README FOR UCCX 11.5(1)SU1ES03

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This document describes important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 11.5(1)SU1ES03.

IMPORTANT NOTES

1. This Engineering Special can be installed only on 11.5(1)SU1 Release. Please refer to the Upgrade Paths for more details.

2. The Engineering Special CAN NOT be used for Fresh Install scenarios.

3. Only signed copies (*.cop.sgn) of Engineering Specials are supported.

4. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.

5. Installation of the Engineering Special stops critical services on the UCCX node and requires a reboot after installation is completed. Therefore, Cisco strongly suggests the ES is installed during off peak after hours maintenance window.

6. The ES files are cumulative and contains fixes from all previous ESs posted for this version except where explicitly stated.

7. ES installation is only supported through the CLI. GUI installation is NOT supported.

8. Note that if you install an ES, it may contain fixes that are not included in a newer UCCX version.

9. There is a mechanism to rollback any ES installation. Rolling back ES will remove all ESs previously installed and revert the system to the base release or SU installed on the active partition. The instructions and details are provided in the Rollback Instructions section in this document.

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ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.1151SU1.ES03.18.cop.sgn** with TAC's assistance.

2. Verify the checksum for the file using a MD5 checksum utility.

   ES Filename: **ciscouccx.1151SU1.ES03.18.cop.sgn**

   MD5 Checksum: dc91a6978f09cfc16ee0fdb4b5fbc6a3

UPGRADE PATHS SUPPORTED

The ES file shall be installed **ONLY** on the following versions:
   11.5(1)SU1- 11.5.1.11001-34
   11.5(1)SU1-ES01 - 11.5.1.11001-ES01.20
   11.5(1)SU1-ES02 - 11.5.1.11001-ES02.7

INSTALL INSTRUCTIONS

1. Copy **ciscouccx.1151SU1.ES03.18.cop.sgn** to a SFTP server.

2. From the command line interface of the UCCX Publisher node, initiate the ES installation using the command:
   utils system upgrade initiate

   and enter the folder path where the ES patch file is located along with the SFTP server IP address, Username and Password.

3. When ES installation is complete, restart the node as instructed.

4. After confirming the UCCX Publisher node has returned to service, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.

5. Restart the node as instructed after the ES installation is complete.

6. **Take a backup post the cop installation.**

BACKUP AFTER ES INSTALLATION

VERY IMPORTANT:
Please take a backup after installing the ES. Use the backups taken after this ES installation for further restores.

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COMPATIBILITY REPORT

All other product and solution compatibility information is the same as the release on which this ES is installed, as per the Compatibility Matrix found at the link below, unless otherwise noted in these Release Notes.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/uccxcompat11_5_1_su1.html

RESOLVED CAVEATS

The following defects are fixed in 11.5(1)SU1ES03.

Defect ID	Description	Severity
CSCvg75481	UCCX: 11.5SU1 ES02 Installation failure	Sev 3
CSCvg89570	UCCX: Unable to launch CCX Administration page with Error: Page is not redirecting properly	Sev 2
CSCvb82572	Invalid header in GED stream causes streams to remain open and consume excess memory	Sev 2
CSCvg58622	Database Mastership Changes After Connection Pool Runs Out of Connections to DataSource	Sev 3
CSCvd18044	Newly created teams on UCCX are not showing up on finesse admin page	Sev 3

The following defects are fixed in 11.5(1)SU1ES02.

Defect ID	Description	Severity
CSCve50475	AXL Log Directory is not present under /opt/cisco/uccx/log	Sev 3
CSCvf05891	OB campaign call gets assigned to more than expected agents (Based on percentage allocation)	Sev 2
CSCve73836	Finesse waiting in CONFIGURING state while no config transaction b/w CTI(Engine) and Finesse	Sev 3
CSCvf23738	UCCX: Agent stuck in READY RESERVED loop after INTERRUPT_RSRC_UN_AVAIL in RESERVED is processed	Sev 3
CSCve37459	UCCX: TTS language options does not have ar-WW	Sev 3
CSCve45550	UCCX: CUIC Collection for UCCX_CSQ Names Value List Not Created - Exception not logged	Sev 3
CSCve50289	Contacts not cleared from CCX in RTR (When call transfer from CTI port to agent fails)	Sev 3

