


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

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