



The bridge to possible

Guide

Cisco public

Convert between Enterprise Firmware and Multiplatform Firmware for Cisco IP Phone 7800 and 8800 Series

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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 Manager, as “Enterprise firmware.” MPP phone firmware **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.

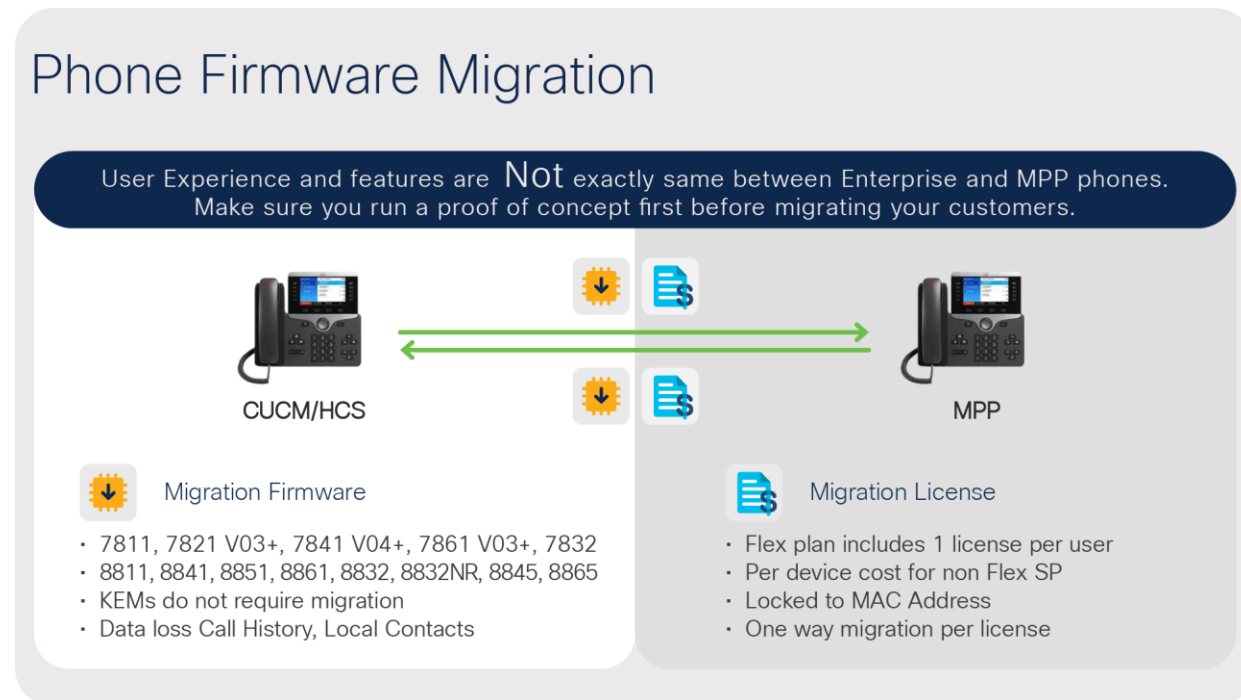


Figure 1.
Phone firmware models and features

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 or later)	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: The following 8800 devices are not eligible to migrate to MPP: 8821, 8851NR, 8865NR, and 8831. 8832NR can be migrated to MPP but some features may not be supported. Please check with your service provider for 8832NR support before migrating to MPP firmware. 8800 series audio phones listed above with V15 and later hardware version can now convert to MPP firmware but those will require minimum 11.3.3 MPP firmware once converted and can not downgrade to earlier MPP firmware versions.

