

Unified Communications Manager / Unity Connection / Emergency Responder / Prime License Manager / Unified Communications Manager IM and Presence ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn COP File

Release Notes Version 2
January 27, 2021

Introduction:

These release notes contain important information about the installation procedures for the COP file for Cisco Unified Communications Manager, Unity Connection, Emergency Responder, UCM IM and Presence, and Prime License Manager.

This COP file, **ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn** will install on and has only been tested on the following releases:

CER:

10.5: 10.5.1.20000-3 and higher

11.5: 11.5.4.20000-3 and higher

12.0: 12.0.1.20000-4 and higher

12.5: 12.5.1.10000-6 and higher

CUC:

10.5: 10.5.2.10000-5 and higher

11.5: 11.5.1.10000-6 and higher

12.0: 12.0.1.10000-10 and higher

12.5: 12.5.1.10000-22 and higher

IM&P:

10.5: 10.5.2.10000-9 and higher

11.5: 11.5.1.10000-4 and higher

12.0: 12.0.1.10000-12 and higher

12.5: 12.5.1.10000-22 and higher

PLM:

10.5: 10.5.2.10000-5 and higher

11.5: 11.5.1.10000-6 and higher

UCM:

10.5: 10.5.2.10000-5 and higher

11.5: 11.5.1.10000-6 and higher

12.0: 12.0.1.10000-10 and higher

12.5: 12.5.1.10000-22 and higher

PCD:

12.6: 12.6.1.10000-21

Note: In product version 12.5 the ability to use open-vm-tools was added. If you are using "open-vm-tools" instead of "native VMware Tools", you do not specifically require the fixes contained in this COP File. However, we do recommend you install this COP file in case you ever have the need to switch to "native VMware Tools". You can verify which type you are running by using this CLI Command: *utils vmtools status*

Before you install this update, Cisco recommends that you review the *Important Notes* section for information about issues that may affect your system.

What this COP file provides:

If you have previously installed V1.1/V1.2 of this COP file in UCM, CER,CUC and IMP, there is no reason to install this V1.3 since it contains the same fixes. V 1.3 is to support COP install for PCD.

This COP file provides support for installing on top of v1.0 and v1.1 COP file. This COP file also incorporates the following fixes from v1.0 and v1.1 COP files:

V1.0 COP file, **ciscocm.CSCvq17528_vmtools_initramfs_v1.0.cop.sgn** will install on and has only been tested on the following releases:

CER: 11.5.3.10000-6 and higher
CUC 10.5: 10.5.2.14900-16 and higher
CUC 11.5: 11.5.1.12900-21 and higher
CUC 12.0: 12.0.1.10000-8 and higher
IM&P 10.5: 10.5.2.24900-8 and higher
IM&P 11.5: 11.5.1.11900-1 and higher
IM&P 12.0: 12.0.1.10000-12 and higher
UCM 10.5: 10.5.2.14900-16 and higher
UCM 11.5: 11.5.1.12900-21 and higher
UCM 12.0: 12.0.1.10000-10 and higher

V1.0 COP Provided these fixes:

- [CSCvh55176](#) - After reboot, server stuck at "Probing EDD (edd=off to disable)... ok" or a black screen with cursor
- [CSCvm52977](#) - Reboot of VM console shows FATAL error
- [CSCvq17528](#) - After reboot, server stuck at "Probing EDD (edd=off to disable)... ok" or a black screen with cursor
- [CSCvb21486](#) - Reboot of node may result in FATAL error(Only for 10.5)

V1.1 COP file, **ciscocm.CSCvq17528_vmtools_initramfs_v1.1.cop.sgn** will install on and has only been tested on the following releases:

