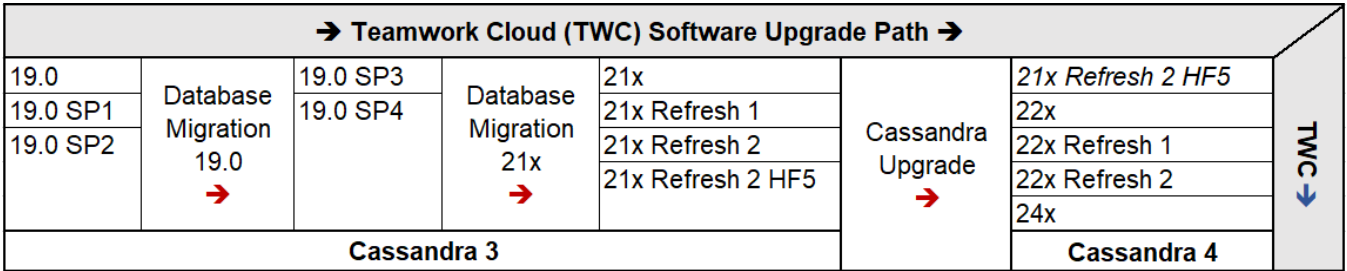


Migrating data and upgrading Teamwork Cloud

Refer to the diagram below to determine your Teamwork Cloud upgrade path.



How to use the diagram:

- Find the version of Teamwork Cloud you are currently running.
- Find the target version you would like to upgrade to.
- If you are upgrading from left to right, you need to migrate the database and/or upgrade Cassandra as well as the Teamwork Cloud software.
- You cannot skip database migration and upgrade steps when upgrading from left to right.
- If you are upgrading vertically down a single column, you only need to upgrade the Teamwork Cloud software. Intermediate versions can be skipped as well.

 Upgrade and migration notes

- The procedures of data migration for versions 19.0 & 2021x are completely different. See the following pages on migrating data and upgrading

Teamwork Cloud for the relevant target version:

Upgrading to version 2022x

To upgrade Teamwork Cloud to version 2022x

- All Teamwork Cloud 19.0 versions have reached the End of Life. Technical support is only available for migration and upgrade to a supported version.
- Upgrade Apache Cassandra to version 4.x from 3.x (if needed).
 - Upgrade Teamwork Cloud.
 - Migrate Teamwork Cloud projects.
- Teamwork Cloud 2021x Refresh 2 HF5 supports both Cassandra 3 and 4.

 Note on usernames

When migrating from a pre-2022x Refresh1 Teamwork Cloud server, ensure that you delete duplicate external LDAP users with usernames in different cases (e.g., JOHN and john) if such usernames exist. Leave just one user. Otherwise, authentication of these duplicate user entries might fail in 2022x Refresh1.