

Troubleshoot UCCE Tomcat Upgrade Failure

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Introduction

This document describes how to troubleshoot Unified Contact Center Enterprise (UCCE) Tomcat upgrade when the tomcat upgrade utility reports message 'The version you want to install is not higher than the current installed Tomcat version'.

Requirements

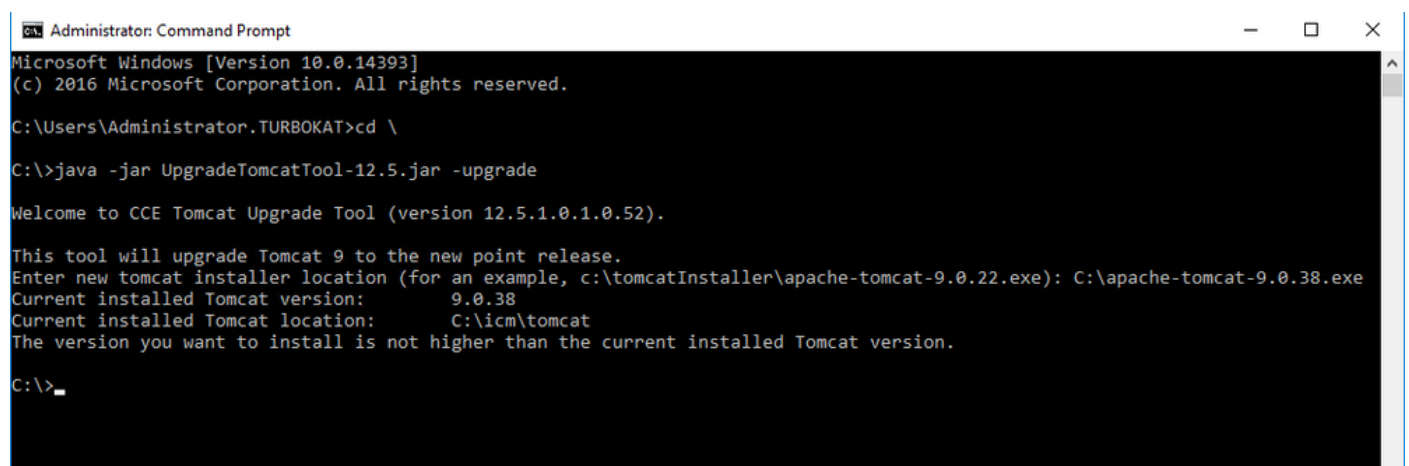
The information in this document is based on these software and hardware versions:

- UCCE 12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

At tomcat upgrade phase on UCCE , the Upgrade Tomcat Utility fails to upgrade tomcat and reports error message "The version you want to install is not higher than the current installed Tomcat version", despite the fact that the actual Tomcat version is lower , as shown in the image;



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator.TURBOKAT>cd \

C:\>java -jar UpgradeTomcatTool-12.5.jar -upgrade

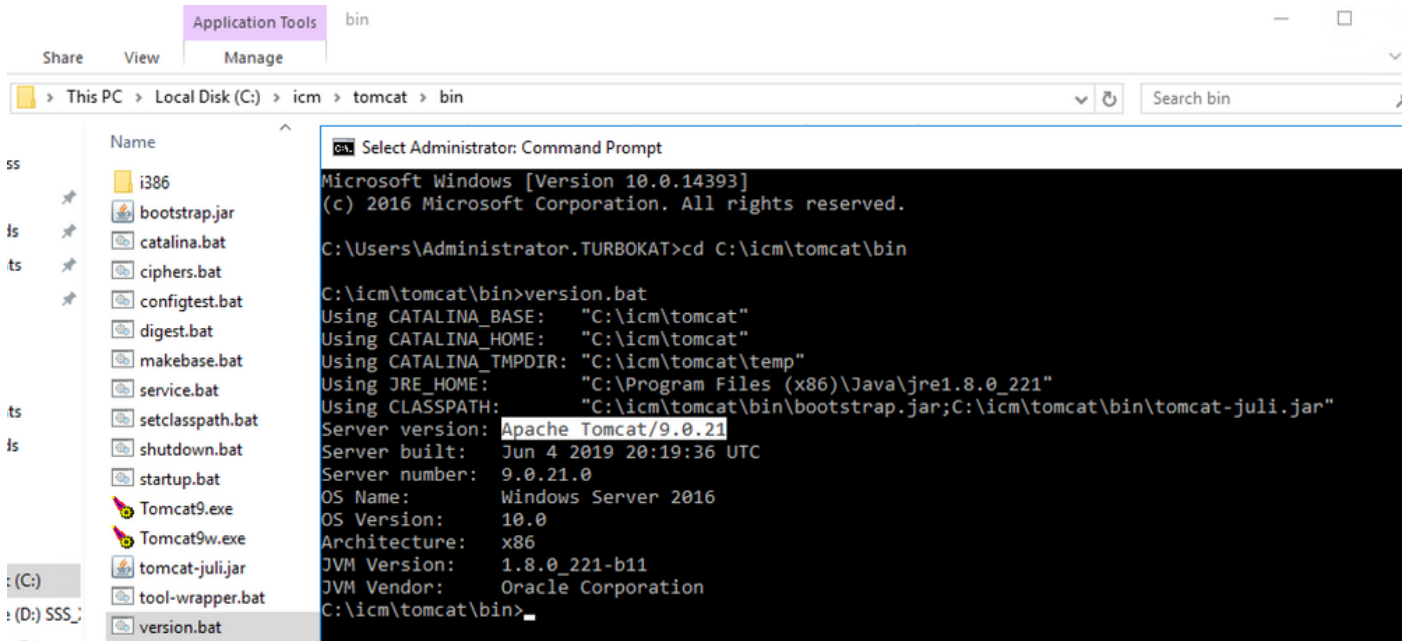
Welcome to CCE Tomcat Upgrade Tool (version 12.5.1.0.1.0.52).