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=	

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

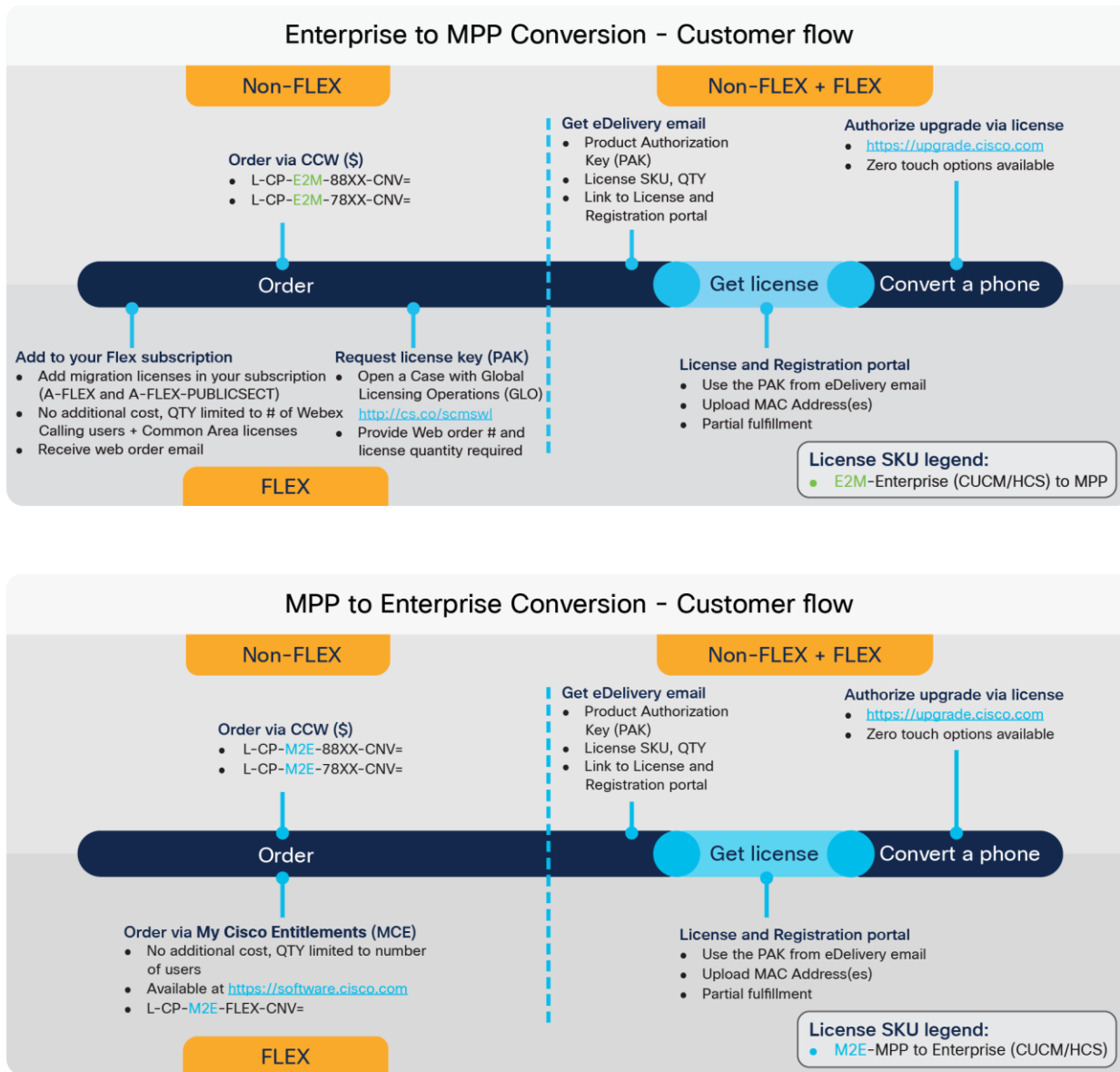


Figure 3.
Customer flow

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 <https://upgrade.cisco.com> 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: <https://cs.co/E2M-guide>. Get Enterprise to MPP migration [firmware](#).

MPP to Enterprise conversion guide: <https://cs.co/M2E-guide>. Get MPP to Enterprise migration [firmware](#).

Phone Firmware Migration Bulk Provisioning:

<https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-7800-series/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 moving to a transitional firmware load before the final load is installed. The transitional load is where you enter both the license file and a normal MPP target load to upgrade to. There are separate transitional loads for each migration direction. For example, there is one firmware load for moving from Enterprise to MPP, and one firmware load for moving from MPP to Enterprise. Likewise, each migration direction requires a different license file. The conversion direction is reflected inside the license file and in the firmware image name.

```
FEATURE 78XX_MPP_2_ENT cisco 1 permanent uncoun ted \
HOSTID=00ccfca73d9e \
NOTICE="<LicFileID>20190116102046275</LicFileID><LicLineID>1</LicLineID> \
<PAK>FP7QHR9CAL0</PAK>" SIGN="09C9 FCFB 7EF5 2302 F862 464D \
2A65 D3B1 2C9F 18A6 774C BC08 5C66 FA2C 7143 0072 376D B57E \
E53E 4390 DB55 6DE6 8462 39F6 9632 F596 9A2A C959 AB25 F526"
```

Figure 4.
Example MPP_2_ENT license file

```

FEATURE 78XX ENT_2_MPP cisco 1 permanent uncounted \
HOSTID=00ccfca73d9e \
NOTICE="<LicFileID>20190116102438281</LicFileID><LicLineID>1</LicLineID> \
<PAK>FP8JIMCHGOA</PAK>" SIGN="0075 A531 CCD8 C66E FCE2 87A2 \
229C 3452 B55F 3A07 D431 B818 BE6D 09E9 BDDC 1710 074C 949C \
513F 312B 82EF BCCB 9AEF 5C5E 2A11 FED4 1A4B 5823 E0F5 6FD4"

```

Figure 5.

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 6.

Phone labels

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

Press the applications and settings key  on 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. This offer is included at no extra charge with the Flex plan (eligible SKUs listed below) up to a specific number of users. 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 Flex plan, the transition from one call control platform to another will incur a cost.

Table 4. Flex plan eligible SKUs for firmware migration

Eligible SKUs for CCW Firmware Migration	Eligible SKUs for utilization in MCE
A-FLEX-EAB1-AUM	A-FLEX-EAHL1
A-FLEX-EAB2-AUM	A-FLEX-EAHL1-AUM
A-FLEX-EAB3-AUM	A-FLEX-EAHL1-EAM
A-FLEX-EABL1	A-FLEX-EAHL2
A-FLEX-EABL1-EAM	A-FLEX-EAHL2-AUM
A-FLEX-EABL2	A-FLEX-EAHL2-AUM
A-FLEX-EABL2-EAM	A-FLEX-EAHL2-EAM
A-FLEX-EABL3	A-FLEX-EAHL3
A-FLEX-EABL3-EAM	A-FLEX-EAHL3-AUM
A-FLEX-EACL1	A-FLEX-EAHL3-EAM
A-FLEX-EACL1-AUM	A-FLEX-EAPL1
A-FLEX-EACL1-EAM	A-FLEX-EAPL1-AUM
A-FLEX-EACL2	A-FLEX-EAPL1-EAM
A-FLEX-EACL2-AUM	A-FLEX-EAPL2
A-FLEX-EACL2-EAM	A-FLEX-EAPL2-AUM
A-FLEX-EACL3	A-FLEX-EAPL2-EAM
A-FLEX-EACL3-AUM	A-FLEX-EAPL3
A-FLEX-EACL3-EAM	A-FLEX-EAPL3-AUM
A-FLEX-NU-CLCOMMON	A-FLEX-EAPL3-EAM
A-FLEX-NUBL1	A-FLEX-NUHL1
A-FLEX-NUBL1-AUM	A-FLEX-NUHL1-AUM

Eligible SKUs for CCW Firmware Migration	Eligible SKUs for utilization in MCE
A-FLEX-NUBL1-EAM	A-FLEX-NUHL1-EAM
A-FLEX-NUCL1	A-FLEX-NUPL1
A-FLEX-NUCL1-AUM	A-FLEX-NUPL1-AUM
A-FLEX-NUCL1-EAM	A-FLEX-NUPL1-EAM
A-FLEX-NUCMBL-BNDL	A-SPK-EDUEC-PCALL
A-FLEX-NUCMBL-BNDL	A-FLEX-EAPL
A-FLEX-NUBL-BASIC	A-FLEX-EAHL
A-FLEX-NUCL-BASIC	A-FLEX-NUPL-P
A-SPK-EDUEC-CCALL	A-FLEX-NUPL-E
A-SPK-EDUEC-BCALL	A-FLEX-NUPL-A
A-SPK-EDUEC-SCALL	A-FLEX-NUHL-P
A-FLEX-EACL	A-FLEX-NUHL-E
A-FLEX-NUCL-P	A-FLEX-NUHL-A
A-FLEX-NUCL-E	A-FLEX-EA-MPL
A-FLEX-EA-MCL	A-FLEX-EA-MHL
A-FLEX-NU-MCL	A-FLEX-NU-MPL
	A-FLEX-NU-MHL

Q. How do I order firmware migration licenses?

A. For Flex plan customers, 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: <https://mycase.cloudapps.cisco.com/case?swl> 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 using 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.

