

# Cisco Unified Communications Manager / Cisco Unity Connection / Cisco Unified Communications Manager IM & Presence COP File for Upgrade CDETS CSCvv21530

Release Notes Version 1  
Sept 29, 2020

## **Introduction:**

This readme contains important information about the installation procedures for the COP file for releases of Cisco Unified Communications Manager, Cisco Unity Connection and Cisco Unified Communications Manager IM & Presence.

*Note:* 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:**

This COP file provides a fix to address the following issue:

[CSCvv21530](#): Onmode Utility gets stucked due to stale references present for .infos shared memory file in /partB

The 11.5.1SU8 release of the above Cisco products has a new version of Informix. An intermittent issue has been discovered where the upgrade may get stuck due to a configuration file that already exists on the inactive partition when the upgrade is attempted. When this issue is hit, the following will be seen in file view install cancel.log:

```
07/22/2020 13:37:01 sd_cancelInstall.sh|This is not a COP, so will do IDS shared memory clean up if needed on inactive partition
07/22/2020 13:37:01 sd_cancelInstall.sh|Stopping Partition B IDS
```

Installing the above COP file will allow the next upgrade attempt to succeed without issue.

## **Related Documentation:**

To view documentation that supports your version of Cisco Unified Communications Manager release, go to: <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-documentation-roadmaps-list.html>

## **Determining the Software Versions:**

### **Cisco Unified Communications Manager**

You can determine the System Version of the Cisco Collaboration Product 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:**

A reboot is not required as part of the COP file install.

## ***Installation Instructions:***

### **From Remote Source:**

*Step 1:* Copy the COP file to an SFTP or FTP server.

*Step 2:* SSH to the admin CLI of the server

*Step 3:* Enter your OS Administrator username and password.

*Step 4:* Enter “utils system upgrade initiate”

*Step 5:* For the Source, choose SFTP

*Step 6:* 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 patches 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 7:* 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 be downloaded.
User Name:	Name of a user who is configured on the remote server.
User Password:	Password that is configured for this user on the remote server.
Transfer Protocol:	Choose SFTP or FTP.
SMTP (optional):	Hostname of SMTP server for email alerts (if desired).

*Step 8:* Select Next to continue with the upgrade process.

*Step 9:* Choose the ***ciscocm.CSCvv21530-upgrade-fix\_C0074-v1.cop.sgn*** COP file and select Next.

*Step 10:* In the next window, monitor the Download Status, which includes the filename and the number of megabytes that are getting transferred. When the download completes, the File Checksum Details window displays.

*Step 11:* Verify the checksum value:

Checksum for ***ciscocm.CSCvv21530-upgrade-fix\_C0074-v1.cop.sgn***  
f53d21bbbb482fbe32e5169013064ece

*Step 12:* After determining that the checksums match, click Next to proceed with the software upgrade.

*Step 13:* The Installation Status window is displayed. Monitor the Installation Status and the Installation Log. When the installation completes the Status will show Complete.

*Step 14:* Verify the COP file installed correctly using this command from the CLI:

```
admin:show version active
Active Master Version: <CUCM_Version>
Active Version Installed Software Options:
ciscocm.CSCvv21530-upgrade-fix_C0074-v1.cop
```