CSCvg20668	Agent Login Logout Activity report fails with Informix Vendor code: -710	Sev 3
CSCvf55225	UCCX:Agent stuck in READY RESERVED loop after Force Logoff in Talking state by Early call clearing	Sev 3
CSCvg30190	CLI to change the Hazlecast cluster join configuration from multicast to tcp-ip	Sev 6
CSCve94197	UCCX/CUIC: Date time format was incorrect for Japanese locale	Sev 3
CSCvb78708	UCCX: real time data counters increase abnormally when the browser is inactive	Sev 3
CSCvg30208	UCCX: Presence Driven Logouts Do Not Work for Finesse Agents with '@' In their Username	Sev 3
CSCvg30217	UCCX: Finesse Workflow Executes After Conferencing From Consult Call	Sev 3
CSCvg30222	UCCX: Agent State Goes From IN_SESSION_PENDING_WORK to IN_SESSION After BOSH Disconnect	Sev 3
CSCvg30231	Team Configuration lost after CTI Server Disconnect	Sev 2

The following defects are fixed in 11.5(1)SU1ES01.

Defect ID	Description	Severity
CSCvd40382	IPIVR MIVR: JVM heap memory usage is high and core dump due to VXML Documents	Sev 2
CSCvd53859	UCCX: Missing ContactCreated Event during IVR OB causes missing CCDR entry in IVR OB CCDR Report	Sev 3
CSCvd03504	UCCX: Agents Offered Chat and Call When Transitioning From Talking to Ready	Sev 3
CSCup71611	Call Control Group is not getting created on UCCX, error is seen	Sev 2
CSCve35510	The UCCX Administration web page is not usable with IE11	Sev 3
CSCvd76283	UCCX: Non-voice gadget displayed in English on Finesse, for new languages	Sev 4
CSCvc83425	UCCX 11.5 ES01 Installation breaks Live Data gadgets in other locales	Sev 3
CSCvd89684	UCCX: Emails Stuck in Reserved State After Agents Are Disconnected From Finesse	Sev 3
CSCve37905	Anonymous Authentication Vulnerability in Cisco IdS	Sev 3
CSCvd96036	UCCX: Finesse Desktop Refresh Intermittently Redirects to the /desktop Page Without Port 8445	Sev 3

CSCvb77377	UCCX 11.5 CUIC - Report definition options for new reports not localized	Sev 3
CSCvd07236	Conference Calls are not Reported Correctly when 3 different triggers are used	Sev 3
CSCve07603	UCCX: L2 Upgrade to 11.5.1 SU1 failing as drf registration for ids fails in postinstall	Sev 2
CSCvc29567	UCCX 11.5 CUIC - Report definition options for new reports not localized	Sev 3
CSCve16897	11.5-SU1: UCCX: utils diagnose test results gives a failure for tomcat_connectors	Sev 3

ROLLBACK INSTRUCTIONS

If the ES content needs to be rolled back for some reason, a Rollback COP is available.

Rollback COP Name: **ciscouccx.1151SU1.ES.Rollback.cop.sgn**

MD5 Checksum: **2a1b1ce2af442e531752e9d6e71dfa66**

The steps to be followed for installing the Rollback COP are the same as the procedure outlined to install the ES. When installing the Rollback COP for any ES, all previous ESs installed on the system are removed and the system is reverted to the base or SU release installed on the active partition.

1. Copy **ciscouccx.1151SU1.ES.Rollback.cop.sgn** to a SFTP server.

2. From the command line interface of the UCCX Publisher node, initiate the Rollback COP installation using the command:

    utils system upgrade initiate

    and enter the folder path where the Rollback COP file is located along with the SFTP server IP address, Username and Password.

3. When Rollback COP installation is complete, restart the node as instructed.

4. After confirming the UCCX Publisher node has returned to service, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.

5. Restart the node as instructed after the Rollback COP installation is complete.

After successful installation of the Rollback COP, all ESs are removed and the system reverts to the base version or service update on which the ES and Rollback COP was installed. Each client application will revert to the version listed in the Compatibility Matrix for the base release or service update:

http://docwiki.cisco.com/wiki/Unified_CCX_Software_Compatibility_Matrix_for_11.5(1)SU1

Previous ESs also removed during Rollback can then be reinstalled to upgrade the system to the target version.

TROUBLESHOOTING

All logs related to the ES and Rollback installation are available in the UCCX server in the below location:

file get install /<CopName>.log

For example, the log file for **ciscouccx.1151SU1.ES03.18.cop.sgn** ES, will be available in:

file get install / ciscouccx.1151SU1.ES03.18.cop.sgn

Additional ES and Rollback COP install logs shall be located in:

file get install /install_log_YYYY-MM-DD.HR.MIN.SEC.log

where YYYY-MM-DD.HR.MIN.SEC is the date and timestamp when the ES or COP was installed.