

## Problem Description

To upgrade from an 8.5(x) or earlier release to an 8.6(x) release, this patch must be applied prior to initiating the upgrade. Some 8.5(x) or earlier ES/SU versions will already contain all the changes delivered by this patch and will not require this patch. The refresh upgrade cop delivers changes to the user experience on the CLI and GUI related to a refresh upgrade and basic functionality needed to support refresh upgrades. A refresh upgrade is a new feature in 8.6(x) and allows upgrades between incompatible OS versions.

## 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):

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/ccmcompmatr.html#wp43011](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html#wp43011)

## Who is Affected

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

1.) The system is being upgraded to an 8.6(x) version

AND

2.) The active version is 8.5(x) or earlier

AND

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

| Version | Products | CDETs                      |
|---------|----------|----------------------------|
| 6.1(5)  | CCM      | <a href="#">CSCtn88090</a> |
| 7.1(5)  | CCM      | <a href="#">CSCtn88096</a> |
| 8.0(2)  | GGSG     | <a href="#">CSCto61231</a> |
| 8.0(3)  | CCM      | <a href="#">CSCtn88125</a> |
| 8.5(1)  | CCM, IME | <a href="#">CSCto45041</a> |

Versions that do 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\\_v1.1.cop.sgn](#)

MD5 Sum: b295f4e56c9fb93856b71b05b7a65456

**\*\*\* 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 from the "Install/Upgrade" option under "Cisco Unified Communications Operating System Administration."
2. Once patch is successfully installed, allow the system a few minutes for the Tomcat service to completely restart before proceeding with the Refresh Upgrade and for the CLI command "show version active" to display the results correctly.

**\*\*\* Some ES and SU versions have all the changes delivered by this patch. If that's the case, the patch install will fail with an indication that the current version already contains the necessary changes to support a successful Refresh Upgrade to 8.6(x). \*\*\***

**\*\*\* No reboot, restart of the system or restart of any services is required after the patch has been installed. The GUI or CLI will indicate that a system reboot is required. For this patch file only, that message can be disregarded. \*\*\***

**\*\*\* If upgrading from a 6.1(4) or 6.1(5) or 7.1(3) version to an 8.6(x) UNRESTRICTED version, only this patch is required. It is NOT necessary to 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 only be fully functional if upgrading to 8.6(x) release. It will not be fully functional if installing another COP file or upgrading (L2) to an 8.5(x) or earlier release. \*\*\***

## **Patch File Location**

The patch file is located in the 8.6 Utilities area. Below are instructions for navigating to the patch location.

**Step 1** Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

**Step 2** From the Downloads window, click the "+" next to *IP Telephony*

**Step 3** From the options that display, click the "+" next to *Call Control*

**Step 4** From the options that display, click the "+" next to *Cisco Unified Communications Manager (CallManager)*

**Step 5** From the options that display, click the "+" next to *Cisco Unified Communications Manager Version 8.6*

**Step 6** From the options that display, click *Unified Communications Manager/CallManager Utilities*