

# Cisco Unified Communications Manager patch to resolve DNS related issues

Release Notes Version 1  
July 7, 2015,

## Introduction:

These release notes contain important information about the patch to resolve DNS related issues. This patch can only be applied to CUCM version 10.5(2.12900-14) and 11.0(110000-10). For detailed information please refer to the Release-note Enclosure of the CDETS listed below.

These Release Notes apply to: **ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**

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

## Updates in This Release

This patch provides fixes for the below defects:

### New Updates

[CSCuu97800](#) - Core file generated - all phones unregistered

[CSCuv19611](#) - Core file generated - all phones unregistered (Part 2)

[CSCuu84269](#) - ccm ejects calls via DNS query when FQDN in contact

## Determining the Software Versions:

### Communications Manager

You can determine the System Version of your Cisco Unified Communications Manager software that is running on your server by using the following command on CLI.

```
admin:show version active
```

The output of the command should be similar to the following:

```
admin:show version active  
Active Master Version: 10.5.2.xxxxx.
```

## Important Notes:

When upgrading to a new release of Cisco Unified Communications Manager, you may need to reapply this patch. To confirm if reinstallation is required, check the Release-note Enclosure of [CSCuu97800](#), [CSCuv19611](#), and [CSCuu84269](#), for additional information and updates about the final resolution of these issues.

[CSCuu97800](#) has been added to the following builds:

10.5(2.12027-1) and above versions  
11.0(1.11001-1) and above versions

[CSCuv19611](#) has been added to the following builds:

10.5(2.12028-1) and above versions  
\* N/A to 11.0(1) releases

[CSCuu84269](#) has been added to the following builds:

10.5(2.12026-1) and above versions  
11.0(1.11001-1) and above versions

### **Installation Instructions:**

**\*\* Warning: Applying this COP file will stop and then restart the CallManager service. \*\***

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

This package will only install on the following affected System Versions:

10.5(2.12900-14)  
11.0(1.10000-10)

You can install a patch or upgrade version from a DVD (local source) or from a computer (remote source) that the server being upgraded can access

*Note:* 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 Local Source (Via CLI) :**

*Step 1:* Download **ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**

*Step 2:* Copy the COP file above to a writeable CD or DVD. Make sure the file is copied to the root folder of the CD/DVD.

*Step 3:* Insert the new CD or DVD into the disc drive on the local server that is to be upgraded. For UCS servers that do not have physical DVD drive, users can mount DVD/CD through VSphere Client, click the optical disk icon and connect to local PC drive.

*Step 4:* Open the Command Line Interface (CLI) window using an SSH client such as Putty, SSH Tectia, etc  
The Hostname/Server-name is the host name or IP address of the admin server.  
Accessing the CLI from the Virtual Machine console is another option that can be used.

*Step 5:* Enter your OS Administrator username and password when prompted.

*Step 6:* Enter the CLI command: *utils system upgrade initiate*

*Step 7:* For the software location source, choose Local DVD/CD.

*Step 8:* Choose the option for "**ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**" & press Enter

*Step 9:* Press 'yes' when prompted for: Start installation (yes/no)

*Step 10:* When the installation completes, verify the COP file version using this command from the CLI:

*admin:show version active*

Active Master Version: 10.5.2.xxxxx

Active Version Installed Software Options:

cmterm-9971.9-0-3ES-1.cop <-- Note: Other cop files such as this may or may not already be present on your system

ciscocm.FQDNwithDNS-v1.0.k3.cop

*Step 11:* Verify that the CallManager service is in your desired state after the install. This patch will not modify the state; servers with the CallManager service STARTED / Started before the patch should be in the started state after the install. Servers with the CallManager service in the STOPPED / Not Running should be in the STOPPED / Not Running state after the install.

### From Remote Source (Via CLI) :

*Step 1:* Download **ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**

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

*Step 3:* Open the Command Line Interface (CLI) window using an SSH client such as Putty, SSH Tectia, etc  
The Hostname/Server-name is the host name or IP address of the admin server.  
Accessing the CLI from the Virtual Machine console is another option that can be used.

*Step 4:* Enter your OS Administrator username and password when prompted.

*Step 5:* Enter the CLI command: *utils system upgrade initiate*.

*Step 6:* For the software location source, choose Remote File System.

*Step 7:* Enter the required upgrade information as described in the following table:

Remote Directory: 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. 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.

Remote Server: Host name or IP address of the remote server from which software will be downloaded.

Remote User: Name of a user who is configured on the remote server.

Remote Password: Password that is configured for this user on the remote server.

*Step 8:* Choose the option for "**ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**" and press Enter.

*Step 9:* Verify the checksum value:

1decf59bb74db72ce1118560f2754c5b

*Step 10:* Press 'yes' when prompted for : Start installation (yes/no)

*Step 11:* When the installation completes, verify the COP file version using this command from the CLI:

*admin:show version active*

Active Master Version: 10.5.2.xxxxx

Active Version Installed Software Options:

cmterm-9971.9-0-3ES-1.cop <-- Note: Other cop files such as this may or may not already be present on your system

ciscocm.FQDNwithDNS-v1.0.k3.cop

*Step 12:* Verify that the CallManager service is in your desired state after the install. This patch will not modify the state; servers with the CallManager service STARTED / Started before the patch should be in the started state after the install. Servers with the CallManager service in the STOPPED / Not Running should be in the STOPPED / Not Running state after the install.

### From Local Source (Via Admin GUI) :

*Step 1:* Download **ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**

*Step 2:* Copy the COP file above to a writeable CD or DVD. Make sure the file is copied to the root folder of the CD/DVD.

- Step 3:* Insert the new CD or DVD into the disc drive on the local server that is to be upgraded. For UCS servers that do not have physical DVD drive, users can mount DVD/CD through VSphere Client, click the optical disk icon and connect to local PC drive.
- Step 4:* Navigate to Cisco Unified OS Administrator page , Enter your OS Administrator username and password when prompted.
- Step 5:* Navigate to “Software Upgrades” tab to “Install/Upgrade”
- Step 6:* Select the Source as “DVD/CD”
- Step 7:* Choose the option "**ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**" from the drop down and click Next to start the Installation.
- Step 8:* Verify that the CallManager service is in your desired state after the install. This patch will not modify the state; servers with the CallManager service STARTED / Started before the patch should be in the started state after the install. Servers with the CallManager service in the STOPPED / Not Running should be in the STOPPED / Not Running state after the install.

**From Remote Source (Via Admin GUI) :**

*Step 1:* Download **ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**

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

*Step3:* Navigate to Cisco Unified OS Administrator page , Enter your OS Administrator username and password when prompted.

*Step4:* Navigate to “Software Upgrades” tab to “Install/Upgrade”

*Step5:* Select the Source as “Remote Filesystem”

*Step6:* Enter the required upgrade information as described in the following table and click next:

Remote Directory: 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. 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.

Remote Server: Host name or IP address of the remote server from which software will be downloaded.

Remote User: Name of a user who is configured on the remote server.

Remote Password: Password that is configured for this user on the remote server.

*Step7:* On the Next page it will show all valid Option for your Server, Choose the option "**ciscocm.FQDNwithDNS-v1.0.k3.cop.sgn**" from the drop down and click next.

*Step8:* Once the download is complete verify the checksum value and click next to start Installation:

Md5sum : 1decf59bb74db72ce1118560f2754c5b

*Step 9:* Verify that the CallManager service is in your desired state after the install. This patch will not modify the state; servers with the CallManager service STARTED / Started before the patch should be in the started state after the install. Servers with the CallManager service in the STOPPED / Not Running should be in the STOPPED / Not Running state after the install.