



## Product Support Notice

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PSN # PSN020272u

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Name of problem CM upgrade paths.

Products affected

Avaya Aura® Communication Manager (CM), Releases 2.0 – 7.x

Problem description

This PSN is informational only and specifies CM upgrade paths in the Resolution section.

Due to the overlapping nature and timing of CM release launches, it is not always possible to upgrade from a lower release to a higher release without the possibility of encountering corruption or having a needed fix or enhancement not be available in the higher release. Therefore, not all CM upgrade paths are supported. The information presented in this document should be used to determine supported CM upgrade paths.

The upgrade path depends on which, if any, Service Pack is installed.

Resolution

For CM 7.0.0.0.0 and later releases refer to Product Documentation for determining upgrade paths and procedures from older CM releases to CM 7.0.0.0.0 and higher releases.

The upgrade paths in the following table account for both CM internal data translation records as well as 100% inclusion of current software fixes. Note that any CM 2.x release prior to CM 2.2.2 can use the CM 2.2.2 upgrade paths and that any CM 3.x release prior to CM 3.1.4 can use the CM 3.1.4 upgrade paths.

In general, only upgrades to currently supported releases are supported by Avaya. See the current product or offer definition documents for details. Upgrade paths to earlier non-supported releases are shown for historical purposes only.