You can check from your phone's webpage if your phone is eligible to migrate back to enterprise firmware without a license. 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. If you see that field as empty your phone will require a license to migrate back to enterprise firmware.

Product Information			
Product Name:	CP-7811-3PCC	Serial Number:	W [REDACTED]
VID:	V02	MAC Address:	0 [REDACTED] 4
Software Version:	slp78xx.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. No, you will need to acquire an Enterprise -> MPP/3PCC migration license for that migration.

Q. 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: <https://mycase.cloudapps.cisco.com/case?swl> and selecting an option Software Licensing -> Collaboration Related Licensing -> Other Collaboration Product.
- For firmware migration issues, contact the Small Business Support (SBS) Center: <https://www.cisco.com/c/en/us/support/web/tsd-cisco-small-business-support-center-contacts.html>

Q. What if the customer uses UCM and is migrating to BroadWorks® or BroadCloud®?

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 <https://cisco.com/go/nfr> 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: https://upgrade.cisco.com/e2m_converter

- Bulk migration with UCM (UCM registered phones):
https://upgrade.cisco.com/e2m_converter?cucm
- Bulk migration with DHCP options (Phones' staging facility):
https://upgrade.cisco.com/e2m_converter?staging
- Manual migration via Alt TFTP (Lab / PoC / several devices):
https://upgrade.cisco.com/e2m_converter?manual

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

UCM-based manual migration method (Enterprise to MPP)

We recommend that you review and follow the cloud upgrader instructions for UCM at:

https://upgrade.cisco.com/e2m_converter?cucm.

P.S. If you choose to follow above 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. Similarly, for example, 8851 phone V15 or higher would not be eligible to convert as per Table 1.



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

Important! Your phone must run 12.5(1) or later or it will not upgrade to the transitional load.

3. Get the transition firmware from the link - <https://software.cisco.com/download/specialrelease/f2cb4317bcf61a5e189ea76e47a4519b>. Place this onto your UCM.
 - a) Download the firmware to your computer and unzip it in a directory. See the Table 6 for the file names.
 - b) Access <https://CUCM-ip-address/cmplatform/>, 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	Conversion firmware
Enterprise to MPP	7811/21/41/61	sip78xx.TLexE2M-11-3-3C-373.loads
	7832	sip7832.TLexE2M-11-3-3C-373.loads
	8811/41/51/61	sip88xx.TLexE2M-11-3-3C-373.loads
	8832	sip8832.TLexE2M-11-3-3C-373.loads
	8845/65	sip8845_65.TLexE2M-11-3-3C-373.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 <https://CUCM-ip-address/cmplatform/>, 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	<div>Device Name ▼ contains ▼</div>

8. Scroll down to Phone Load and enter the phone load. For example, enter **sip78xx.TLexE2M-11-3-3C-373.loads**.
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! Your phone must run 12.5(1) or later or it will not upgrade to the transitional load.

After the reboot, the phone has the transitional load installed. You will see "Configuration check in progress" and you may see a warning: "Failed to download configuration data. Contact your administrator." Do not click retry.

Ignore this warning as it only pertains to bulk provisioning. Bulk provisioning is covered in the Appendix. 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 paste the following into the "Upgrade Rule":

Upgrade Rule: http://cucm_ip_address:6970/sipxxxx.11-3-3MPP0001-377.loads where CUCM_ip_address is the IP address of the UCM and sipxxxx is the appropriate phone load (either sip78xx or sip88xx). The file name is the same as the file you entered in Step 8.

(This is a normal MPP image that can be registered to approved third-party call control systems).

Transition Load Authorization Rule: [http://CUCM_ip_address:6970/\\$MAU.lic](http://CUCM_ip_address:6970/$MAU.lic)

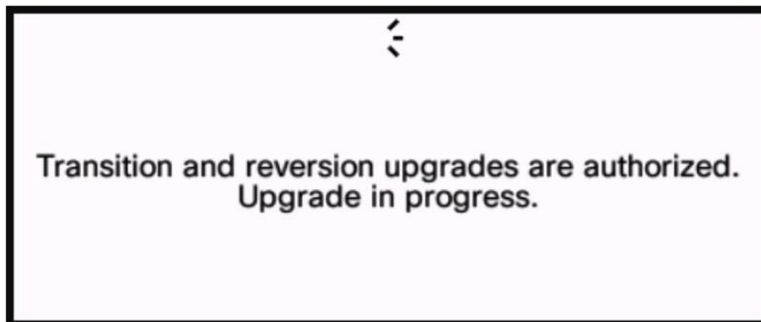
Press **Submit All Changes**

Example:

Firmware Upgrade	
Upgrade Enable:	Yes ▾
Upgrade Rule:	http://10.93.245.62:6970/sip78xx.11-2-3MPP-398.loads
Transition Load Authorization Rule:	http://10.93.245.62:6970/\$MAU_E2M.lic

Note: The \$MAU is a macro. The phone expands the macro \$MAU to its own MAC address in all uppercase letters and transmits the expanded request across the wire.

15. If successful, you should see the following message on your phone screen.



16. The phone will reboot and the screen will be blank.

MPP conversion is now complete. You can validate the success on the phone by navigating in your web browser to Info -> Status. Under product information, the "Software Version" will indicate the phone load; this **should not be** the transitional load.



UCM-based manual migration method (MPP to Enterprise)

We recommend that you review and follow the cloud upgrader instructions at https://upgrade.cisco.com/m2e_converter.

P.S. If you choose to follow 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.


2. Before you start the firmware migration process, ensure that you upgrade your phones to the latest MPP firmware. Use the multiplatform phone release notes to obtain the latest firmware.
 - a) Cisco IP Phone 7800 Series: <https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-release-notes-list.html>
 - b) Cisco IP Phone 8800 Series: <https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-release-notes-list.html>
3. Get the transition firmware from the link - <https://software.cisco.com/download/specialrelease/ae2a99d6d5f3fde88cee2e1adcbd07d3>. Place this onto your UCM with these steps:
 - a) Download the transition file to your computer and unzip it in a directory.
 - b) Access <https://CUCM-ip-address/cmplatform/>, 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	Conversion firmware
MPP to Enterprise	7811/21/41/61	sip78xx.TLexM2E-11-3-3C-373.loads
	7832	sip7832.TLexM2E-11-3-3C-373.loads
	8811/41/51/61	sip88xx.TLexM2E-11-3-3C-373.loads
	8832	sip8832.TLexM2E-11-3-3C-373.loads
	8845/65	sip8845_65.TLexM2E-11-3-3C-373.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 <https://CUCM-ip-address/cmplatform/>, 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: http://ip_address_of_phone/admin/advanced.
7. In your web browser, navigate to **Voice -> Provisioning**.
8. Scroll down to "Firmware Upgrade" and enter the following line of text into the "Upgrade Rule."
Upgrade Rule: <http://CUCM-ip-address:6970/sipxxxx.TLexM2E-11-3-3C-373.loads> where sipxxx is the file name from step 3.

