

CUCM Install Upgrade Failure Issues

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Introduction

This document contains useful information about the details and logs, which you have to share with TAC for Cisco Unified Communications Manager (CUCM) Install Upgrade failure issues. Proactive, collection and uploads of the logs allow the Cisco Technical Support team to begin the investigation of your Service Request more quickly and efficiently.

Problem

What kind of logs and details to be collected and shared with TAC Service Request for Install Upgrade failure issues.

Information to Collect

Upgrade Failed Logs/Details

These details/logs are needed for analysis if the upgrade is failed.

- Share the screenshot or upgrade error messages for the Upgrade failure.
- Full CallManager version that you're upgrading to (10.5.X.XXXXX-X).

Collect these Logs from CLI of Publisher and from Upgrade failed node

- show network cluster
- utils diagnose test
- show version active
- show version inactive
- utils core active list
- show status
- show hardware
- utils dbreplication runtimestate
- utils service list
- utils system upgrade status

Collect these logs from CLI of upgrade failed node and get the files downloaded via SFTP.

file get install *

OR

You can download the upgrade logs also via RTMT, navigate to **Tools > Trace & Log Central > Collect Install Logs**.

Install Failed Logs/Details

These additional details/logs are required for analysis if the new Installation or rebuild is failed.

- Is it rebuild for the existing server or new node Install to the cluster?
- You can provide error details which you received during the installation?

Refer to this document and share the dumped Install failure logs.

UC Virtual Installations: Dump the Install Logs to a Serial Port

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/116577-technote-UC-00.html>

Related Information

1. CUCM Hardware Configuration Compatibility Matrix
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-communications-manager.html#v9.0
2. How to free up common partition space by adjusting log partition watermark in RTMT - CUCM
<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200581-Procedure-to-Adjust-WaterMark-in-RTMT-of.html>
3. How to Collect Traces for CUCM <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200787-How-to-Collect-Traces-for-CUCM-9-x-10-x.html>