


Unable to Upgrade to 9.0(1) from 8.x

Problem Summary	The user is not able to upgrade to Unified CCX 9.0(1) from 8.x
Error Message	Unable to perform upgrade from the current version
Possible Cause	<ul style="list-style-type: none"> • The existing hardware is not supported on 9.0(1). • The active version is not 8.0(2) SU4 or 8.5(1) SU3.
Recommended Action	<ul style="list-style-type: none"> • See <i>Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR</i> to check the list of supported hardware. • Check if Refresh Upgrade COP patch file "ciscouccx.refresh_upgrade_v1.1.cop.sgn" is installed on the system. • If the active version is not 8.0(2) SU4 or 8.5(1) SU3, perform a L2 upgrade by applying a Refresh Upgrade COP patch file and start upgrade to 9.0(1). <p> Note:</p> <ul style="list-style-type: none"> • Upgrade to 9.0(1) from 8.x is supported only through Refresh Upgrade. • Refresh Upgrade COP patch file installation is mandatory on all nodes of a cluster.
Release	Release 9.0(1)
Associated CDETS #	None

[Unified_CCX,_Release_9.0](Category:Unified_CCX,_Release_9.0)