Note: This is the path to the MPP-2-Enterprise transitional load. The transitional load is restricted from registering to call control. This transitional load is an intermediate step to validate that the device is authorized to move from an MPP load to an Enterprise load through the use of a license file.

Example:

Firmware Upgrade	
Upgrade Enable:	<input type="button" value="Yes"/>
Upgrade Rule:	http://10.93.245.62:6970/sip78xx.TLexM2E-11-2-3C-12.loads

Note: You can monitor the status of the upgrade via **Info -> Download Status -> Firmware Upgrade Status** to validate if there are any errors with the download. In a few moments the phone should reboot. You can also check Info -> Status -> Phone Status -> Upgrade Status for additional information.

- After reboot, you will be on the transitional load. You will see "Configuration check in progress" and you may see a warning "Failed to download configuration. Contact your administrator." **Do NOT** click "Retry". If you click "Retry" the phone will reboot and display the warning message again. The warning message pertains to bulk provisioning. Bulk provisioning is covered in the Appendix.
- Determine the IP address of your phone via **Settings -> Status -> Network Status -> IPv4**.
- Type the following into your web browser: http://ip_address_of_phone/admin/advanced.
- In your web browser, navigate to **Voice -> Provisioning**.
- Scroll to "Firmware Upgrade" and paste the following into the "Upgrade Rule":

Upgrade Rule: <http://cucm-ip-address:6970/sipxxxx.12-8-1-0201-486.loads> where sipxxx is the firmware filename on the UCM.

Note: This upgrade rule points to 12.5(1). This is an Enterprise firmware image than can be registered to the UCM.

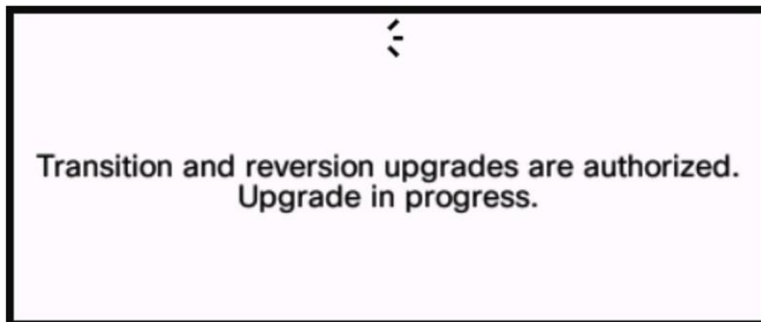
- Scroll to "Firmware Upgrade" and paste the following into the "Transition Load Authorization Rule".

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

Example upgrade rule and transition load authorization rule:

Firmware Upgrade	
Upgrade Enable:	<input type="button" value="Yes"/>
Upgrade Rule:	http://10.93.245.62:6970/sip78xx.12-5-1SR1-4.loads
Transition Load Authorization Rule:	http://10.93.245.62:6970/00CCFCA73D9E_M2E.lic

15. After saving, you should soon see the following message, indicating success:



16. 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

Follow the instructions below on how to order Enterprise to MPP licenses in CCW under A-FLEX or A-FLEX-PUBLICSECT

1. You will need to navigate to the subscription in CCW and perform a new order or a modify/change order to select the Enterprise to MPP option in the subscription.
2. For **A-FLEX** subscription customers, please navigate to the Additional Calling Options tab and enter the quantity of licenses needed in the question “How many licenses are needed to convert 8800/7800 series Enterprise phones to MPP Firmware?”

Purchase A-FLEX Configuration [View Ordering Guide](#)

Global Price List - US (USD)

Requested Terms and Billing

Requested Start Date: 23-Feb-2020
 Requested For: 12 Months From 23-Feb-2020 To 22-Feb-2021
 Automatically Renews For: 12 Months On 23-Feb-2021
 Billing Frequency: Monthly Billing

Configuration Summary

Transfer Question
 Meetings
 Calling
 Cloud Calling and Meetings
 Additional Options
Additional Calling Options
 Additional Meetings Options
 Support Options
 Included Deliverable Items

SKU	Qty	List Price
SVS-SPK-SUPT-BAS	1 Each	--

Subtotal: **\$0.00**

Additional Calling Options

Which additional calling licenses are needed?

☐ Survivable Remote Site Telephony (SRST) ☐ Communication Manager Express (CME)
☐ Unity Express (CUE) Voice Mail ☐ Unity Express (CUE) Interactive Voice Response
☐ Unified Attendant Console (CUAC)

How many licenses are needed to convert 8800/7800 series Enterprise phones to MPP Firmware? Qty

- For **A-FLEX-PUBLICSECT** subscription customers, please navigate to the Calling Options tab, checkmark "Firmware Migration" and enter the quantity of licenses needed in the question "How many licenses are needed to convert 8800/7800 series Enterprise phones to MPP Firmware?"

Purchase A-FLEX-PUBLICSECT Configuration

Global Price List (USD)

Requested Terms and Billing

Requested Start Date: 23-Feb-2020
 Requested For: 12 Months From 23-Feb-2020 To 22-Feb-2021
 Automatically Renews For: 12 Months On 23-Feb-2021
 Billing Frequency: Monthly Billing

Configuration Summary

Buying Model
 Meetings
 FedRAMP Meetings
Calling
 Cisco UCM Cloud for Government Calling
 Additional Options
 Support Options
 Priced Items

SKU	Qty	List Price
A-FLEX-EACL1	1000 User	\$20.25 Per User/Month
SVS-FLEX-SUPT-BAS	1 Each	\$0.00 Per Each/Month

