

# 升级呼叫管理器(CUCM)到8.6的注意事项

## 目录

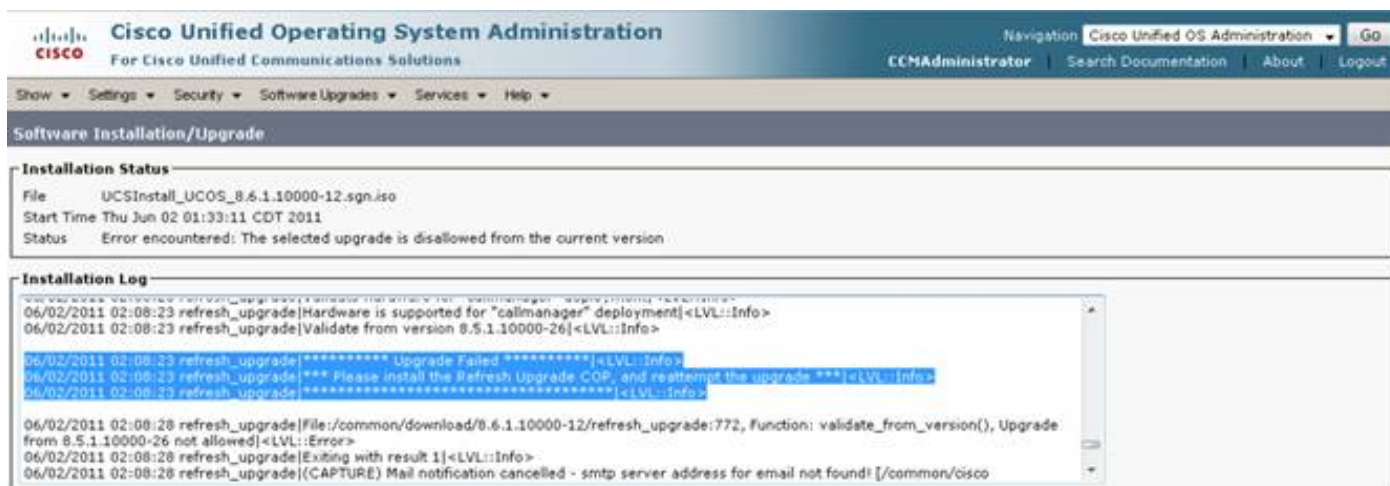
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## 技术领域

CUCM 8.6.x , CUCM 升级

## 问题描述

随着CUCM8.6的成功发布，越来越多的用户选择升级现有的CUCM到8.6.x版本。然而和以往和大版本升级（从6.x升级到7.x）不一样的是，用户有可能遇到升级失败的状况。具体表现为“The selected upgrade is disallowed from the current version”。如下图所示。



## 背景介绍

从8.6的第一个版本8.6.1.10000-43开始，CUCM开始使用新版本的操作系统 redhat linux 5.0，那意味着不光CUCM软件本身，而且操作系统也会被升级，这个过程我们叫做refresh upgrade。

## 解决方案

1. 下载最新的refresh upgrade 补丁文件，文件名称ciscocm.refresh\_upgrade\_v1.1.cop.sgn。  
<http://www.cisco.com/cisco/software/cart.html?imageGuld=098890B8B74224B70A07B6E9114F9546DB1D970D&i=rs>

**Cisco Unified Communications Manager Version 8.6 - COP-Files**  
 (ciscocm.refresh\_upgrade\_v1.1.cop.sgn)
 



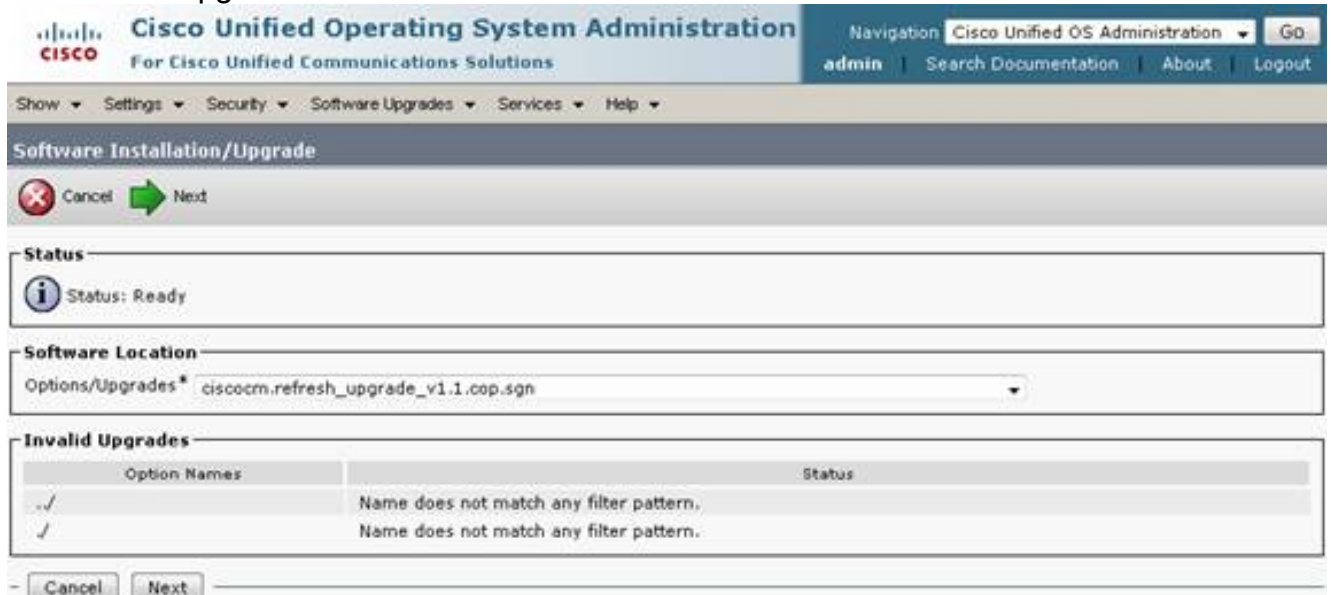
Download  
Publish

COP file for refresh upgrade paths to 8.6(1). In addition this COP file permits the upgrade to recognize the unrestricted upgrade media or file. This is for UCM, Unity Connection, CUCMBE5k (and IME).

Release Date: **14 Oct 2011**      Release: **COP-Files** [See All Releases](#)  
 Size: **80.50 MB (84415280)**      MD5: **b295f4e56c9fb93856b71b05b7a65456**

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## 2. 安装refresh upgrade 补丁



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### Software Installation/Upgrade

✖ Cancel ➔ Next

**Status**  
i Status: Ready

**Software Location**  
 Options/Upgrades\* ciscocm.refresh\_upgrade\_v1.1.cop.sgn

**Invalid Upgrades**

Option Names	Status
./	Name does not match any filter pattern.
./	Name does not match any filter pattern.

Cancel Next

3. 安装完成refresh upgrade 补丁后，就可以继续正常的8.6.x的版本升级了。