


## Unable to Determine if Refresh Upgrade is Successful

<b>Problem Summary</b>	The user is not able to determine if Refresh Upgrade (RU) is successful or not.
<b>Error Message</b>	"Upgrade complete" message is displayed in GUI but not able to login.
<b>Possible Cause</b>	If RU is initiated from the GUI then within a few minutes a user might see a message stating ?Upgrade Complete? in the logs. This message does not indicate that RU is complete.
<b>Recommended Action</b>	<p>Use one of the following actions to confirm the status of Refresh Upgrade:</p> <ul style="list-style-type: none"> <li>• Monitor the upgrade progress on the console.</li> <li>• Configure a valid email address and SMTP server settings when initiating the RU, then a user email notification is sent regarding the success or failure of RU.</li> <li>• Log on to Cisco Unified OS Admin application, navigate to Settings &gt; Version and see if 9.0(1) version is listed as an inactive version.</li> </ul> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• RU takes approximately 75 minutes to complete the upgrade.</li> <li>• RU involves multiple reboots.</li> <li>• RU process does not request any user input.</li> <li>• If RU fails, it boots back to Version 8.x.</li> </ul>
<b>Release</b>	Release 9.0(1)
<b>Associated CETS #</b>	None