Calling

Calling

☐ On-Premises Calling ☐ Hosted Calling ☐ Webex Calling for SP ☒ Webex Calling

How many Webex Calling Enterprise users are needed? 1000

How many Webex Calling Basic users are needed? Qty

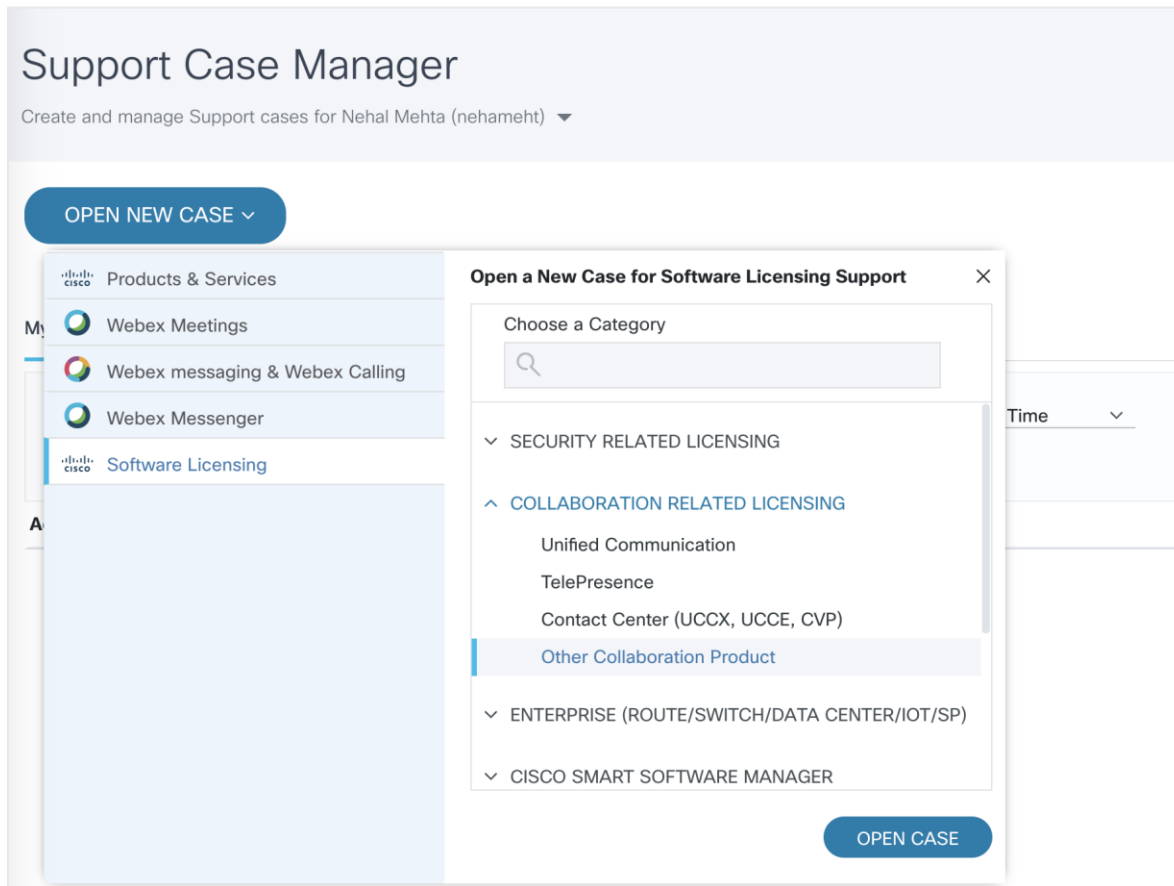
Additional Calling Options

☐ Common Area Devices - Enterprise Agreement ☐ Survivable Remote Site Telephony (SRST)
☐ Communication Manager Express (CME) ☐ Unity Express (CUE) Voice Mail
☐ Unity Express (CUE) Interactive Voice Response ☐ Unified Attendant Console (CUAC) ☒ Firmware Migration

How many licenses are needed to convert 8800/7800 series Enterprise phones to MPP Firmware? Qty

- Once the quantity is entered the SKU: A-FLEX-E2MPP will appear on the Bill of Materials for the quantity requested at no cost.
- Submit the order.

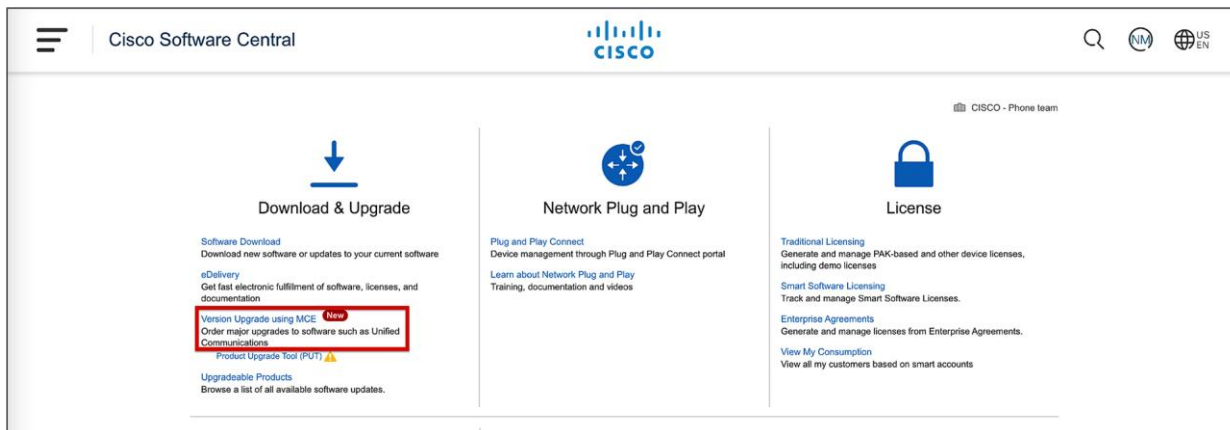
- After the order has been submitted and generates a Web Order ID#, contact Global Licensing Operations (GLO) to fulfill the license request by opening a case at: <https://mycase.cloudapps.cisco.com/case?swl> and selecting an option Software Licensing -> Collaboration Related Licensing -> Other Collaboration Product (see the example screenshot below). Also see [Cisco Collaboration Flex Plan GLO Case Templates](#) for a helpful guide on how to submit the request to GLO.



