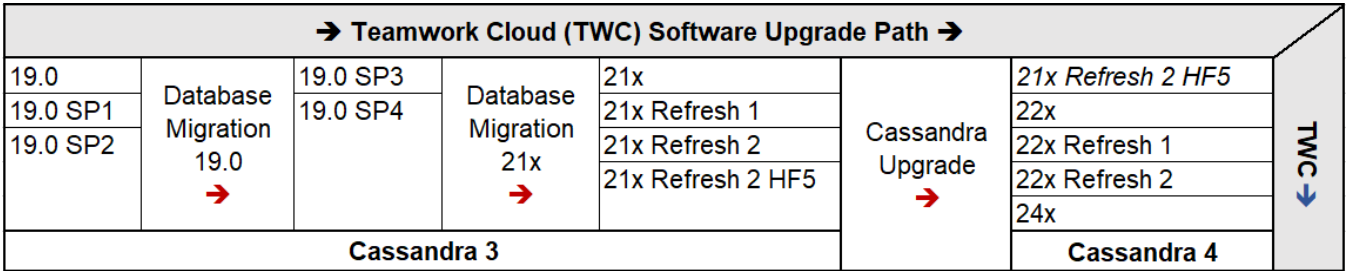


# Upgrade and data migration

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.
- You can upgrade directly between non-consecutive versions (for example, from 2021x to 2022x Refresh 2), but you may need to upgrade Cassandra.
- 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.



- 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:

### Upgrade guides

- [19.0 SP4](#)
- 1. [Upgrade Apache Cassandra to version 4.x from 3.x \(if needed\).](#)
- [2021x B2](#)
- 2. [Upgrade Teamwork Cloud.](#)
- 3. [Migrate Teamwork Cloud projects](#)
- All Teamwork Cloud 19.0 versions have reached the End of Life. Technical support is only available for migration and upgrade to a supported



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 or newer versions.