


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

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

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