Migrating data and upgrading Teamwork Cloud
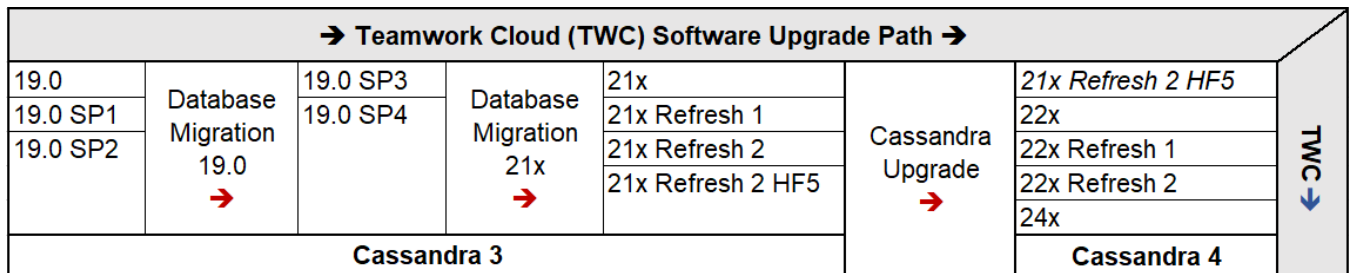
Refer to the diagram below to determine your Teamwork Cloud upgrade path.

➔ Teamwork Cloud (TWC) Software Upgrade Path ➔						
19.0 19.0 SP1 19.0 SP2	Database Migration 19.0 ➔	19.0 SP3 19.0 SP4	Database Migration 21x ➔	21x 21x Refresh 1 21x Refresh 2 21x Refresh 2 HF5	Cassandra Upgrade ➔	*21x Refresh 2 HF5* 22x 22x Refresh 1 22x Refresh 2 24x
Cassandra 3						**Cassandra 4**

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

- ○ 19.0 SP4

To upgrade Teamwork Cloud to version 2022x

- ○ 2021xR2

- All Teamwork Cloud 19.0 versions have reached the End of Life. Technical support is only available for migration and upgrade to a supported

1. Upgrade Apache Cassandra to version 4.x from 3.x (if needed).
2. Upgrade Teamwork Cloud. version
3. 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.