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# Cisco Unified Contact Center Express

# Release 12.5(1) SU2 ES03

Sept 2022

This document provides important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 12.5(1) SU2 ES03.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on 12.5(1) SU2 (12.5.1.11002-481), 12.5(1) SU2 ES01 or 12.5(1) SU2 ES02 release. See the Upgrade Paths for more details.
2. The Engineering Special CANNOT be used for Fresh Install scenarios.
3. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.
4. Installation of the Engineering Special stops critical services on the Unified CCX node and requires a reboot after installation is completed. Therefore, ES must be installed during off peak hours, that is, during maintenance window.
5. The ES files are cumulative and contains fixes from all previous ESs posted for this version except where explicitly stated.
6. ES installation is only supported through the CLI. GUI installation is NOT supported.
7. ES can be uninstalled using rollback cop. The instructions and details are provided in the Rollback Instructions section in this document.
8. It's mandatory for CCX and CCP to be on same ES release. Make sure SU2 ES03 is installed on both CCP and CCX nodes.
9. As a part of SU2 ES02 cop, we have introduced a new CLI “utils ungraceful warn disable” which allows you to clear the Ungraceful Shutdown warning that is seen on the administration interfaces and CLI.

# 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.

<https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/uccxcompat12_0_5_SU2.html>

*Note: It is mandatory for Unified CCX and CCP to be on the same ES release. So, if you are installing ES03 for Unified CCX, please install ES03 for CCP as well.*

# 12.5(1) SU2 ES03 Details

|  |  |
| --- | --- |
| **File Name**  | **MD5 Checksum**  |
| ciscouccx.1251.su2.ES03.37.cop.sgn | cb6170ea53d220a054c306ce1dd2583c |
| ciscouccx.1251.su2.ES.Rollback.cop.sgn | 1fef53975474135b449b17a89afc2c71 |

# Valid Upgrade Paths

Cisco Unified CCX 12.5(1) SU2 ES03 is delivered as a Cisco Option Package (COP) file. This COP file shall be installed ONLY on systems that have following versions:

* **12.5(1) SU2 FCS Build - 12.5.1.11002-481**
* **12.5(1) SU2 FCS Build - 12.5.1.11002-481(ES01-12)**
* **12.5(1) SU2 FCS Build - 12.5.1.11002-481(ES02-20)**

# Installing UCCX Release 12.5(1) SU2 ES03

You must perform the following procedure first on the primary Unified CCX node and then on the secondary node.

***NOTE: Customers are advised to take a DRS backup BEFORE applying the ES03 cop.***

1. Download **ciscouccx.1251.su2.ES03.37.cop.sgn** to an SFTP server that can be accessed by the UCCX system.
2. Use SSH to log in to your system with the platform administration account.
3. Access the CLI and run the following command:
**utils system upgrade initiate**
4. Follow the on-screen instructions.

When prompted, provide the location and credentials for the remote file system (SFTP server).

***Note****: The COP file performs a check to ensure that UCCX Release 12.5(1) SU2 FCS/ ES01/ES02 is installed. If this release is not found on your system, an error is displayed, and the installation does not proceed.*

1. Select **ciscouccx.1251.su2.ES03.37.cop.sgn**
2. After installation is complete, restart the system using the command:
**utils system restart**

***Note****: This is a mandatory step. You must restart the system for the changes to take effect.*

1. To verify that Unified CCX is now running the correct release, access the CLI using the Administrator credentials and enter the following command:

**show version active**

Ensure that **ciscouccx.1251.su2.ES03.37.cop.sgn** is listed. Else, contact Cisco Technical Support.

# Rollback

If there is a problem with the installation, you can roll back to the base version or SU on top of which this ES was installed as follows:

**Note**: The Unified CCX Rollback COP file removes latest installed ES on the system and reverts your system to the base Unified CCX Version or the SU on top of which this ES was installed. The ES Rollback cop takes approximately thirty minutes to complete.

E.g. If ES03 is installed on 12.5(1) SU2 FCS/ES01/ES02, the system will revert to 12.5(1) SU2 FCS.

