



## **In-Service Software Upgrade (ISSU)**

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# In-Service Software Upgrade (ISSU)

## Information About In-Service Software Upgrade (ISSU)

ISSU is a process that upgrades an image to another image on a device while the network continues to forward packets. ISSU helps network administrators avoid a network outage when performing a software upgrade. ISSU is supported in install mode.

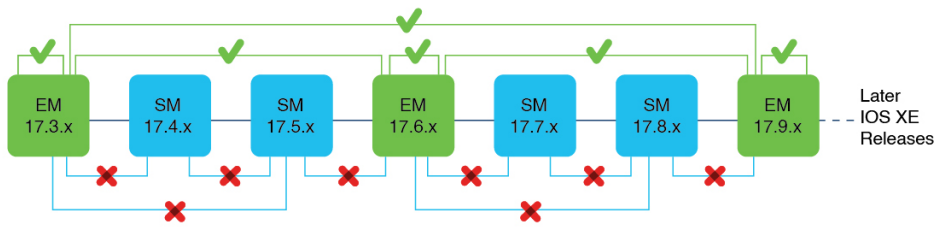


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**Note** Refer to the release notes and check the list of unsupported commands across releases before initiating an ISSU upgrade, as the upgrade may fail when unsupported commands are present.

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## ISSU Support between Releases



**EM:** extended maintenance

**SM:** standard maintenance

For information on IOS XE Software Lifecycle, see the following link: <https://www.cisco.com/c/en/us/products/collateral/ios-nx-os-software/ios-xe-16/bulletin-c25-2378701.html>

Supported Scenarios	Unsupported Scenarios
<ul style="list-style-type: none"> <li>• Within a major release train (17.x or 18.x ), ISSU is supported between any two EMs that are released not more than 3 years apart.</li> <li>• Within a major release train, ISSU is supported from: <ul style="list-style-type: none"> <li>• Any EM (EM1, EM2, EM3) to another EM (EM1, EM2, EM3) Example: 17.3.x to 17.6.x, 17.6.x to 17.9.x</li> <li>• Any release within the same EM Example: 17.3.1 to 17.3.2 or 17.3.3 or 17.3.x</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Between major release trains, ISSU is not supported from: <ul style="list-style-type: none"> <li>• An EM of a major release train to an EM of another major release train Example: 16.x.x to 17.x.x or 17.x.x to 18.x.x is not supported</li> <li>• An SM to EM or EM to SM Example: 17.3.x or 17.4.x to 17.5.x is not supported</li> </ul> </li> <li>• ISSU is not supported on engineering special releases and .s (or similar) images.</li> <li>• ISSU is not supported between Licensed Data Payload Encryption (LDPE) and No Payload Encryption (NPE) Cisco IOS XE software images.</li> <li>• ISSU downgrades are not supported.</li> </ul> <p><b>Note</b> No configuration changes should be performed while ISSU is being performed.</p>

## Release Support Matrix

The following tables show ISSU support within the same EM.

- For Cisco Catalyst 9800 Series Wireless Controllers, ISSU support starts from Cisco IOS XE Amsterdam 17.3.1.

For a comprehensive list of supported ISSU upgrade matrices across multiple releases for the Cisco Catalyst 9800 Series Wireless Controllers, see the following link: [https://www.cisco.com/c/dam/td-xml/en\\_us/wireless/vewlc/issu/ISSU.xlsx](https://www.cisco.com/c/dam/td-xml/en_us/wireless/vewlc/issu/ISSU.xlsx)

### Cisco Catalyst 9800 Series Wireless Controllers

**Table 1: Cisco Catalyst 9800 Series Wireless Controllers - 17.3.x Release**

From/To	17.3.1	17.3.2a	17.3.3	17.3.4	17.3.4c	17.3.5	17.3.5a	17.3.5b	17.3.6	17.3.7	17.3.8
17.3.1	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
17.3.2a	x	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
17.3.3	x	x	—	✓	✓	✓	✓	✓	✓	✓	✓
17.3.4	x	x	x	—	✓	✓	✓	✓	✓	✓	✓
17.3.4c	x	x	x	x	—	✓	✓	✓	✓	✓	✓

17.3.5	x	x	x	x	x	—	✓	✓	✓	✓	✓
17.3.5a	x	x	x	x	x	x	—	✓	✓	✓	✓
17.3.5b	x	x	x	x	x	x	x	—	✓	✓	✓
17.3.6	x	x	x	x	x	x	x	x	—	✓	✓
17.3.7	x	x	x	x	x	x	x	x	x	—	✓
17.3.8	x	x	x	x	x	x	x	x	x	x	—

**Table 2: Cisco Catalyst 9800 Series Wireless Controllers - 17.6.x Release**

From/To	17.6.1	17.6.2	17.6.3	17.6.4	17.6.5	17.6.6
17.6.1	—	✓	✓	✓	✓	✓
17.6.2	x	—	✓	✓	✓	✓
17.6.3	x	x	—	✓	✓	✓
17.6.4	x	x	x	—	✓	✓
17.6.5	x	x	x	x	—	✓
17.6.6	x	x	x	x	x	—

**Table 3: Cisco Catalyst 9800 Series Wireless Controllers - 17.9.x Release**

From/To	17.9.1	17.9.2	17.9.3	17.9.4
17.9.1	—	✓	✓	✓
17.9.2	x	—	✓	✓
17.9.3	x	x	—	✓
17.9.4	x	x	x	—

## How to Configure ISSU

To configure ISSU, see the In-Service Software Upgrade chapter of the configuration guide:

- [Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide](#)

## Additional References for ISSU

Related Topic	Document Title
Software Configuration Guides	<a href="#">Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide</a>
Release Notes	<a href="#">Release Notes for Cisco Catalyst 9800 Series Wireless Controller</a>
Command References	<a href="#">Cisco Catalyst 9800 Series Wireless Controller Command Reference</a>
Troubleshooting TechNotes	

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Cisco Systems, Inc.  
San Jose, CA 95134-1706  
USA

**Asia Pacific Headquarters**  
CiscoSystems(USA)Pte.Ltd.  
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