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
CM 2.2.2 <sup>†</sup> (R012[ix] 02.2.122.0)	3.1.5	4.0.1, 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 2.2.2 SP 1 <sup>†</sup> (11543)	3.1.5	4.0.1, 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 2.2.2 SP 2 <sup>†</sup> (12809)	3.1.5	4.0.1, 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.4 (R013[ix] 01.4.642.1) OR CM 3.1.4 SP0 (13743)	3.1.5	4.0.3, 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.4 SP1 (14881)	3.1.5	4.0.3, 4.0.4, 4.0.5	5.0 SP2 (15467), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.4 SP2 (15756)	3.1.5	4.0.3 SP1 (15948), 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.5 (R013[ix] 01.5.642.2)	3.1.5 SP0 (16210)	4.0.4, 4.0.5	5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.5 SP0 (16210)	3.1.5 SP1.02 (17196)	4.0.4, 4.0.5	5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.5 SP1.02 (17196)	3.1.5 SP2 (17944)	4.0.4SP2 (16957), 4.0.5	5.1.2 SP2 (17278), 5.2, 5.2.1	Not Supported	Not Supported
CM 3.1.5 SP 2 (17944)	3.1.5 SP2, 17944	4.0.5	5.2.1	Not Supported	Not Supported
CM 4.0 (R014[x] 00.0.730.5)	Not Supported	4.0.1, 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0 SP 0 (13566)	Not Supported	4.0.1, 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
CM 4.0.1 (R014[x]00.1.731.2)	Not Supported	4.0.1 SP1 (14300), 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.1 SP1 (14300)	Not Supported	4.0.1 SP2 (14878), 4.0.3, 4.0.4, 4.0.5	5.0, 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.1 SP2 (14878)	Not Supported	4.0.1 SP3 (15215), 4.0.3, 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.1 SP3 (15215)	Not Supported	4.0.1 SP4 (15500), 4.0.3, 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.1 SP4 (15500)	Not Supported	4.0.1 SP4 (15500), 4.0.3, 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.3 (R014[x]00.3.737.4)	Not Supported	4.0.3 SP1 (15948), 4.0.4, 4.0.5	5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.3 SP1 (15948)	Not Supported	4.0.3 SP1 (15948), 4.0.4, 4.0.5	5.1.1 SP1 (16402), 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.4 (R014[x]00.4.739.0)	Not Supported	4.0.4 SP1 (16739), 4.0.5	5.1.1 SP1 (16402), 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.4 SP1 (16739)	Not Supported	4.0.4 SP2 (16957), 4.0.5	5.1.1 SP2.01 (16988), 5.1.2 SP1 (17067), 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.4 SP2 (16957)	Not Supported	4.0.4 SP3.02 (17643), 4.0.5	5.1.2 SP2 (17278), 5.2, 5.2.1	Not Supported	Not Supported
CM 4.0.4 SP3.02 (17643)	Not Supported	4.0.4 SP4 (17722), 4.0.5	5.1.2 SP3 (17582), 5.2 SP3 (17579), 5.2.1	Not Supported	Not Supported
CM 4.0.4 SP4 (17722)	Not Supported	4.0.4 SP5 (18193), 4.0.5 SP1 (17896)	5.2 SP4 (17834), 5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 4.0.4 SP5 (18193)	Not Supported	4.0.4 SP5 (18193), 4.0.5 SP2.01 (18434)	5.2.1 SP3 (18250)	Not Supported	Not Supported
CM 4.0.5 (R014[x]00.5.742.0)	Not Supported	4.0.5 SP1 (17896)	5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 4.0.5 SP1 (17896)	Not Supported	4.0.5 SP2.01 (18434)	5.2 SP4 (17834), 5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 4.0.5 SP2.01 (18434)	Not Supported	4.0.5 SP2.01 (18434)	5.2.1 SP4.01 (18433)	Not Supported	Not Supported
