

# Troubleshoot Tomcat Upgrade Failure for CSCwk81097

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## Introduction

This document describes one scenario of Tomcat crash on CCE and how to fix it if it does not start.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Contact Center Enterprise (CCE) 12.x
- Apache Tomcat upgrade procedure in CCE

### Components Used

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

- CCE 12.x
- Apache Tomcat 9.0.90 or higher

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.

## Background Information

After an upgrade of Apache Tomcat using UpgradeTomcat Utility to version 9.0.90 or 9.0.91 from a lower version, the service stops to work on CCE servers.

**Problem: Apache Tomcat does not start after upgrade to 9.0.90 or**

## higher

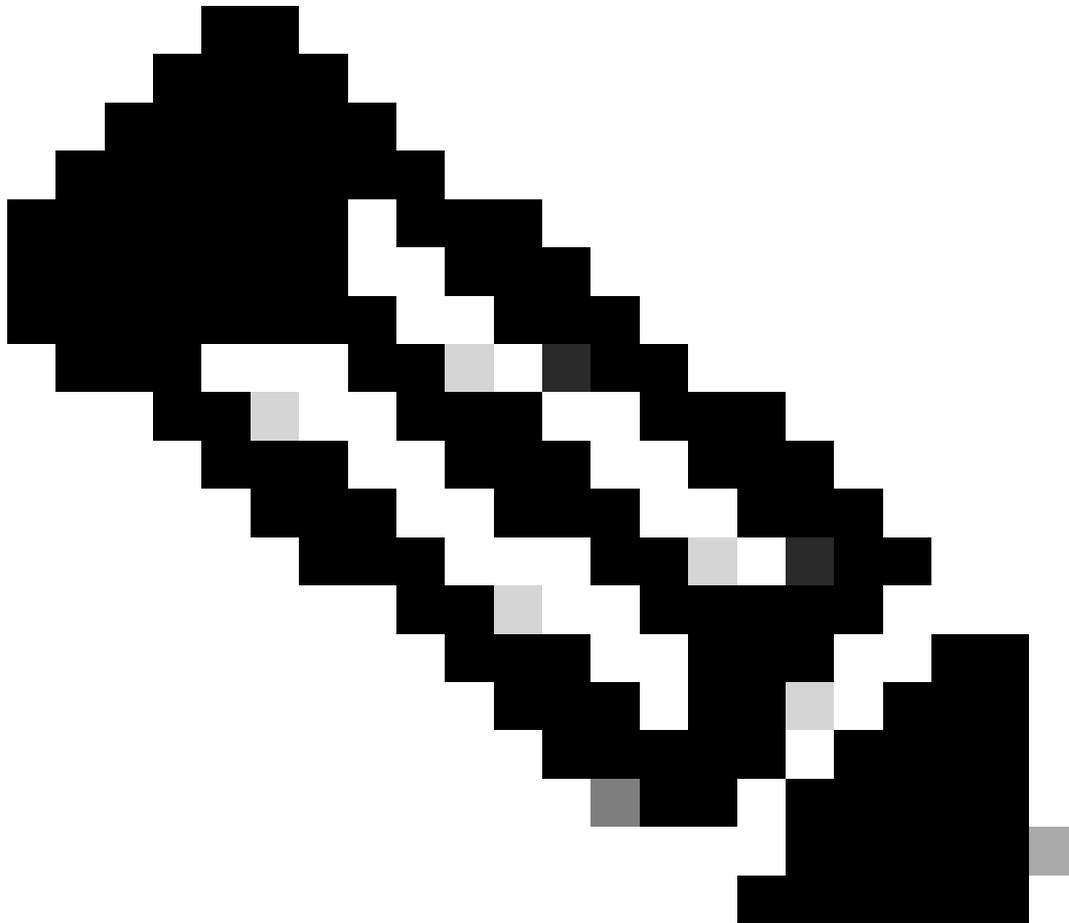
The issue has been captured in the defect [Cisco bug ID CSCwk81097](#) . You can bookmark it for any ES release or a workaround in future.

## Solution

You must rollback to Apache Tomcat 9.0.89. The software defect is actively worked on my Cisco CCE engineering.

For detailed information on the results from each step, see the `../UpgradeTomcatResults/UpgradeTomcat.log` file.

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**Note:** Stop Unified CCE services on the VM before using the Tomcat Utility

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<b>Step 1</b>	From the command line, navigate to the directory where you copied the Upgrade Tomcat Utility.
<b>Step 2</b>	Enter this command to run the tool: tomcatutility.bat -revert.
<b>Step 3</b>	When prompted, enter yes to continue with the reversion.
<b>Step 4</b>	Repeat these steps for all unified CCE component VMs.

### Procedure for 12.6.x

If the latest Tomcat install does not work properly, install the previous working version using the Tomcat utility from the security guide Install Tomcat section

## Related Information

- [Upgrade Tomcat Utility 12.6.x](#)
- [Upgrade Tomcat Utility 12.5.x](#)
- [Technical Support & Documentation - Cisco Systems](#)