in this section along with the other configuration sections in this guide.

Migration from CUSP Release 10.2(3) and later versions to CCCSP Release 15.0(1) includes the following steps:


- Perform Backup Steps on CUSP 10.2(3) and later versions, on page 1
- Deploy CCCSP Release 15.0(1) on VM, on page 2
- Perform Restore Steps on CCCSP-15.0(1), on page 3


# Perform Backup Steps on CUSP 10.2(3) and later versions

### SUMMARY STEPS

1. **commit**
2. **write** [ **erase** | **memory** | **terminal** ]
3. **offline**
4. **backup** { **revisions** *number* | **server url** *sftp-url* **username** *sftp-username* **password** *sftp-password*
5. **backup category** { **all** | **configuration** | **data** }
6. **continue**

### DETAILED STEPS

**Procedure**

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **commit**<br>**Example:** | Enables the CUSP committable configuration changes to take effect. |

| | Command or Action | Purpose |
|---|---|---|
| | `Hostname(cusp-config)# commit` | |
| **Step 2** | **write** [ **erase** \| **memory** \| **terminal** ]<br>**Example:**<br>`Hostname# write memory` | Writes the running configuration to the startup configuration. |
| **Step 3** | **offline**<br>**Example:**<br>`Hostname# offline`<br>`!!!WARNING!!!: Putting the system offline will terminate all active calls.`<br>`Do you wish to continue[n]? : y` | Enters offline mode. All calls are terminated.<br>**Note**<br>CUSP still routes calls in offline mode |
| **Step 4** | **backup** { **revisions** *number* \| **server url** *sftp-url* **username** *sftp-username* **password** *sftp-password*<br>**Example:**<br>`Hostname(offline)# backup server url sftp://192.1.1.1/ username <sftp-username> password <sftp-password>` | Configures the backup server<br>**Note**<br>You can also backup server using CCCSP GUI options. See GUI Administration Guide for Cisco Contact Center SIP Proxy (CCCSP). |
| **Step 5** | **backup category** { **all** \| **configuration** \| **data** }<br>**Example:**<br>`Hostname(offline)# backup category all` | Specifies the type of data to be backed up and stored. |
| **Step 6** | **continue**<br>**Example:**<br>`Hostname(offline)# continue` | Exits offline mode and returns the system to the previous online mode. The system begins processing new calls. |

# Deploy CCCSP Release 15.0(1) on VM

Deploy the CCCSP Release 15.0(1) ISO on a virtual machine (VM) and perform the mandatory configurations. Follow the *Initial Configuration Tasks* section in *CLI Configuration Guide for CCCSP* and perform initial CCCSP configurations.

Make sure that the IP address, hostname and the application administrator login credentials remain same as configured in CUSP 10.2(3) and later versions during VM install on CCCSP 15.0(1). Any discrepancies in the user credentials can cause issues when you login to CCCSP User Interface.

**Note** You need to power down the existing CUSP 10.2(3) and later versions prior to deploying CCCSP 15.0(1) for IP address and hostname to match. See *Install and Configure CCCSP on the Virtual Machine* installation section.

# Perform Restore Steps on CCCSP-15.0(1)

### Before you begin

Perform initial CCCSP configurations following the *Initial Configuration Tasks* section in CLI Configuration Guide for CCCSP.

Make sure that the SFTP server details are configured as discussed in *Set Backup Parameters* section of CLI Configuration Guide for CCCSP.

## SUMMARY STEPS

1. **show backup server**
2. **offline**
3. **restore id** *backup_id* **category** { **all** | **configuration** | **data**}
4. **show restore history**
5. Configure Smart Licensing.
6. Configure certificates manually.
7. **reload**
8. Reset the password for all the restored users (administrators, pfs-privusers, and pfs-readonly)

## DETAILED STEPS

### Procedure

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **show backup server**<br>**Example:**<br>`Hostname# show backup server` | Lists the data and configuration backup files. Look in the backup ID field for the revision number of the file that you want to restore. |
| **Step 2** | **offline**<br>**Example:**<br>`Hostname# offline`<br>`!!!WARNING!!!: Putting the system offline will terminate all active calls.`<br>`Do you wish to continue[n]? : y` | Enters offline mode. Restore is done in offline mode, which terminates all calls. You should therefore consider restoring files when call traffic is least impacted.<br>**Note**<br>CCCSP still routes calls in offline mode. |

| | Command or Action | Purpose |
|---|---|---|
| **Step 3** | **restore id** *backup_id* **category** { **all** \| **configuration** \| **data**}<br>**Example:**<br>`Hostname(offline)# restore id 22 category all` | Specifies the backup ID value and the file type to be restored.<br>**Note** You can also restore using CCCSP GUI options. See GUI Administration Guide for Cisco Contact Center SIP Proxy (CCCSP). |
| **Step 4** | **show restore history**<br>**Example:**<br>`Hostname# show restore history` | Prints information about previous backup restores. |
| **Step 5** | Configure Smart Licensing. | Configure Smart Software Licensing which is a standardized licensing platform that facilitates you to deploy and manage Cisco software licenses easily and quickly.<br>For more information, refer to GUI Configuration Guide for Cisco Contact Center SIP Proxy (CCCSP) and CLI Configuration Guide for Cisco Contact Center SIP Proxy (CCCSP).<br>**Note** CUSP Smart Licenses are not transferred to CCCSP. New CCCSP Smart Licenses are required. |
| **Step 6** | Configure certificates manually. | If TLS was enabled in the previous release (CUSP 10.2(3)) from which the restore is performed, certificates are not backed up or restored by default. Therefore, certificates must be manually configured to ensure TLS functions correctly.<br>For detailed configuration steps, see CLI Configuration Guide for Cisco Contact Center SIP Proxy (CCCSP). |
| **Step 7** | **reload**<br>**Example:**<br>`Hostname(offline)# reload` | Activates the uploaded file information and restarts the CCCSP system. |
| **Step 8** | Reset the password for all the restored users (administrators, pfs-privusers, and pfs-readonly) | Reset the password of the user after the restore.<br>Follow the steps mentioned *Change your password* section in GUI Admin Guide for Cisco Contact Center SIP Proxy. |