README FOR UCCX 11.6(1) ES02

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This document describes important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 11.6(1) ES02.

IMPORTANT NOTES

1. This Engineering Special can be installed only on 11.6(1) 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.1161.ES02.24.cop.sgn** with TAC's assistance.

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

   ES Filename: **ciscouccx.1161.ES02.24.cop.sgn**

   MD5 Checksum: **235fb500b3a97c36be8f7d82a705a5f0**

UPGRADE PATHS SUPPORTED

The ES file shall be installed **ONLY** on the following versions:
11.6(1)- 11.6.1.10000-51
11.6(1) ES01 - 11.6.1.10000-51 ES01.18

INSTALL INSTRUCTIONS

1. Copy **ciscouccx.1161.ES02.24.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_6_1.html

RESOLVED CAVEATS

The following defects are fixed in 11.6(1) ES02.

Defect ID	Description	Severity
CSCvg95131	UCCX embedded engine tomcat running on port 9080 vulnerable to CVE-2013-4444	Sev 3
CSCvg91102	Calls to non-ACD sets agent to ready after no answer when monitoring non ACD for agent state	Sev 3
CSCvg70654	CCX Administration UCCX_WEBSERVICES Traces are Missing With a non-Premium License	Sev 4
CSCvg80066	Leading-Zero Prefix CTI Port DNs Cause CTI Port Creation Failure on Secondary Node	Sev 4
CSCvg94109	UCCX 11.6 Finesse Livedata reports errors while changing teams using Mobile Skill Manager	Sev 4
CSCvg84356	qIndex Value of AgentConnectionDetail Table Not Incrementing for Conference Calls	Sev 3
CSCvd18044	Configuration CTI Updates Are Not Being Sent To Finesse	Sev 3
CSCvg58622	Database Mastership Changes After Connection Pool Runs Out of Connections to DataSource	Sev 3
CSCvg47350	Scheduled reports fail on upgrade to 11.6 in CUIC	Sev 3
CSCvh04061	CUIC Report "Preview Outbound Agent Detail Performance Report" shows agents on multiple lines	Sev 3
CSCvg35969	FIPPA Times Out Waiting For Logout Request Causing Phone Screen To Show Agent Logged In	Sev 3
CSCvg15762	UCCX: Finesse persistent logging failure	Sev 4
CSCvg63545	UCCX: Finesse gadget 'Agent State Log Report' changes time to UTC on selecting Gadget View	Sev 3
CSCvg65396	Browser hang while collecting CUIC Reports	Sev 3

CSCvg50898	CUIC 11.X columnindex out-of-sequence values in cuicreportdefinitionfield cause export failure	Sev 3

The following defects are fixed in 11.6(1)ES01.

Defect ID	Description	Severity
CSCvg20668	Agent Login Logout Activity report fails with Informix Vendor code: -710	Sev 3
CSCvf23738	Agent stuck in READY RESERVED loop after INTERRUPT_RSRC_UN_AVAIL in RESERVED is processed	Sev 3
CSCvf55225	Agent stuck in READY RESERVED loop after Force Logoff in Talking state by Early call clearing	Sev 3
CSCvg12210	Appadmin User search (Tools > User Management) does not work on IE 11	Sev 4
CSCvg44543	Reporting table user not updating on second node	Sev 3
CSCvg33211	Combo Select Boxes and other controls do not work in IE11	Sev 3
CSCvg38571	The temp table t_csqname already exists error upon executing Detailed Call by Call CCDR report	Sev 4
CSCvg36380	Agent call marked Abandoned after external Transfer using Post Call Treatment	Sev 3
CSCvg54038	UCCX: Sync to CUIC Error Generated When There Are No Reporting or Supervisor Users	Sev 3
CSCvg49387	Outbound campaign contact import fails with nw delay of 80ms	Sev 3
CSCvg88873	Changing the state in Non-Voice gadget pushes any other gadgets below it further down	Sev 3
CSCvg28377	BackSpaceHandler utility causing issues with contenteditable divs	Sev 3
CSCvf59836	Agent Desktop "Remove non-numeric" is not consistent	Sev 3
CSCvg06133	11.6 FIPPA has {TR} appended to the end of certain softkeys in non-english language	Sev 3
CSCvg21457	Blank space between call control gadget and next gadget with Chrome 61 and finesse 11.5	Sev 3
CSCvg07521	UCCX Datasource in CUIC allows dummy failover entry and results in update failures	Sev 3
CSCvg89570	Unable to launch CCX Administration page with Error: Page is not redirecting properly	Sev 2
CSCvg56336	UCCX: CUIC Recent State History gadget shows negative values for duration upon browser refresh	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.1161.ES.Rollback.cop.sgn**
MD5 Checksum: **9c6aeeeee097c80477e6f26e5878c1e8**

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.1161.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:

https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html

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.1161.ES02.24.cop.sgn** ES, will be available in:
file get install / ciscouccx.1161.ES02.24.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.