

Refresh Upgrade COP File v1.5

Release Notes version 1
September 10, 2014

Problem Description

To upgrade from Release 8.5(x) or earlier to Release 8.6(x) or later, you must apply this patch before initiating the upgrade. Some 8.5(x) or earlier ES/SU versions already contain all the changes that are delivered by this patch and do not require this patch. The refresh upgrade COP file delivers changes to the user experience on the CLI and GUI that are related to a refresh upgrade, and basic functionality needed to support refresh upgrades. Refresh upgrade is a new feature in 8.6(x) that allows upgrades between incompatible OS versions.

Updates in This Release

As RU updates are cumulative, installing this patch provides all the fixes in the New Updates and Previous Updates sections.

New Updates

[CSCuo29837](#) 8.5.1 to 10.0 upgrade failing on the installdb[check for presence of \0]
[CSCue04145](#) SIP Normalization scripts got scrambled during RU upgrade

Previous Updates

[CSCuj10105](#) CUCM 7.1 jump upgrade error upgrades prohibited licensing grace period
[CSCui85967](#) CUCM jump upgrade from 6.1.5 to 9.1.2 fails due to NTP reference missing
[CSCui37092](#) CCM and License Manager stops when upgrade from 7.1.3 to 9.1.2 in MCS
[CSCts62097](#) COP file is using wrong source file Causing HW recognition issues

Products Affected

The following UCM products might require this patch:

- Cisco Unified Communications Manager
- Cisco Unity Connection
- Cisco Unified Communications Manager Business Edition 5000
- Cisco Intercompany Media Engine

Please refer to the compatibility matrix to determine what versions support direct upgrades to 8.6(x) or higher:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf

Who is Affected

*****This patch is MANDATORY if the following conditions are met *****

- 1.) The system is being upgraded to an 8.6(x) or higher version.
AND
- 2.) The active version is 8.5(x) or earlier.

AND

- 3.) The active version does NOT contain the code changes that are delivered by the CDETs as detailed in the following table.

Version	Products	CDETs
6.1(5)	CCM	CSCtn88090
7.1(3)	CCM	CSCui37092
7.1(5)	CCM	CSCtn88096
8.0(2)	GGSG	CSCto61231
8.0(3)	CCM	CSCtn88125
8.5(1)	CCM, IME	CSCto45041

Versions that support direct upgrades to 8.6(x) that are not listed in the table above do not have any planned ES or SU releases.

Installation Instructions

File Name: [ciscocm.refresh_upgrade_v1.5.cop.sgn](#)

MD5 Checksum: dbdaebaa99d2151c24244d2a35650204

***** The patch installation should be done off hours during a maintenance window because there is a slight risk that installation during normal business hours could temporarily impact system performance. The patch installation should occur when there is no other CLI or GUI activity on the system since the patch will terminate all CLI and GUI sessions and restart the Tomcat service. *****

1. Install this file on all nodes in the cluster by using the **Software Upgrades > Install/Upgrade** menu path in Cisco Unified Operating System Administration.
2. Once the patch is successfully installed, wait for the system to completely restart the Tomcat service before proceeding with Refresh Upgrade.

***** No reboot, restart of the system or restart of any services is required after the patch is installed. The GUI or CLI will indicate that a system reboot is required. You can disregard this message for this patch file only. *****

***** If upgrading from a 6.1(4), 6.1(5) or 7.1(3) version to an 8.6(x) or later UNRESTRICTED version, only this patch is required. It is NOT necessary that you also install the [ciscocm.allow_upgrades_to_unrestricted.cop.sgn](#) patch.*****

***** Once this patch is installed, the email notification feature presented on the GUI and CLI will be fully functional only if you are upgrading to Release 8.6(x) or later. It will not be fully functional if you are installing another COP file or upgrading (L2) to Release 8.5(x) or earlier.*****

Posted File Location

The upgrade file is located in the *Utilities-COP-Files* folder for each CUCM release 8.6 and higher. Follow these steps to navigate to the patch location:

- Step 1** Go to <http://www.cisco.com/cisco/software/navigator.html?mdfid=278875240&i=rp>
- Step 2** From the Download Software window that displays after Step 1, select the *Call Control* link.
- Step 3** From the options that display, click the *Cisco Unified Communications Manager (CallManager)* link.
- Step 4** From the options that display, select your desired *Cisco Unified Communications Manager Version x.x* link.
- Step 5** From the options that display, click *Unified Communications Manager/CallManager Utilities/Cisco Unity Connection Utilities*
- Step 6** Select either *Latest* or *All Releases* in the grey navigation bar on the left side to expand the folder and choose this file for download.