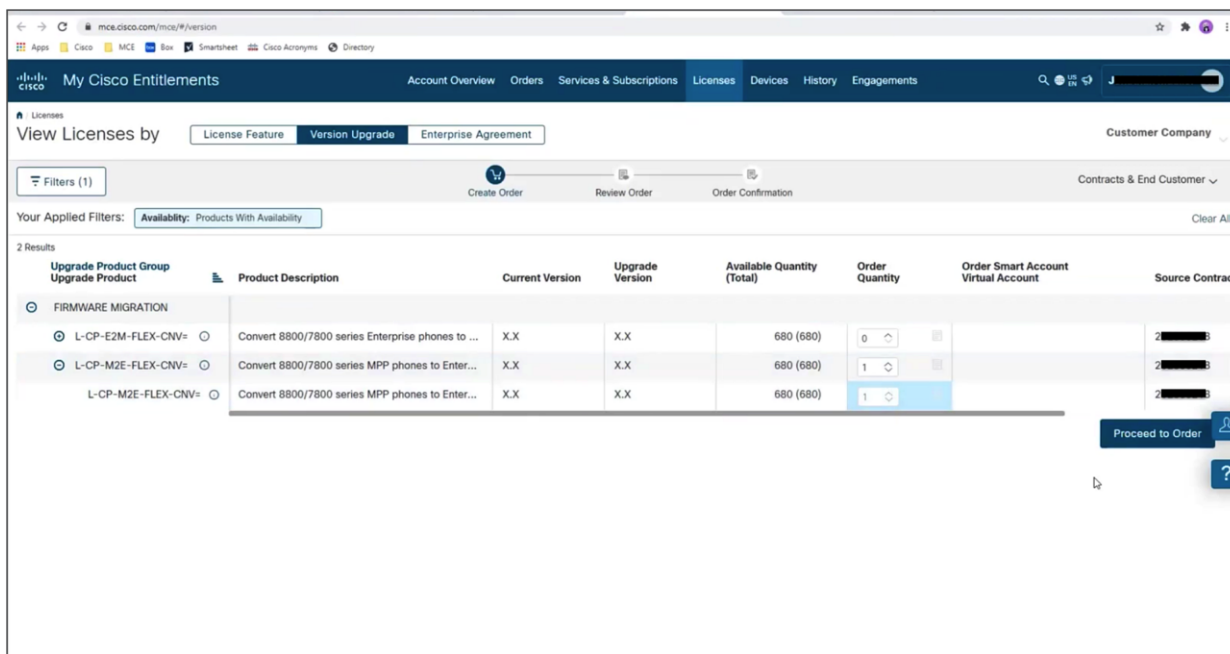
Section 2: MPP to Enterprise licenses

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: https://www.cisco.com/c/dam/en/us/td/docs/entitlement_asset_mgmt/docs/MCE_User_Guide_Version_Upgrade.pdf.
- Navigate to <https://software.cisco.com>.
- Log in with your cisco.com account that has access to your Flex subscription.
- Click the “My Cisco Entitlements (MCE)” link in the “Download and Upgrade” section.



5. 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”.



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: <https://mycase.cloudapps.cisco.com/swl?MCE>. 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.

My Cisco Entitlements Account Overview Orders Services & Subscriptions Licenses Devices History Engagements

Licenses View Licenses by License Feature Version Upgrade Enterprise Agreement Customer Company

Create Order Review Order Order Confirmation

Upgrade Product Group	Product Description	Current Version	Upgrade Version	Available Quantity (Total)	Order Quantity	Order Smart Account Virtual Account	Source Contract
COMMUNICATIONS MANAGER							
L-CP-M2E-FLEX-CNV=	Convert 8800/7800 series MPP phones to Enter...	X.X	X.X	680 (680)	1		
L-CP-M2E-FLEX-CNV=	Convert 8800/7800 series MPP phones to Enter...	X.X	X.X	680 (680)	1		

Order Details

Enter the email where you want the Cisco eDelivery & other order confirmation information sent. You can also specify additional details & email addresses for this order

eDelivery Email * Enter email

TAC/SR Case Number Enter the case number

Additional Emails Enter emails

Order Notes Enter notes

Back Place Order

7. Review and sign the license agreement.

Please Review & Act on These Documents

MCE Gen Account Cisco Systems

Powered by DocuSign

Please review the documents below.

CONTINUE OTHER ACTIONS

- Software License - A valid software license has been purchased from Cisco or an authorized Cisco reseller for each software application update or upgrade to be ordered through MCE.
- Service Agreement - Customers ordering a software update or upgrade from Cisco must have a valid service agreement for the applicable operating system software support and/or application software support.

All new value or free upgrades will be accompanied by a Commercial Invoice mentioning "Value for Customs Purposes" which displays the fair market value. The importer is responsible for paying the applicable Customs duty and taxes at the time of importation on this fair market value. Cisco would not be responsible for the payment of these charges.

By clicking Agree below, you confirm that you are placing an order for the services just described and that you understand and agree that Cisco reserves the right to charge you for, and you agree to pay for, all software to which you are not entitled. The use of this software is subject to the terms and conditions of your existing Cisco software licenses and software services agreement.

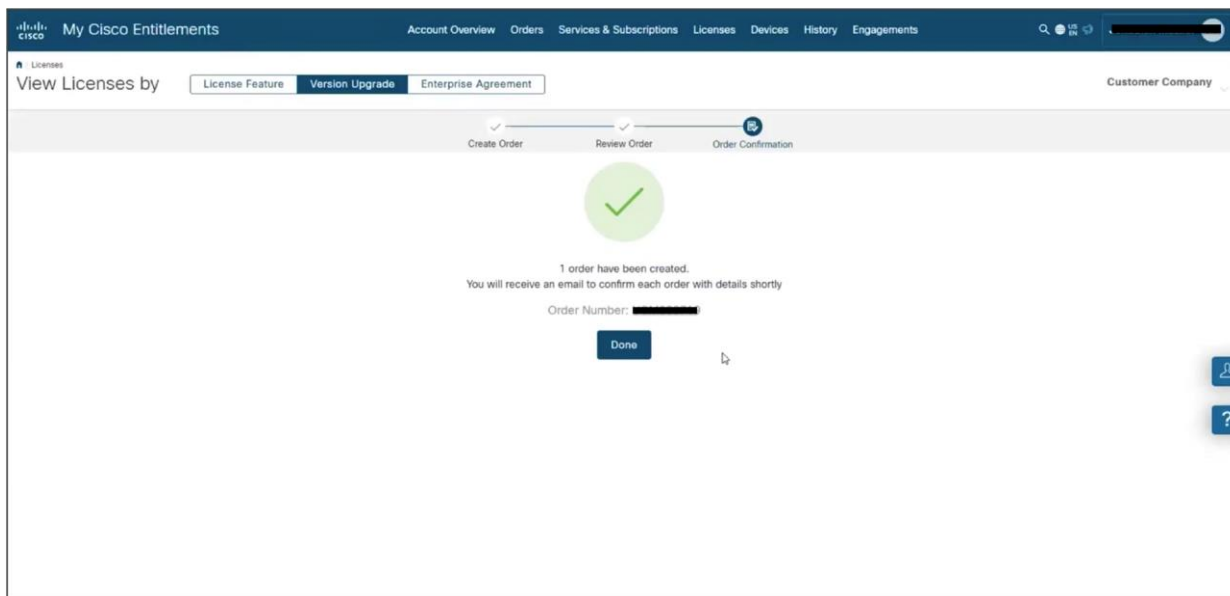
Sign

Date: 7/23/2020

Powered by DocuSign

Change Language - English (US) Copyright © 2020 DocuSign Inc. | v28

8. You will get an order confirmation screen. Click “Done”.



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.