CM 5.0 (R015[x]00.0.825.4)	Not Supported	Not Supported	5.0 SP1 (15175), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.0 SP1 (15175)	Not Supported	Not Supported	5.0 SP2 (15467), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.0 SP2 (15467)	Not Supported	Not Supported	5.0 SP3 (15759), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.0 SP2 GRR ONLY (15541)	Not Supported	Not Supported	5.0 SP2 GRR only (15541), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.0 SP3 (15759)	Not Supported	Not Supported	5.0 SP3 (15759), 5.1, 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
CM 5.1 (R015[x]01.0.414.3)	Not Supported	Not Supported	5.1 SP0 (15842), 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1 SP0 (15842)	Not Supported	Not Supported	5.1 SP1 (15962), 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1 SP1 (15962)	Not Supported	Not Supported	5.1 SP1 (15962), 5.1.1, 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.1 (R015[x]01.1.415.1)	Not Supported	Not Supported	5.1.1 SP1 (16402), 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.1 SP1 (16402)	Not Supported	Not Supported	5.1.1 SP2.01 (16988), 5.1.2, 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.1 SP2.01 (16988)	Not Supported	Not Supported	5.1.1 SP3 (17105), 5.1.2 SP1 (17067), 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.1 SP3 (17105)	Not Supported	Not Supported	5.1.1 SP3 (17105), 5.1.2 SP2 (17278), 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.2 (R015[x]01.2.416.4)	Not Supported	Not Supported	5.1.2 SP0 (16770), 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.2 SP0 (16770)	Not Supported	Not Supported	5.1.2 SP1 (17067), 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.2 SP1 (17067)	Not Supported	Not Supported	5.1.2 SP2 (17278), 5.2, 5.2.1	Not Supported	Not Supported
CM 5.1.2 SP2 (17278)	Not Supported	Not Supported	5.1.2 SP3 (17582), 5.2 SP2.01 (17534), 5.2.1	Not Supported	Not Supported
CM 5.1.2 SP3 (17582)	Not Supported	Not Supported	5.1.2 SP4 (17871), 5.2 SP3 (17579), 5.2.1	Not Supported	Not Supported
CM 5.1.2 SP4 (17871)	Not Supported	Not Supported	5.1.2 SP4 (17871), 5.2 SP4 (17834), 5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 5.2 (R015[x]02.0.947.3)	Not Supported	Not Supported	5.2 SP0 (17250), 5.2.1	Not Supported	Not Supported
CM 5.2 SP0 (17250)	Not Supported	Not Supported	5.2 SP1 (17294), 5.2.1	Not Supported	Not Supported
CM 5.2 SP1 (17294)	Not Supported	Not Supported	5.2 SP2.01 (17534), 5.2.1	Not Supported	Not Supported
CM 5.2 SP2.01 (17534)	Not Supported	Not Supported	5.2 SP3 (17579), 5.2.1	Not Supported	Not Supported
CM 5.2 SP3 (17579)	Not Supported	Not Supported	5.2 SP3.01 (17684), 5.2.1	Not Supported	Not Supported
CM5.2 SP3.01 (17684)	Not Supported	Not Supported	5.2 SP4 (17834), 5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 5.2 SP4 (17834)	Not Supported	Not Supported	5.2 SP4 (17834), 5.2.1 SP1 (17959)	Not Supported	Not Supported
CM 5.2.1 (R015[x]02.1.016.4)	Not Supported	Not Supported	5.2.1 SP0 (17774)	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP0 (17774)	Not Supported	Not Supported	5.2.1 SP1 (17959)	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP1 (17959)	Not Supported	Not Supported	5.2.1 SP2 (18111)	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2	7.0.0.1.0 (22477)

