

Unified Communications Manager and Unified Communications Manager IM&P 12.5(1) COP File for Serviceability CDETS CSCvz16646 and CSCvz68936

Release Notes Version 3
Dec 17, 2021

Introduction:

This readme contains important information about the installation procedures for the COP file for the 12.5(1) release of Unified Communications Manager and Unified Communications Manager IM&P. This COP file, *ciscocm.V12.5.1_CSCvz16646-CSCvz68936_C0141-2.cop.sgn* is only designed for 12.5(1) versions up to 12.5(1)SU5 of the above listed products. It should not be installed on any versions higher than SU5.

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:

[CSCvz16646](#): JVM core and Tomcat went unresponsive due to SOAP requests.

[CSCvz68936](#): SOAP Realtime/Perfmon service causing high tomcat CPU.

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 “Cisco Tomcat” service will be automatically restarted as part of this COP file install and it should be applied during a maintenance window.

This COP file should only be installed via the CLI. It should be installed on all nodes in the cluster, starting with the Publisher.

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

NOTE: If any issues are experienced after installing this COP file, the changes can be reverted by installing the included *ciscocm.V12.5.1_CSCvz16646-CSCvz68936_C0141-2_revert.cop.sgn* (md5sum: 68575b4a3811c027c1cf02cd8526c754) file.

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.V12.5.1_CSCvz16646-CSCvz68936_C0141-2.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.V12.5.1_CSCvz16646-CSCvz68936_C0141-2.cop.sgn***
d90c396e4ab274f64461b8eb36fa724a

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.V12.5.1_CSCvz16646-CSCvz68936_C0141-2.cop
```