CUCM with PCD Upgrade and Installation Issues

Contents

Introduction

This document describes solutions to common issues that occur when you upgrade or migrate Cisco Unified Communications Manager (CUCM) with Prime Collaboration Deployment (PCD).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on CUCM Releases 8.X, 9.X, and 10.X.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem 1. CUCM Release 8.6 to Release 10.x Upgrade Fails with Error "The selected file is not valid"

The PCD log reveals:

```
2014-12-07 12:16:31,979 INFO  [DefaultQuartzScheduler_Worker-1]
scheduler.Scheduler.addStatusMessage - Adding ERROR message
[errors.install.file.notvalid]to task action 454
```
The CUCM install log reveals an MD5 hash failure:

```
12/07/2014 12:16:29 upgrade_get_file.sh|Create md5 complete|<LVL::Info>
12/07/2014 12:16:30 upgrade_get_file.sh|Authenticate file
"/common/download/10.5.1.10000-7/checksum_file.sgn"|<LVL::Info>
12/07/2014 12:16:30 upgrade_get_file.sh|File:
/usr/local/bin/base_scripts/upgrade_get_file.sh:664, Function:process_download_file(),
File authentication failed (rc=1)|<LVL::Error>
```

Solution

If you upgrade to CUCM Release 10.5(1) from a release earlier than CUCM 10.0(1), you must download and install ciscocm.version3-keys.cop.sgn on every node in the cluster. This Cisco Options Package (COP) file has the Rivest-Shamir-Addleman (RSA) keys required in order to validate the upgrade.

In order to improve software integrity protection, new public keys are used to sign CUCM Release 10.5.1. Prior to an upgrade from a release earlier than 10.0.1 to Release 10.5.1, the new keys must be installed on the previous server in order to validate the previous version server.

Problem 2. Migration from CUCM Release 6.x to CUCM Release 10.x Fails with PCD with Error "Invalid time zone" on CUCM

Solution

There are a few timezones that are not supported in CUCM Release 10.X, but are supported in CUCM Release 6.1.5. Change the timezone which is supported by CUCM 10.X. This issue is documented in Cisco bug ID CSCup50058.

Problem 3. Migration to CUCM 10.x with PCD Errors Out with "Login Timeout" during Export Task

Solution

The user selected for cluster discovery was an admin user added after CUCM installation. This issue is documented in Cisco bug ID [CSCup43027](#).

Problem 4. Error "Failed to mount Cisco Prime Collaboration Deployments export as NFS store to the ESXi Host"

Solution

PCD is not compatible with all license types of VMware vSphere ESXi, because some of these licenses do not enable required VMware APIs. The [PCD Admin Guide](#) incorporates compatible licenses.

Problem 5. Phones Cannot Download Ringtone, Ringlist.xml, and Custom Background Image Files from the CUCM TFTP Server

Solution

After migration with PCD, the permission for the TFTP file/folder has changed. Contact the Cisco Technical Assistance Center (TAC) in order to apply the workaround. This issue is documented in Cisco bug IDs [CSCus01744](#) and [CSCui42799](#).