


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

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| 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)