



# Packaged Contact Center Enterprise

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## New Features

### Dual Platform Support

Contact Center Enterprise (CCE) components supports the following platforms:

- Microsoft Windows Server 2016 and Microsoft SQL Server 2017
- Microsoft Windows Server 2019 and Microsoft SQL Server 2019



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**Note** The cross combination of platforms is not supported. For example, Windows Server 2016 with SQL Server 2019 or Windows Server 2019 with SQL Server 2017 is not supported.

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For more information, see the *Install Microsoft Windows Server* section in the Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>

### HTTP Strict Transport Security Support for Packaged CCE Web Applications

In this release, the Packaged CCE web applications such as Diagnostic Portico, CCE Administration, and Websetup will support HTTP Strict Transport Security (HSTS). The Packaged CCE web applications will use the HSTS header to instruct the browsers to use only the HTTPS connections.

The Internet Script Editor (ISE) will use the HTTPS connection to communicate with the Administration and Data Server.

The interface to download the ISE client from the Administration and Data Server will happen only over the HTTPS connection and any attempt to download using an HTTP connection will be forbidden.

The following additional security hardening measures are added on the ISE installer location:

1. Disabled directory and wildcard listing.
2. Disabled anonymous authentication, and enabled basic or windows authentication.
3. Disabled the following unused HTTP methods: PUT, POST, and DELETE.

For more information, see the *Internet Script Editor* section in the *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html>.

## Updated Features

The following are the updated features available for each Contact Center Enterprise solution in Release 12.5(2).

### Diagnostic Framework Portico

The Unified ICM/Unified CCE Diagnostic Framework Portico has moved to form-based authentication for login. It has a new login page, an option to log out, and a 30 minute session timeout.




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**Note** The **GetMenu** URL is now deprecated.

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**Note** For more information, see *Diagnostic Tools* section in the *Serviceability Guide for Cisco Unified ICM/Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>

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## Important Notes

### Features Included in this Release

This release includes all features that are part of the 12.5(1) and 12.5(1) ES releases except 12.5(1) ES147. To view the Release Notes for 12.5(1), see [Release Notes for Cisco Packaged Contact Center Enterprise](#).

### OpenJDK Java Runtime Environment Update

12.5(2) MR installs OpenLogic's OpenJDK JRE as the runtime support for all the CCE java applications. If you uninstall CCE 12.5(2) MR, the applications will use the following JRE versions:

- OpenJDK JRE that was installed on 12.5(1a) base installer or 12.5(1) ES55 and above.

Or

- Oracle JRE that was installed on 12.5(1).

Before you install or upgrade to 12.5(2), make sure to export the certificates of all the components. For more information, see the *Certificate management requirements* section in the Cisco Packaged Contact Center Installation and Upgrade Guide at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.

## Tomcat Upgrade

In ICM 12.5(2), Tomcat is upgraded from 9.0.44 to 9.0.62 .

## Cloud Connect Update

Starting release 12.5(2), Cloud Connect 12.5(1) is not supported. If you are using Cloud Connect 12.5(1) in your deployment and you want to upgrade to ICM 12.5(2), make sure that you upgrade to Cloud Connect 12.6.

## 24 Character Hostname Support for ICM nodes

CCE hostname (Router, Logger, AW/AW-HDS/AW-HDS-DD, PG) can now be configured up to a maximum of 24 characters.

For more information, see *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>

## Deprecated Features

Deprecated features are fully supported. However, there is no additional development for deprecated features. These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

**Table 1: Deprecated Features/Solution**

Deprecated Feature	Announced in Release	Replacement	Notes
UCC Enterprise Gateway PG (Parent PG in Parent-Child deployments)	12.5(1)	None	None
Integrity Check Tool	12.0(1)	None	None
External Script Validation	12.0(1)	None	None
Translation Route Wizard	12.0(1)	Translation Route Explorer	None

Deprecated Feature	Announced in Release	Replacement	Notes
MIB Objects: cccaDistAwWebViewEnabled cccaDistAwWebViewServerName cccaSupportToolsURL cccaDialerCallAttemptsPerSec	11.6(1)	None	None
Generic PG	11.5(1)	Agent PG and VRU PG	None
"Sprawler" deployment	10.0(1)	A Packaged CCE deployment	A "Sprawler" was a Progger with an Administration & Data Server on a single box. It was used for lab deployments.
Cisco Hosted Collaboration Solution for Contact Center (HCS-CC)	12.5(2)	Unified CCE / Packaged CCE / Webex CCE	None

## Removed and Unsupported Features

The features listed in the following table are no longer available.

**Table 2: Removed and Unsupported Features**

Feature	Effective from Release	Replacement
Internet Explorer 11	12.5(2)	Edge Chromium (Microsoft Edge v79 and later)
Avaya Aura Contact Center (AACC - formerly Symposium) PG	12.5(2)	Migrate to Contact Center Enterprise or Webex CCE.
ECSPIM/Avaya (Definity) PG using CVLAN interface	12.5(2)	TAESPIM/Avaya (Definity) PG using TSAPI interface
Customer Journey Analyzer for Business Metrics (Trials)	12.5(2)	None  <b>Note</b> Customer Journey Analyzer was available for trials only in Release 12.5(1). The trials have been discontinued.

# Third Party Software Impacts

## Other Software Upgrades

The following softwares are upgraded in this release:

- JRE—Upgraded to 1.8 (32 bit), Update 332.
- Perl—Upgraded to version 5.32.1.
- Apache Tomcat—Upgraded to version 9.0.62.
- OpenSSL—Upgraded to version openssl-1.1.1m.
- Apache Struts—Upgraded to version 2.5.30.
- Jackson—Upgraded to version 2.13.2.
- Spring—Upgraded to version 5.2.20.
- Hibernate—Upgraded to version 5.6.7.
- Log4J—Upgraded to version 2.17.2.
- Xerces—Upgraded to version 2.12.2.
- Xstream—Upgraded to version 1.4.19.

