

# Cisco Unity Connection

## COP File for CSCwh14380

Release Notes Version 1  
January 22, 2024

### **Introduction:**

These release notes contain important information about the installation procedures of COP file for Cisco Unity Connection. This COP file, *ciscocm.cuc.CSCwh14380\_C0208-1.cop.sha512* is designed for and has only been tested with versions mentioned in applicable release(s) notes section. COP file does not require installation on version(s) that contains the fix of the Bug ID's CSCwh14380

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

### **Applicable release(s):**

This COP file is valid only for below mentioned releases.

- i. 14.0.1.11900-128, 14.0.1.12900-69, 14.0.1.13900-70, 14.0.1.13901-2
- ii. 12.5.1.16900-29, 12.5.1.17900-31, 12.5.1.18900-16, 12.5.1.18901-2

**Note: This COP file should be installed from Cisco Unity Connection Admin CLI Interface only.**

### **What this COP file provides:**

This COP file provides the fix of the Bug ID's CSCwh14380 for the applicable releases as mentioned above. This COP will automatically stop and start the "Cisco Tomcat" Service. This issue is also being tracked further in Engineering Specials (ES) or Service Update (SU) releases via the Bug ID CSCwh14380 for Unity Connection.

**Bug ID Link:** <https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwh14380>

*Note:* While upgrading to latest release of Cisco Unity Connection, make sure that the fix of Bug ID's CSCwh14380 for Unity Connection is included in the version you are upgrading to. If an ES or SU is installed after this update that does not contain this fix, then this update will need to be reapplied after the ES or SU is installed.

### **Determining the Software Versions:**

#### **Cisco Unity Connection**

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

The following information displays:

- System version: xxxxx

### **Installation Instructions:**

**NOTE: Installation of this COP file does not require any manual restart of any service or restart of the system.**

As with any installation or upgrade, it is recommended that you apply this Update during off peak hours. If it is Cisco Unity Connection Cluster, then apply this COP to all nodes in the Cluster.

**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.cuc.CSCwh14380\_C0208-1.cop.sha512**

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

*Step 3:* Open an SSH session to the server where you want to install the COP file

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

*Step 5:* Run the command - `utils system upgrade initiate`.

*Step 6:* For the Source, choose Remote File System via SFTP (or FTP).

*Step 7:* Enter the directory name for the software upgrade.

If 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.

*Step 8:* Enter the required upgrade 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.
Password:	Password that is configured for this user on the remote server.
SMTP (optional):	Hostname of SMTP server for email alerts (if desired).

*Step 9:* Select "**ciscocm.cuc.CSCwh14380\_C0208-1.cop.sha512**" and hit Enter.

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

```
admin: show version active
Active Master Version: <CUC_Version>
Active Version Installed Software Options:
ciscocm.cuc.CSCwh14380_C0208-1.cop.sha512
```

*Step 11:* Verify checksum value of the **ciscocm.cuc.CSCwh14380\_C0208-1.cop.sha512** is  
**MD5: 1c9bf9ebede9dd4325877117666ad11f**