

# README FOR UCCX 10.6(1) UCCX Compatibility with 11.0(1)/11.5(1) CUCM Fix

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**REVISED: August, 2016**

This document describes important information about the installation procedures for the **ciscouccx.106x.cucm11x-compatible.14.cop.sgn** COP file for **UCCX 10.6(1)**

## **SUMMARY OF 10.6(1) UCCX Compatibility with 11.0(1)/11.5(1) CUCM BY THIS COP**

This COP is used to make UCCX 10.6.(1) compatible with 11.0(1) /11.5(1) CUCM.

| UCCX version <sup>1</sup> | Compatible CUCM version                     |
|---------------------------|---|
| 10.6(1)                   | 11.0(1) <sup>2</sup> , 11.5(1) <sup>2</sup> |

<sup>1</sup>This includes all the Engineering specials and Service Updates on UCCX 10.6(1)

<sup>2</sup>This includes all the Service updates on CUCM 11.0(1) and 11.5(1)

## **IMPORTANT NOTES**

1. This Engineering Special can be installed only on UCCX **10.6(1) FCS and SU/ES versions** . Please refer to the Upgrade Paths for more details.
2. The Engineering Special CAN NOT be used for Fresh Install scenarios.
3. Only signed copies (\*.cop.sgn) of Engineering Specials are supported.
4. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.
5. Installation of the Engineering Special stops critical services on the UCCX node and requires a reboot after installation is completed. Therefore, Cisco strongly suggests the ES is installed during off peak after hours maintenance window.
6. The ES files are cumulative and contains fixes from all previous ESs posted for this version except where explicitly stated.

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7. ES installation is only supported through the CLI. GUI installation is NOT supported.
8. Note that if you install an ES, it may contain fixes that are not included in a newer UCCX version.

## ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.106x.cucm11x-compatible.14.cop.sgn** from cisco.com
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscouccx.106x.cucm11x-compatible.14.cop.sgn**

MD5 Checksum: **5bf6ebbd7b5821ea980acf93c9440aea**

## INSTALL INSTRUCTIONS

1. Copy **ciscouccx.106x.cucm11x-compatible.14.cop.sgn** to a SFTP server.
2. From the command line interface of the UCCX Publisher node, initiate the ES installation using the command:

**utils system upgrade initiate**

and enter the folder path where the ES patch file is located along with the SFTP server IP address, Username and Password.

3. When ES installation is complete, restart the node as instructed.

## TROUBLESHOOTING

All logs related to the ES and Rollback installation are available in the UCCX server in the below location:

**file get install /<CopName>.log**

For example, the log file for **ciscouccx.106x.cucm11x-compatible.14.cop.sgn** ES, will be available in:

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**file get install / ciscouccx.106x.cucm11x-compatible.14.cop.sgn**

Additional ES and Rollback COP install logs shall be located in:

**file get install /install\_log\_YYYY-MM-DD.HR.MIN.SEC.log**

where YYYY-MM-DD.HR.MIN.SEC is the date and timestamp when the ES or COP was installed.