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
				SP0 (19593), 6.3.0.0 (SP0:20553)	
CM 5.2.1 SP2 (18111)	Not Supported	Not Supported	5.2.1 SP3 (18250)	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP3 (18250)	Not Supported	Not Supported	5.2.1 SP4.01 (18433)	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP4.01 (18433)	Not Supported	Not Supported	5.2.1 SP5 (18475)	6.0 SP2 (18567), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP5 (18475)	Not Supported	Not Supported	5.2.1 SP6 (18576)	6.0 SP2 (18567), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP6 (18576)	Not Supported	Not Supported	5.2.1 SP7.01 (18854)	6.0.1 SP1.01 (18857), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP7.01 (18854)	Not Supported	Not Supported	5.2.1 SP8 (18855)	6.0.1 SP2 (18860), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP8 (18855)	Not Supported	Not Supported	5.2.1 SP9 (18942)	6.0.1 SP3 (19009), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP9 (18942)	Not Supported	Not Supported	5.2.1 SP10 (19191)	6.0.1 SP4 (19100), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP10 (19191)	Not Supported	Not Supported	5.2.1 SP11 (19308)	6.0.1 SP5.01 (19303), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP11 (19308)	Not Supported	Not Supported	5.2.1 SP12.01 (19751)	6.0.1 SP6 (19350), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP12.01 (19751)	Not Supported	Not Supported	5.2.1 SP13 (19880)	6.2 SP1 (19721), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP13 (19880)	Not Supported	Not Supported	5.2.1 SP14 (20102)	6.2 SP3 (20001), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP14 (20102)	Not Supported	Not Supported	5.2.1 SP15 (20445)	6.2 SP5 (20396), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP15 (20445)	Not Supported	Not Supported	5.2.1 SP15 (20445)	6.2 SP6 (20558), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 5.2.1 SP16 (21066)	Not Supported	Not Supported	5.2.1 SP16 (21066)	6.2 SP8 (21388), 6.3.4.0 (SP4:21291)	7.0.0.1.0 (22477)
CM 6.0 (R016[x]00.0.345.0)	Not Supported	Not Supported	Not Supported	6.0 SP0 (18246), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0 SP0 (18246)	Not Supported	Not Supported	Not Supported	6.0 SP1 (18444), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0 SP1 (18444)	Not Supported	Not Supported	Not Supported	6.0 SP2 (18567), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0 SP2 (18567)	Not Supported	Not Supported	Not Supported	6.0 SP3.01 (18856), 6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0 SP3.01 (18856)	Not Supported	Not Supported	Not Supported	6.0 SP3.01 (18856), 6.0.1 SP2 (18860), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
CM 6.0.1 (R016[x]00.1.510.1)	Not Supported	Not Supported	Not Supported	6.0.1 SP0.01 (18621), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP0.01 (18621)	Not Supported	Not Supported	Not Supported	6.0.1 SP1.01 (18857), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP1.01 (18857)	Not Supported	Not Supported	Not Supported	6.0.1 SP2 (18860), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP2 (18860)	Not Supported	Not Supported	Not Supported	6.0.1 SP3 (19009), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP3 (19009)	Not Supported	Not Supported	Not Supported	6.0.1 SP4 (19100), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP4 (19100)	Not Supported	Not Supported	Not Supported	6.0.1 SP5.01 (19303), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP5.01 (19303)	Not Supported	Not Supported	Not Supported	6.0.1 SP6 (19350), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP6 (19350)	Not Supported	Not Supported	Not Supported	6.0.1 SP7 (19528), 6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP7 (19528)	Not Supported	Not Supported	Not Supported	6.0.1 SP8.01 (19917), 6.2 SP1 (19721), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP8.01 (19917)	Not Supported	Not Supported	Not Supported	6.0.1 SP9 (19940), 6.2 SP3 (20001), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP9 (19940)	Not Supported	Not Supported	Not Supported	6.0.1 SP10 (20397), 6.2 SP4 (20199), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP10 (20397)	Not Supported	Not Supported	Not Supported	6.0.1 SP11 (20685), 6.2 SP5 (20396), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.0.1 SP11 (20685)	Not Supported	Not Supported	Not Supported	6.2 SP7 (20837), 6.3.1.0 (SP1:20850)	7.0.0.1.0 (22477)
CM 6.2 (R016[x]02.0.823.0)	Not Supported	Not Supported	Not Supported	6.2 SP0 (19593), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP0 (19593)	Not Supported	Not Supported	Not Supported	6.2 SP1 (19721), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP1 (19721)	Not Supported	Not Supported	Not Supported	6.2 SP2.01 (19926), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP2.01 (19926)	Not Supported	Not Supported	Not Supported	6.2 SP3 (20001), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP3 (20001)	Not Supported	Not Supported	Not Supported	6.2 SP4 (20199), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP4/FP1 (20199)	Not Supported	Not Supported	Not Supported	6.2 SP5 (20396), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP5 (20396)	Not Supported	Not Supported	Not Supported	6.2 SP6 (20558), 6.3.0.0 (SP0:20553)	7.0.0.1.0 (22477)
CM 6.2 SP6.01 (20763)	Not Supported	Not Supported	Not Supported	6.2 SP7 (20837), 6.3.1.0 (SP0:20850)	7.0.0.1.0 (22477)
CM 6.2 SP7.01 (21049)	Not Supported	Not Supported	Not Supported	6.2 SP7.01 (21049), 6.3.2.1 (SP2.1:21106)	7.0.0.1.0 (22477)
CM 6.3.0.0 FP2 (R016[x]03.0.124.0)	Not Supported	Not Supported	Not Supported	6.3.0.1 (SP0.1:20756)	7.0.0.1.0 (22477)
CM 6.3.0.1 SP0.01 (20756)	Not Supported	Not Supported	Not Supported	6.3.1.0 (SP1:20850)	7.0.0.1.0 (22477)
CM 6.3.1.0 SP1 (20850)	Not Supported	Not Supported	Not Supported	6.3.2.0 (SP1:21053)	7.0.0.1.0 (22477)
CM 6.3.2.0 SP2/FP3 (21053)	Not Supported	Not Supported	Not Supported	6.3.2.1 (SP2.1:21106)	7.0.0.1.0 (22477)
CM 6.3.2.1 SP2.1 (21106)	Not Supported	Not Supported	Not Supported	6.3.3.0 (SP3:21172)	7.0.0.1.0 (22477)
CM 6.3.3.0 SP3 (21172)	Not Supported	Not Supported	Not Supported	6.3.4.0 (SP4:21291)	7.0.0.1.0 (22477)
CM 6.3.4.0 SP4 (21291)	Not Supported	Not Supported	Not Supported	6.3.4.1 (SP4.1:21811)	7.0.0.1.0 (22477)
CM 6.3.4.1 SP4.1 (21811)	Not Supported	Not Supported	Not Supported	6.3.9.1 (SP9.1:22098)	7.0.0.1.0 (22477)
CM 6.3.5.0 SP5 (21460)	Not Supported	Not Supported	Not Supported	6.3.6.0 (SP6:21591)	7.0.0.1.0 (22477)
CM 6.3.6.0 SP6/FP4 (21591)	Not Supported	Not Supported	Not Supported	6.3.6.1 (SP6.1:21894)	7.0.0.1.0 (22477)
CM 6.3.6.1 SP6.1	Not Supported	Not Supported	Not Supported	6.3.9.1 (SP9.1:22098)	7.0.0.1.0 (22477)

