



## Troubleshooting

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## Cisco Unified Presence User Phone Presence Problems

**Problem** After a Cisco Unified Presence server upgrade, when all activated feature services and network services are started, Cisco Unified Presence phone availability from users is delayed or slow to update.

**Solution** You must restart the Cisco UP SIP Proxy service. In Cisco Unified Serviceability, select **Tools > Control Center - Features Services**.

## Cisco Unified Presence User Experiences Issues Obtaining Presence Availability

**Problem** After a Cisco Unified Presence server upgrade, when all activated feature services and network services are started, a Cisco Unified Presence user experiences inconsistent availability. The user can log in to Cisco Unified Presence but experiences issues obtaining availability information mainly from SIP-based clients.

**Solution** This issue is caused when users are provisioned while Cisco Unified Presence is being upgraded. You must unassign and then reassign the user.

## Real-Time Monitoring Tool Alert for the Cisco UP SIP Proxy Service

**Problem** After a Cisco Unified Presence server upgrade, when all activated feature services and network services are started, a Real-Time Monitoring Tool CoreDumpFileFound alert was generated for the Cisco UP SIP Proxy service.

**Solution** You must restart the Cisco UP SIP Proxy service. In Cisco Unified Serviceability, select **Tools > Control Center - Features Services**.

## Cannot Find Upgrade File on Remote Server

**Problem** You cannot find the upgrade file on the remote server.

**Solution** If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path that you want to specify. For example, if the upgrade file is in the patches directory, you must enter `/patches`. If the upgrade file is located on a Windows server, check with your system administrator for the correct directory path.

## Upgrade File Checksum Values do not Match

**Problem** The checksum value of the upgrade file does not match the checksum indicated on Cisco.com.

**Solution** The two checksum values must match to ensure the authenticity and integrity of the upgrade file. If the checksum values do not match, download a fresh version of the file from Cisco.com and try the upgrade again.

## Database Replication Did Not Complete

**Problem** After an upgrade, database replication did not complete and the result of the command `utils dbreplication runtimestate` was not 2.

**Solution** After a successful upgrade and switch version to the new software, database replication should take place automatically. During this time core services on the subscriber nodes will not start. Database replication in large deployments can take several hours to complete. If, after several hours, the `utils dbreplication runtimestate` command shows that database replication did not complete, you need to reset the database replication. Run the following command on the publisher node:

```
utils dbreplication reset all
```

## Cisco UP Presence Engine Database Does Not Restart

**Problem** After you switch back from Cisco Unified Presence Release 8.6(4) or later to an earlier software version, the Cisco UP Presence Engine database does not restart.

**Solution** Ensure that you installed the required COP file, `cisco.cm.cup.pe_db_install.cop`, on every node in the cluster after you switched back from Cisco Unified Presence Release 8.6(4) or later.

## Refresh Upgrade Error

**Problem** During a refresh upgrade, the following error is reported: *Error encountered: The selected upgrade is disallowed from the current version.*

**Solution** You did not install the required COP file on the node. Download the following COP file from Cisco.com: `cisco.cm.cup.refresh_upgrade_v<latest_version>.cop`. Restart the server. Install the COP file on every node in the cluster before you attempt the refresh upgrade again.

## Failed Refresh Upgrade

**Problem** A refresh upgrade failed.

**Solution** Restart the system, it should reboot to the software version that was running before you attempted the refresh upgrade. If you cannot access the system, you must use the Recovery CD to recover the node.

## Upgrade from Pre Release 8.6(4) Fails

**Problem** You are upgrading from a release earlier than Cisco Unified Presence 8.6(4) and the upgrade fails on both the publisher and subscriber nodes.

**Solution** The Cisco Unified Communications Manager hostname is case-sensitive. You must ensure that the entry for the Cisco Unified Communications Manager publisher node on the Cisco Unified Presence Administration interface matches exactly the Cisco Unified Communications Manager hostname. Complete the following procedure:

1. Log into **Cisco Unified Presence Administration** interface and choose **System > CUCM Publisher**.
2. If the **CUCM Publisher Hostname** value does not match the hostname, modify it and click **Save**.
3. Restart the Cluster Manager service with the following CLI command: **utils service restart Cluster Manager**
4. Open the platformConfig.xml file at the following location: `/usr/local/platform/conf/`
5. Verify that the values for `IPSecMasterHost` and `NTPServerHost` match exactly the Cisco Unified Communications Manager hostname.
6. If necessary, modify the values for `IPSecMasterHost` and `NTPServerHost`, save the platformConfig.xml file and restart the Cluster Manager service again.

## Cancelled or Failed Upgrade

If you cancel an upgrade at any stage, or if an upgrade fails, you must reboot the Cisco Unified Presence server before you attempt another upgrade.

## Upgrading Release 8.5

When upgrading Cisco Unified Communications Manager, Release 8.5, note that the Cisco Unified Communications Manager hostname is case sensitive.

After you have upgraded from Release 8.5, ensure that the entry for the Cisco Unified Communications Manager publisher node in the **Cisco Unified Presence Administration > System > CUCM Publisher** window, matches the case of the Cisco Unified Communications Manager's hostname. If not, modify the entry and restart the Cluster Manager service using the command: `service clm restart`

On Cisco Unified Presence, confirm that the entry for `IPSecMasterHost` in the `/usr/local/platform/conf/platformConfig.xml` file, matches the case of the Cisco Unified Communications Manager hostname.

If a change is required, manually update this file and restart the Cluster Manager service.