CER:
10.5: 10.5.1.20000-3 and higher
11.5: 11.5.4.20000-3 and higher
12.0: 12.0.1.20000-4 and higher
12.5: 12.5.1.10000-6 and higher
CUC:
10.5: 10.5.2.10000-5 and higher
11.5: 11.5.1.10000-6 and higher
12.0: 12.0.1.10000-10 and higher
12.5: 12.5.1.10000-22 and higher
IM&P:
10.5: 10.5.2.10000-9 and higher
11.5: 11.5.1.10000-4 and higher
12.0: 12.0.1.10000-12 and higher
12.5: 12.5.1.10000-22 and higher
PLM:
10.5: 10.5.2.10000-5 and higher
11.5: 11.5.1.10000-6 and higher
UCM:
10.5: 10.5.2.10000-5 and higher
11.5: 11.5.1.10000-6 and higher
12.0: 12.0.1.10000-10 and higher
12.5: 12.5.1.10000-22 and higher

Note: V1.1 COP Added these fixes on top of the v1.0 COP fixes:

- [CSCvo01204](#) - VMware Tools Upgrade Fails from Tools version 10.2.5 to 10.3.5
- [CSCvm57344](#) - VMware tools fails to run on reboot in enforcing mode
- [CSCvq02679](#) - VMWare Tools Guest OS Shutdown/Restart fails with A general system error occurred: Invalid fault

Determining the Software Versions:

Cisco Unified Communications Manager

You can determine the System Version of the Cisco Unified Communications Manager software that is running on your server by accessing Cisco Unified Operating System Administration Web page.

The following information displays:

- System version: xxxxx

Important Notes:

Applying the COP multiple times will not cause any issues; if installed more than once, the installation will exit without making any changes to the system.

NOTE: Attempting the COP file install on a system that already has the fix will result in the following reboot message being displayed:

Installation of ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn failed

Copstart script of /common/download//ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop failed

A system reboot is required when the upgrade process completes or is canceled. This will ensure services affected by the upgrade process are functioning properly.

It is unnecessary to reboot if the failure reason is because of an invalid product or because the fix is already present. Be sure to check the messaging above the reboot message to see the specific reason for the “failure”.

Installation Instructions:

As with any installation or upgrade, it is recommended that you apply this update during off peak hours.

No reboot is required as part of the COP file install. If VMWare Tools is not functioning correctly prior to installing the COP file, the server will need to be rebooted in order for VMWare Tools to start working again.

Caution: The updates applied with this COP cannot be uninstalled. Be sure to back up your system data before starting the software upgrade process. For more information, see the Disaster Recovery System Administration Guide

From Remote Source:

Step 1: Download, **ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn**

Step 2: Copy the cop file to an ftp or sftp server.

Step 3: Open Cisco Unified Communications Operating System Administration directly by entering the following URL:

`http://server-name/cmplatform`

Where server-name is the host name or IP address of the admin server.

Step 4: Enter your OS Administrator username and password.

Step 5: Choose Software Upgrades > Install/Upgrade.

Step 6: For the software location source, choose Remote Filesystem.

Step 7: Enter the directory name for the cop file, if required.

If the cop file is located on a Linux or UNIX server, you must enter a forward slash at the beginning of the directory path. For example, if the cop file is in the patch's directory, you must enter /patches.

If the cop file is located on a Windows server, check with your system administrator for the correct directory path.

Step 8: Enter the required cop file information as described in the following table:

Server:	Host name or IP address of the remote server from which software will download.
User Name:	Name of a user configured on the remote server.
User Password:	Password configured for this user on the remote server.
Transfer Protocol:	Choose sftp or ftp.

Step 9: To continue the installation of cop file, click Next.

Step 10: Choose "**ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn**" and click Next.

Step 11: In the next window, monitor the progress of the download, which includes the filename. When the download completes, the Checksum window displays.

Step 12: Verify the checksum value: baf7ff303495c63c91ba4bfafdaec879

Step 13: After determining that the checksums match, click Next to proceed with the software upgrade.

Step 14: The Installation Status window displays the Status and File Name, Installation log window displays the install logs.

Step 15: Verify Installation Status as Complete.

Step 16: When the installation completes, it will display "Successful running of copstart for /common/download/ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop.sgn"

Step 17: Verify the COP file version using this command from the CLI:

```
admin: show version active
Active Master Version: <CUCM_Version>
Active Version Installed Software Options:
ciscocm.CSCvq17528_vmtools_initramfs_v1.3.cop
```