eDelivery Order Notification: Order # [REDACTED] available for download

E edelivery-support@cisco.com <edelivery-support@cisco.com>
Monday, April 8, 2019 at 8:58 AM
[Show Details](#)

Dear Valued Customer,

Thank you for using Cisco's eDelivery system. The following order is now available for download:

Order Details		Cisco Order Number	
Bill-To PO #	[REDACTED]	A/C #	[REDACTED]
Bill-To Account	[REDACTED]	A/C #	[REDACTED]
Ship-To Account	[REDACTED]		
End Customer Account	[REDACTED]		

To access the order, one of the following actions will need to be performed

1. Use the links in the table below.
2. Forward this email to your customer.
3. Log into eDelivery and send an Order Based Access (OBA) directly from the eDelivery application.

The table below, can contain the following links, to access the order:

- **eDelivery Access Order:** Access and download all the order content including software, licenses, documentation, additional items and instructions via eDelivery.
- **Register Claim Certificates (PAKs):** You may directly register your PAKs in the Product License Registration tool by clicking on the "Register Claim Certificate (PAKs)" link. It is no longer required for you to download the License docs to receive your PAKs.

Please Note: The person accessing the order and/or registering the license must have a Cisco.com user account.

If this order contains Software products, you have ninety (90) days from the date of this email to download the software, after which the access to the software will be restricted. Only one Software download is allowed during this period, although if you require additional downloads or if you have passed the 90 day period, please request access through the eDelivery portal. Cisco Software may only be used pursuant to our End User License Agreement ("EULA"), which you agree to accept prior to downloading the Software.

The Cisco products identified above are governed by the terms and conditions of the [Cisco End User License Agreement \(EULA\)](#) and any applicable supplemental license terms, or by a vendor software license agreement, if applicable. You may be required to accept the EULA prior to accessing the software.

eDelivery Access Order				
Line Id	Product ID (SKU)	Description	Qty	Carton/Cust Ref Line Notes
[REDACTED]	L-CP-E2M-FLEX-CHN*	Convert 8800/7800 series Enterprise phones to MPP Firmware	5	null
				Register Claim Certificates (PAKs)

For support, please do the following:

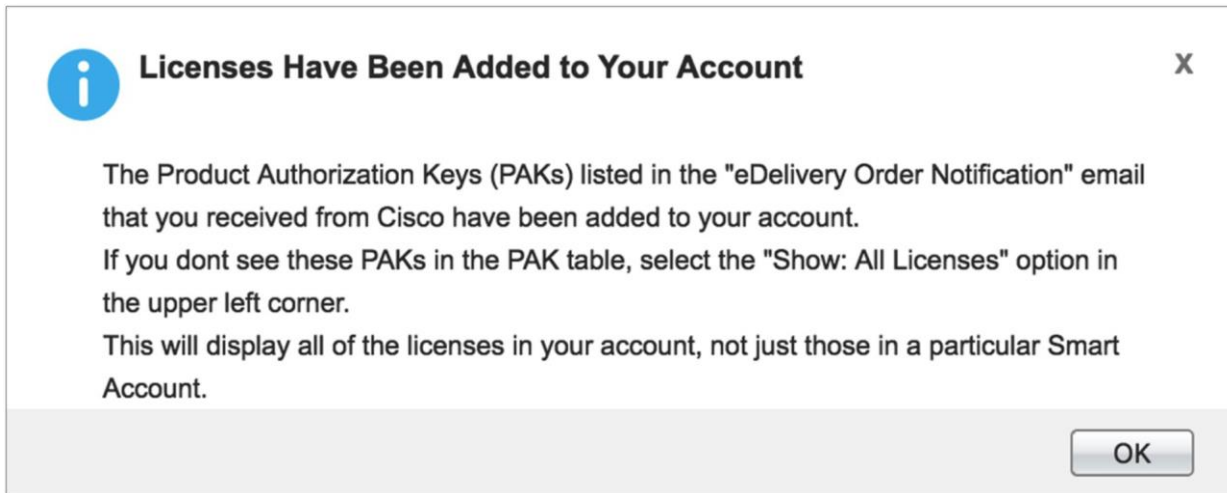
- **eDelivery Support:** If you are experiencing any order access or download issues, please email edelivery-customer-support@cisco.com.
- **Licensing Support:** For any other license issues, please email licensing@cisco.com.

Thank you,
Cisco Systems, Inc.

My Cisco Entitlements (MCE)
Enjoy the full benefits of your Smart Account with My Cisco Entitlements!
[Watch Video](#)
[Sign Me Up!](#)

Helpful Links	Training & Support
eDelivery Software License Registration eDelivery Partner Website eDelivery - Frequently Asked Questions Cisco.com	edelivery-customer-support@cisco.com Customer Service Center eDelivery Reference Card Distributor and Direct Partner User Guide

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.

1. Go to the License and Registration Portal (LRP):
<https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart#>.
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.

Show: All Licenses for Anurag Jain

PAKs or Tokens | Licenses | Devices | Transactions History

Get Licenses ▾ Add New PAKs/Tokens... Smart Accounts ▾ Manage Paks ▾ Show Filters

<input type="checkbox"/>	PAK/Token	Smart Account	Order Number	Product	Status	Licenses Used	Available
<input checked="" type="checkbox"/>	FPJQX1PCNSK Family: CISCO IP Phones ...	Get Licenses...	SalesOrder	Convert 8800 series Enterprise phones to... SKU: L-CP-E2M-88XX-CNV=	Unfulfilled	0	10
<input type="checkbox"/>	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
<input type="checkbox"/>	FPZMNEMLUYN Family: CISCO IP Phones ...	Get PAK or token information...	esOrder	Convert 8800 series Enterprise phones to... SKU: L-CP-E2M-88XX-CNV=	Fulfilled	1	0
<input type="checkbox"/>	FPI KZRSU14			Performance on Demand License for 440...			

