


Unable to Install Refresh Upgrade COP Patch File on 8.x

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| Problem Summary | The user is not able to install the Refresh Upgrade (RU) COP patch file on 8.x. |
| Error Message | Locale ciscouccx.refreshupgrade_v1.1.cop.sgn install failed. |
| Possible Cause | <ul style="list-style-type: none"> • The active version is 8.0(2) SU4 or 8.5(1) SU3 and the L2 upgrade is not performed. • RU COP patch file is not installed on both the nodes of the Unified CCX cluster. |
| Recommended Action | <ul style="list-style-type: none"> • If the active version is 8.0(2) SU4 or 8.5(1) SU3, the user needs to perform a L2 upgrade and install the RU COP patch file on both the nodes of Unified CCX cluster. <p> Note:</p> <ul style="list-style-type: none"> • Upgrade to 9.0(1) is not possible without the installation of the RU COP patch file. • Restart the Unified CCX node after installing the RU COP patch file. |
| Release | Release 9.0(1) |
| Associated CDETS # | None |