This tool will upgrade Tomcat 9 to the new point release.
Enter new tomcat installer location (for an example, c:\tomcatInstaller\apache-tomcat-9.0.22.exe): C:\apache-tomcat-9.0.38.exe
Current installed Tomcat version:          9.0.38
Current installed Tomcat location:         C:\icm\tomcat
The version you want to install is not higher than the current installed Tomcat version.

C:\>
```

Resolution

1. On UCCE node tomcat version details can be verified from the **version.bat** in the tomcat bin directory (**<install directory>\icm\tomcat\bin**) , as shown in the image;



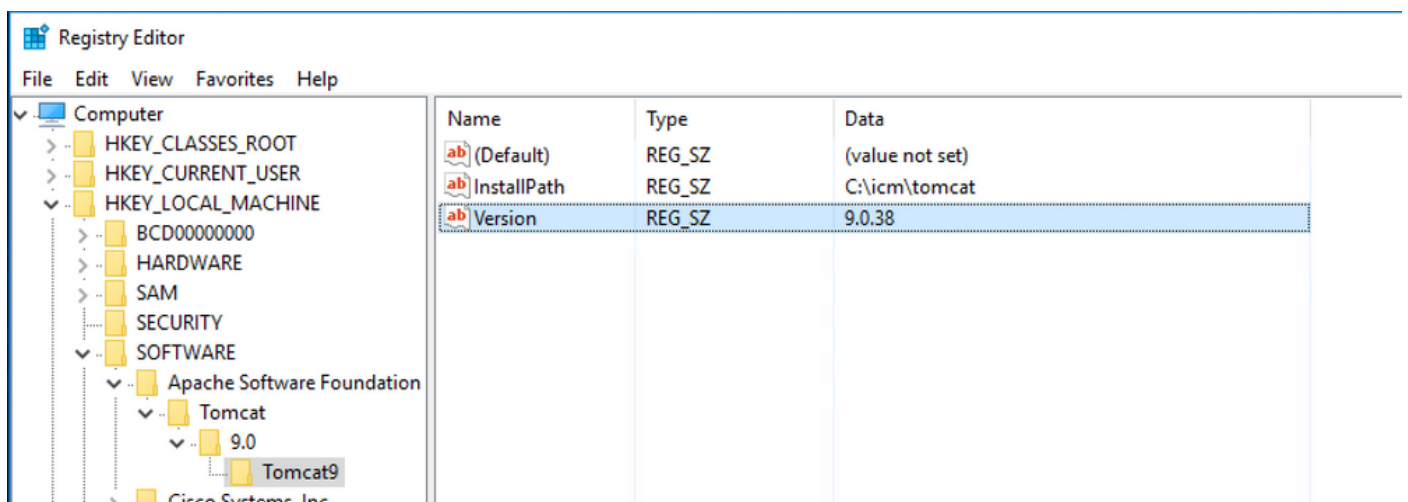
Note: Server version is the version of Apache Tomcat installed in UCCE node , **9.0.21** is version reported for this node.

2. The version information and installed location for the Tomcat Upgrade Utility is read from registry under

[HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Tomcat9.0\Tomcat9]

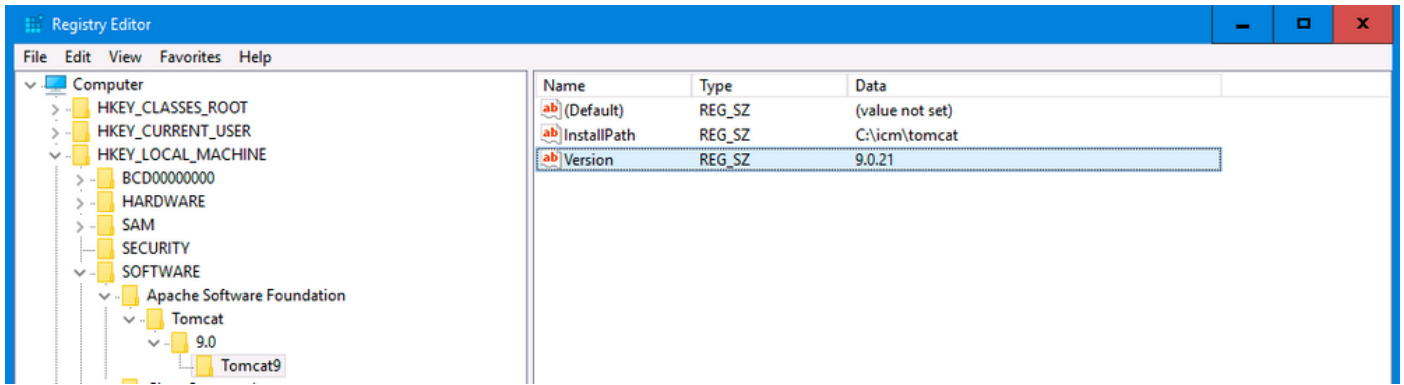
Note: Note **Version** key as shown in the image states version as **9.0.38** ; this is incorrect and doesn't match with the value (**9.0.21**) found in **version.bat** file at directory (**<install directory>\icm\tomcat\bin**)

Before Edit for **Version** Key

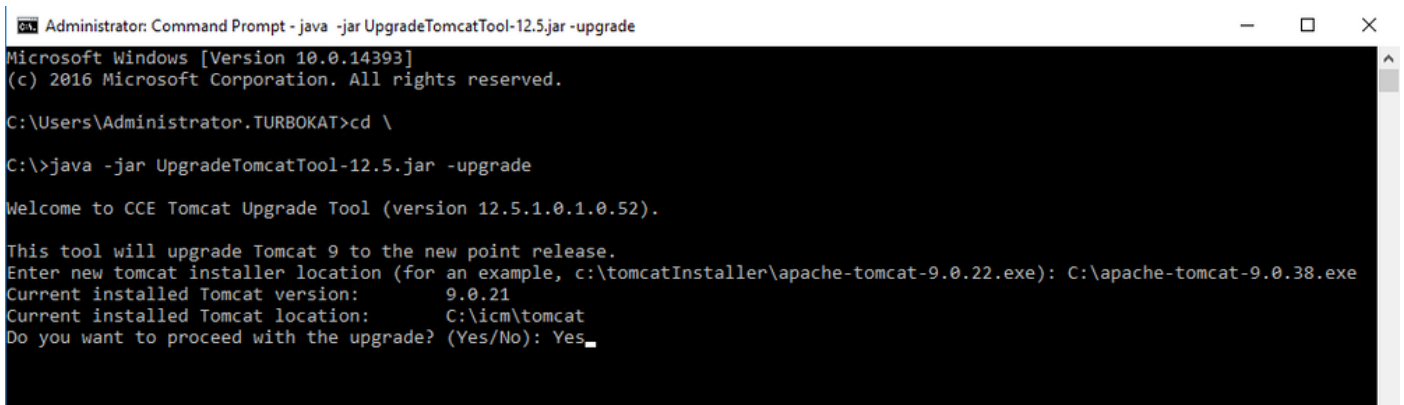


3. Update this value manually to the version identified from the version.bat from directory (**<install directory>\icm\tomcat\bin**) .

Right Click **Version** >Select Modify> Enter value **9.0.21**, as shown in the image;



4. Start the upgrade from the Tomcat Upgrade Utility and it should go through now, as shown in the image;



Related Information

- [UCCE 12.5 Security Guide Tomcat Upgrade](#)