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
(21894)					
CM 6.3.7.0 SP7 (21754)	Not Supported	Not Supported	Not Supported	6.3.8.0 (SP8:21588)	7.0.0.1.0 (22477)
CM 6.3.7.1 SP7 (21895)	Not Supported	Not Supported	Not Supported	6.3.9.1 (SP9.1:22098)	7.0.0.1.0 (22477)
CM 6.3.8.0 SP8 (21588)	Not Supported	Not Supported	Not Supported	6.3.9.0 (SP9:21971)	7.0.0.1.0 (22477)
CM 6.3.9.0 SP9 (21971)	Not Supported	Not Supported	Not Supported	6.3.9.1 (SP9.1:22098)	7.0.0.1.0 (22477)
CM 6.3.9.1 SP9.1 (22098)	Not Supported	Not Supported	Not Supported	6.3.10.0 (SP10:22147)	7.0.0.1.0 (22477)
CM 6.3.10.0 SP10 (22147)	Not Supported	Not Supported	Not Supported	6.3.11.0 (SP11:22361)	7.0.0.1.0 (22477)
CM 6.3.11.0 SP11 (22361)	Not Supported	Not Supported	Not Supported	6.3.11.1 (SP11.1:22450)	7.0.0.1.0 (22477)
CM 6.3.11.1 SP11.1 (22450)	Not Supported	Not Supported	Not Supported	6.3.12.0 (SP12:22505)	7.0.0.1.0 (22477)
CM 6.3.100.0 (R016[x]03.0.141.0)	Not Supported	Not Supported	Not Supported	6.3.111.0 (SP111:22460)	7.0.0.1.0 (22477)
CM 6.3.111.0 SP111 (22460)	Not Supported	Not Supported	Not Supported	6.3.112.0 (SP112:22506)	7.0.0.1.0 (22477)
CM 6.3.12.0 SP12 (22505)	Not Supported	Not Supported	Not Supported	6.3.13.0/113.0 (22619/22636)	7.0.0.2.0 (22684)
CM 6.3.112.0 SP112 (22506)	Not Supported	Not Supported	Not Supported	6.3.113.0 (22636)	7.0.0.2.0 (22684)
CM 6.3.13.0 SP13 (22619)	Not Supported	Not Supported	Not Supported	6.3.14.0/114.0 (22899/22901)	7.0.0.2.0 (22684)
CM 6.3.113.0 SP113 (22636)	Not Supported	Not Supported	Not Supported	6.3.114.0 (22901)	7.0.0.2.0 (22684)
CM 6.3.14.0 SP14 (22899)	Not Supported	Not Supported	Not Supported	6.3.15.0/115.0 (23263/23276)	7.0.1.0.0 (23012)
CM 6.3.114.0 SP114 (22901)	Not Supported	Not Supported	Not Supported	6.3.115.0 (23276)	7.0.1.0.0 (23012)
CM 6.3.15.0 SP15 (23263)	Not Supported	Not Supported	Not Supported	6.3.15.1/115.1 (23382/23383)	7.0.1.2.0 (targeted to be available December 2016)
CM 6.3.115.0 SP115 (23276)	Not Supported	Not Supported	Not Supported	6.3.115.1 (23383)	7.0.1.2.0 (targeted to be available December 2016)
CM 6.3.15.1 SP15.1 (23382)	Not Supported	Not Supported	Not Supported	6.3.16.0/116.0 (targeted to be available March 2017)	(TBD)
CM 6.3.115.1 SP115.1 (23383)	Not Supported	Not Supported	Not Supported	6.3.16.0/116.0 (targeted to be available March 2017)	(TBD)
CM 7.0.0.0.0 (R017[x]00.0.441.0)	Upgrade from: For information on upgrade paths from lower releases to CM 7.0.0.0.0 review upgrade paths in the <i>Upgrading Avaya Aura® Communication Manager to Release 7.0</i> and <i>Deploying Avaya Aura® Communication Manager Product Documentation</i> on Avaya Support (support.avaya.com): <a href="https://downloads.avaya.com/css/P8/documents/101014390">https://downloads.avaya.com/css/P8/documents/101014390</a> <a href="https://downloads.avaya.com/css/P8/documents/101013587">https://downloads.avaya.com/css/P8/documents/101013587</a>  Upgrade to: 7.0.0.1.0 (SP1:22477)				7.0.0.1.0 (22477)
CM 7.0.0.1.0 SP1 (22477)	Not Supported				7.0.0.2.0 (22684)
CM 7.0.0.2.0 SP2 (22684)	Not Supported				7.0.0.3.0 (22856)
CM 7.0.0.3.0 SP3 (22856)	Not Supported				7.0.0.3.1 (22903)
CM 7.0.0.3.1 SP3.1 (22903)	Not Supported				7.0.1.0.0 (23012)
CM 7.0.1.0.0 FP1 (23012)	Not Supported				7.0.1.1.0 (23169)
CM 7.0.1.1.0 FP1 SP1 (23169)	Not Supported				7.0.1.2.0 (23523)

