After installing a CUCM v9.1 patch, CUCM no longer communicates with the SFTP server

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT SMB, all versions, with Cisco Unified Communications Manager (CUCM)

SYMPTOM

After installing a CUC / CUCM v9.1 patch, the CUC / CUCM no longer communicates with the SFTP server.

RESOLUTION

According to Cisco support, "This arises due to a fix implemented with CSCtc49288."
https://tools.cisco.com/bugsearch/bug/CSCul38509

Upgrade to ES 9.1.2.12024-1 or later to resolve the issue.
https://supportforums.cisco.com/discussion/11823606/cucm-86-backup-sftp-timeout-issue

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11176/After-installing-a-CUCM-v91-...