

Cisco Unified Communications Manager 11.5(1) COP File for Database Memory Exhaustion CDETS

Release Notes Version 1
June 22, 2020

Introduction:

This readme contains important information about the installation procedures for the COP file for 11.5(1) releases of Cisco Unified Communications Manager. This COP file, *ciscocm.V11-5-1_CSCvu71332_uds_workaround_C0067-1.cop.sgn* is only designed for and has only been tested with the 11.5(1) release and will only install on the following versions:

CUCM: 11.5.1.18900-97 through 11.5.1.21130-1

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 workaround to address the following issue:

[CSCvu71332](#): Database Out of Memory From Jabber Search Through UDS on 11.5.1SU8

In order to avoid the database running out of memory, this COP file removes the fix for the following CDETS, which was included in 11.5.1SU8 and exposed the database memory issue:

[CSCvs44747](#): UDS Bulk Search Not Working With Phone Numbers Containing Spaces

The actual fix for CSCvu71332 is still under investigation by Cisco and IBM and will be provided in a later release of Unified Communications Manager.

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:

The “A Cisco DB” and “Cisco Tomcat” services will be automatically restarted as part of this COP file install. It should only be installed via the CLI, not the Web GUI or PCD, and should be applied during a maintenance window.

This COP file should be installed on all nodes in the cluster, but it does not matter the order in which it is installed.

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.V11-5-1_CSCvu71332_uds_workaround_C0067-1.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.V11-5-1_CSCvu71332_uds_workaround_C0067-1.cop.sgn***
ab780e4f53e49d36383aefc6ceee74c6

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.V11-5-1_CSCvu71332_uds_workaround_C0067-1.cop