A server running... CM Release (Load or SP Number)	Can upgrade to these releases... In the last column, the upgrade can be to this Service Pack (or higher)				
	3.1.5	4.x.x	5.x.x	6.x*	7.x**
CM 7.0.1.1.1 FP1 SP1.1 (22384)	Not Supported				7.0.1.2.0 (23523)
CM 7.0.1.2.0 FP1 SP2 (23523)	Not Supported				7.0.1.3.0 (23853) and 7.1.0.0.0
CM 7.0.1.3.0 FP1 SP3 (23853)	Not Supported				7.1.1.0.0 (Targeted for August 2017)
CM 7.1.0.0.0 (load 532.0)	Not Supported				7.1.1.0.0 (Targeted for August 2017)

**Notes:**

Review [PSN020171u](#) on support.avaya.com for more information on the 6.3.1xx.x release and compatibility.

\*At the CM 6.0 launch, **main server** upgrades to **Communication Manager 6.0** were only supported from or through **Communication Manager 5.2.1**. For main servers running releases prior to Communication Manager 5.2.1 this required a two-step upgrade. Step one was to upgrade to Communication Manager 5.2.1 and step two was to upgrade to Communication Manager 6.0. Direct upgrades to Communication Manager 6.0 of LSP and ESS servers running Communication Manager 2.x, 3.x, 4.x and 5.x were supported, and these were considered “valid upgrade paths” for purposes of LSP/ESS software compatibility with Primary/Main servers.

Upgrades from **Communication Manager Pre-5.2.1** releases to **Communication Manager 6.0.1, 6.2 and 6.3** are only supported from or through **Communication Manager 5.2.1**. For main servers running releases other than Communication Manager 4.0.5 or 5.2.1 this requires a two-step upgrade. Step one is to upgrade to either Communication Manager 4.0.5 or Communication Manager 5.2.1 and step two is to upgrade to Communication Manager 6.0.1 or greater. Direct upgrades to Communication Manager 6.0.1 or greater of LSP and ESS servers running Communication Manager 2.x, 3.x, 4.x and 5.x are supported, and these are considered “valid upgrade paths” for purposes of LSP/ESS software compatibility with Primary/Main servers.

\*\* **Main server** upgrades to **Communication Manager 7.0** are only supported from or through **Communication Manager 5.2.1 or 6.x.x**. For main servers running releases prior to Communication Manager 5.2.1 this requires a two-step upgrade. Step one is to upgrade to Communication Manager 5.2.1 and step two is to upgrade to Communication Manager 7.0. Direct upgrades to Communication Manager 7.0 of LSP and ESS servers running Communication Manager 2.x, 3.x, 4.x and 5.x are supported, and these are considered “valid upgrade paths” for purposes of LSP/ESS software compatibility with Primary/Main servers.

**Workaround or alternative remediation**

n/a

**Remarks**

n/a

**Patch Notes**

The information in this section concerns the patch, if any, recommended in the Resolution above.

**Backup before applying the patch**

Always

**Download**

Service Packs can be downloaded from "**support.avaya.com**". Custom patches must be provided by Avaya Support.

**Patch install instructions**

**Service-interrupting?**

Patch activation instructions are available in the respective Implementing Avaya Aura Communication Manager document on "**support.avaya.com**". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For duplicated servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information.

No

**Verification**

Patch activation instructions include verification instructions.

## Failure

Contact Technical Support.

## Patch uninstall instructions

Patch activation instructions include deactivation instructions.

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

### Security risks

n/a

### Avaya Security Vulnerability Classification

Not Susceptible

### Mitigation

n/a

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](http://support.avaya.com). There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).**

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