



Upgrades

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Software Versions

Software Version for IM and Presence Service Release 10.5(1)

- These release notes are based on the following software version: 10.5.1.10000-9.

Software Version for Cisco Unified Communications Manager Release 10.5(1)

- These release notes are based on the following software version: 10.5.1.10000-7.



Caution

Do not use the Patch Upgrade option when installing Unified Communications Manager, Release 10.5(1). You must install this release by using the bootable ISO image, which you must order through the Product Upgrade Tool.

Supported Upgrades

For information about supported upgrades, see the *Cisco Unified Communications Manager Compatibility Matrix* at the following URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html>



Note

All nodes within a single cluster must be in the same mode. For example, Cisco Unified Communications Manager and IM and Presence Service nodes in the same cluster must either all be in unrestricted mode or all be in restricted mode.

Important Notes about Upgrades

No Configuration During Upgrades

Do not perform any configuration tasks during the upgrade process.

**Caution**

If you are upgrading both Cisco Unified Communications Manager and IM and Presence Service, do not modify any of the IM and Presence Service server entries on the Application Server or Server configuration pages of the Cisco Unified CM Administration interface. The IM and Presence Service upgrade process automatically updates these entries on the Cisco Unified Communications Manager cluster during the final stages (switch version) of the upgrade process.

For upgrades from Release 8.x or 9.x to Release 10.x or later, any manual modification of these entries during the upgrade process will result in data migration failures between IM and Presence Service and Cisco Unified Communications Manager. If such failures occur, you must restart the entire upgrade process for both Cisco Unified Communications Manager and IM and Presence Service clusters.

Preupgrade COP File

If you are upgrading to Cisco Unified Communications Manager Release 10.5(1), or later, from a release earlier than Cisco Unified Communications Manager Release 10.0(1), you must download and install `ciscocm.version3-keys.cop.sgn` on every node in the cluster. This Cisco Options Package (COP) file has the RSA keys that are required to validate the upgrade. Missing RSA-3 keys will result in status errors in the Software Installation/Upgrade window of the Cisco Unified Operating System Administration interface.

If you are upgrading to Cisco Unified Communications Manager Release 8.6 or later from a release earlier than Cisco Unified Communications Manager Release 8.5, you must download and install the latest `ciscocm.refresh_upgrade_version.cop.sgn` on every node in the cluster.

For detailed steps about COP file installation and complete upgrade procedures, see the *Upgrade Guide for Cisco Unified Communications Manager* at <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html>.

**Note**

If the `ciscocm.version3-keys.cop.sgn` file is not installed, then software validation will fail even if the `md5sum` value of the ISO is correct.

To find COP files on Cisco.com, navigate to **Support > Downloads > Cisco Unified Communications Manager Version <version> > Unified Communications Manager/CallManager/Cisco Unity Connection Utilities**.

**Note**

Cisco Prime Collaboration Deployment does not automatically install the required COP file before upgrade. You must create a task in Cisco Prime Collaboration Deployment to install the COP file before the upgrade. For more information, see the *Cisco Prime Collaboration Deployment Administration Guide*.

Verify that you have the correct COP file installed with the following commands:

```
admin:show version active
Active Version: 8.5.1.10000-26
Active Version Installed Software Options:
ciscocm.version3-keys.cop
ciscocm.refresh_upgrade_v1.5.cop.sgn
admin:
```

IM and Presence Service

You must also install the `ciscocm.version3-keys.cop.sgn` cop file before you upgrade to IM and Presence Service Release 10.5(1), or later, from any release earlier than 10.0(1). This COP file is necessary for all upgrades from pre-10.0(1) to 10.5(1) and later.

Upgrade from Cisco Unified Presence 8.5(4)

For upgrades from Cisco Unified Presence 8.5(4), you must install two COP files in the following order before you begin the upgrade:

1. Install the refresh upgrade COP file, `cisco.com.cup.refresh_upgrade_v<latest_version>.cop`. You can download this COP file from Cisco.com.
2. Install the RSA-3 key COP file, `ciscocm.version3-keys.cop.sgn`.

Downgrade to Cisco Unified Presence 8.6(3)

Cisco Unified Presence Releases 8.6(4) and later do not support the Cisco Presence Engine database. If you upgrade from Release 8.6(3) to Release 10.5(1) and you subsequently want to revert to Release 8.6(3), you must install a COP file that will reinstall the Cisco Presence Engine database. The COP filename is `ciscocm.cup.pe_db_install.cop` and you can download it from Cisco.com.



Note In a multinode environment, you must install the `ciscocm.cup.pe_db_install.cop` COP file on every node in the cluster after you switch back to Release 8.6(3).

Upgrades from IM and Presence Service 10.0(1) Export Unrestricted

If you are upgrading from IM and Presence Service 10.0(1) Export Unrestricted to any higher release of IM and Presence Service Export Unrestricted (including Service Updates), you must install the unrestricted upgrade COP file before you begin the upgrade:
`ciscocm.cup.unrst_upgrade_10_0_1_vx.x.cop.sgn`. You can download this file from Cisco.com.

Upgrade Fails if AXL Password Contains Special Characters

This document update resolves CSCur00547.

If you have special characters in your Cisco Unified Communications Manager default administrative password, when you upgrade from releases 8.x or 9.x, the connection between IM and Presence Service and Cisco

Unified Communications Manager fails. Before you upgrade from an 8.x or 9.x release, you must change your password so that all special characters are removed.

OS Admin Account Required for CLI-Initiated IM and Presence Upgrades

If you are using the **utils system upgrade** CLI command to upgrade IM and Presence Service nodes, you must use the default OS admin account, as opposed to a user with administrator privileges. Otherwise, the upgrade will not have the required privilege level to install essential services, thereby causing the upgrade to fail. You can confirm the account's privilege level by running the **show myself** CLI command. The account must have privilege level 4.

Note that this limitation exists for CLI-initiated upgrades of IM and Presence Service only and does not apply to Unified Communications Manager. Also note that this limitation may be fixed for newer ISO files. See your ISO Readme file for details on your specific ISO file. For up-to-date information on this limitation, see [CSCvb14399](#).

Cisco Jabber Users Should be Logged Out During Upgrade

When upgrading the IM and Presence Service, it's best to ensure that all Cisco Jabber users are logged out during the upgrade. The more Cisco Jabber user activity you have, the greater the likelihood that you will receive an error that requires administrator intervention such as a Presence status sync error.