- Click Next on the screen that reads, “Get New Licenses from a Single PAK/Token”.

The dialog box is titled "Get New Licenses from a Single PAK/Token" and has a close button (X) in the top right corner. It shows a progress bar with three steps: "1. Assign Smart Account and SKUs" (active), "2. Assign to Devices", and "3. Finish".

Product Family: CISCO IP Phones migration license

Smart Account: Select one

Virtual Account: Select one ... *Required with Smart Account*

PAK/SKU	Smart Account	Quantity Available	Quantity per Device
PAK: FPJQX1PCNSK	Unassigned	10	1
L-CP-E2M-88XX-CNV=			

At the bottom right, there are "Cancel" and "Next" buttons.

- Select the input method (bulk or manual).

- For a bulk upload:
 - Select "Import from Excel File" and click on **Download data file template**

The dialog box is titled "Get New Licenses from a Single PAK/Token" and has a close button (X) in the top right corner. It shows a progress bar with three steps: "1. Assign Smart Account and SKUs", "2. Assign to Devices" (active), and "3. Finish".

Select the Devices to be Licensed

Method Used: Import from Excel File

Max. Devices: Import from Excel File

Device File: No file selected

[Download data file template](#)

[View data file guidelines](#)

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

	A	B	C	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**

1. Assign Smart Account and SKUs | 2. Assign to Devices | 3. Finish

Select the Devices to be Licensed

Method Used : Import from Excel File

Max. Devices : 1000

Device File:

Browse...

Copy of DeviceImportTemplate.xlsx

[Download data file template](#)
[View data file guidelines](#)

Cancel

Back

Next

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

Get New Licenses from a Single PAK/Token

1. Assign Smart Account and SKUs | 2. Assign to Devices | **3. Finish**

Recipient and Owner Information
Enter multiple email addresses separated by commas. Your License Key will be emailed within the hour to the specified email addresses.

Send To: [redacted]@cisco.com [Add...](#)

End User: [redacted] [Edit...](#)

License Request

Number of Devices : 10

Should match number of devices uploaded

PAK/Token :	SKU	Quantity Assigned	Smart Account
FPJQX1PCNSK	L-CP-E2M-88X...	1	

By clicking Submit you indicate that you agree with the terms of the [License Agreement](#)

[Cancel](#) [Back](#) [Submit](#)

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

Get New Licenses from a Single PAK/Token

1. Assign Smart Account and SKUs | **2. Assign to Devices** | 3. Finish

Select the Devices to be Licensed

Method Used : **Import from Excel File**

Max. Devices : **Import from Excel File**

Device File: [Browse...](#) No file selected

[Download data file template](#)
[View data file guidelines](#)

PAKs or Tokens

Get Licenses

- ☐ PAK/Token
- ☒ FPM5V... Family: C
- ☐ FPZMN... Family: C
- ☐ FPLKZF... Family: I
- ☐ FPPEW... Family: I
- ☐ FPGZ9... Family: I
- ☐ FPNVY... Family: I

Available

1
0
1
1
1
0
0

[Cancel](#) [Back](#) [Next](#)

II. Enter the device detail and click on **Next**

Tools & Resources

Get New Licenses from a Single PAK/Token

1. Assign Smart Account and SKUs | **2. Assign to Devices** | 3. Finish

Select the Devices to be Licensed

Method Used :

Max. Devices : 10

Assign to a Target Device

MAC Address:

Cancel Back Next

PAKs or Tokens	Family	Available
<input type="checkbox"/> PAK/Token		
<input checked="" type="checkbox"/> FPM5V08OP3N	Family: C	1
<input type="checkbox"/> FPZMN...	Family: C	0
<input type="checkbox"/> FPLKZF...	Family: I	1
<input type="checkbox"/> FPLKZF...	Family: I	1
<input type="checkbox"/> FPPEW...	Family: I	1
<input type="checkbox"/> FPGZ9N...	Family: I	0
<input type="checkbox"/> FPNVY...	Family: I	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**

Tools & Resources

Get New Licenses from a Single PAK/Token

1. Assign Smart Account and SKUs | 2. Assign to Devices | **3. Finish**

Recipient and Owner Information

Enter multiple email addresses separated by commas. Your License Key will be emailed within the hour to the specified email addresses.

Send To: Add...

End User: Edit...

License Request

Number of Devices : 1

Device	PAK/Token :	SKU	Quantity Assigned	Smart Account
124513478912	FPM5V08OP3N	L-CP-E2M-88X...	1	Unassigned


By clicking Submit you indicate that you agree with the terms of the [License Agreement](#)

Cancel Back Submit

Should match number of devices added

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

License Request Status

 The License files are being generated.

When all of the licenses have been generated they will be emailed to [redacted]@cisco.com .
In your transaction history you can check the progress of the operation, and download the licenses when they are available.

[View transaction History](#)

If you don't receive the email, check your junk/spam folder.
If the email is not there, you can:
[Contact Global Licensing Operations](#)
[Open a support case](#)

Please provide feedback...Let Cisco know how to improve this experience.

[Close](#)

- 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."

Product License Registration

Show: All Licenses for Anurag Jain

[PAKs or Tokens](#) | [Licenses](#) | [Devices](#) | [Transactions History](#)

[Cancel Selected Transactions](#) | [Export to CSV](#) | [Show Filters](#)

<input type="checkbox"/>	Transaction	Description	Device	Smart Account	Status
<input type="checkbox"/>	TRXBLKDOPSZ 02/12/2019	Pakfulfillment	No Of Devices : 10 Family:CISCO IP Phones migration li...	-	In Process

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

Product License Registration

Show: All Licenses for Anurag Jain

[PAKs or Tokens](#) | [Licenses](#) | [Devices](#) | [Transactions History](#)

[Cancel Selected Transactions](#) | [Export to CSV](#) | [Show Filters](#)

<input type="checkbox"/>	Transaction	Description	Device	Smart Account	Status
<input type="checkbox"/>	TRXBLKDOPSZ 02/12/2019	Pakfulfillment	No Of Devices : 10 Family:CISCO IP Phones migration li...	-	Processed Download Licenses

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	Type	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
123561789118	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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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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