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

1. Download the file **ciscouccx.1251.su2.ES.Rollback.cop.sgn** to an SFTP Server that can be accessed by the Unified CCX system.
2. Use SSH to log in to your UCCX system with the platform administration Account.
3. Access the CLI and run the following command:

**utils system upgrade initiate**

1. Follow the instructions that appear on your screen. When prompted, provide the location and credentials for the remote file system (SFTP server).
2. When presented with the list of available upgrade options, select **ciscouccx.1251.su2.ES.Rollback.cop.sgn**
3. After rollback is complete, restart the system as instructed using the command:

**utils system restart**

***Note****: This is a mandatory step. You must restart the system for the changes to take effect.*

1. To verify UCCX is now running the correct release, access the CLI using the Administrator credentials and enter the following command:
**show version active**

Ensure that **ciscouccx.1251.su2.ES.Rollback.cop.sgn** is listed. Otherwise, contact Cisco Technical Support.

### **UCCX DB Updates**

After applying the rollback cop, the updates done on UCCX DB as part of the ES installation will not be rolled back

Customers would need to restore the DRS backup to roll back the database schema changes.

### **CUIC DB Updates**

After applying the rollback cop, the updates done on CUIC DB as part of the ES installation will not be rolled back.

Customer would need to reinstall the ES on the base version of 12.5(1) SU2 FCS and then restore the DRS backup made before installing the cop.

### **Cross-Origin Resource Sharing (CORS)**

The default status of Finesse CORS is set to Enable. However, the setting can be modified as required by using the CLI command below.

**utils finesse cors enable|disable**

Restart the Cisco Finesse Tomcat and Cisco Finesse Notification Services.

### **SSO**

* In SSO mode the access token and refresh tokens are changed to 'httponly' mode cookies for security reasons.
* Cisco Finesse REST APIs are enhanced to get the access token and refresh tokens in the response body.
* Third-party clients who were relying on the SSO cookie values must change their JavaScript APIs to use the enhanced Finesse REST APIs.
* Fetch Access Token API endpoint (<https://finesse1.xyz.com/desktop/sso/token>) has a new optional parameter return\_refresh\_token=true|false to get the refresh token in the response body.

***Note:*** *When you use the return\_refresh\_token=truequery parameter in Single Sign-On—Fetch Access Token API, access token and refresh token cookies are not added to the response.*

*All information is provided as part of the response body, which can be directly used by the third-party clients.*

*Use this query parameter when third-party clients use Cisco Finesse SSO APIs alongside Finesse desktop in the same browser. Using this query parameter prevents agent logging out from Finesse desktop due to the override of the desktop cookie due to third-party client activity.*

* On Refreshing existing access token, use the new optional parameter refreshtoken=<refresh token value> along with the existing token in the query parameter.

***Note:*** *If the token was initially fetched with the return\_refresh\_token=true query parameter, then the refresh token in request payload is mandatory.*

# Resolved Caveats and Updates in Release 12.5(1) SU2 ES03

The ES releases are cumulative so the 12.5(1) SU2 ES03 release contains the fixes provided by 12.5(1) SU2 ES01 and 12.5(1) SU2 ES02.

## New Features in 12.5(1) SU2 ES03

* **OAuth 2.0**
According to Microsoft, effective October 1st 2022 it will permanently disable basic authentication with the exception of SMTP authentication. Hence , UCCX will support OAuth 2.0 for IMAP protocol (receiving the email). For more information, see <https://techcommunity.microsoft.com/t5/exchange-team-blog/basic-authentication-and-exchange-online-september-2021-update/ba-p/2772210>

SMTP (sending emails) can continue using basic authentication until Microsoft supports basic authentication with SMTP.
Whereas Gmail will not be impacted as it supports OAuth 2.0 to meet security requirements. This feature is available from 12.5(1) SU2 ES03 onwards.

## New Features in 12.5(1) SU2 ES02

There are no new features in this ES release.

## New Features in 12.5(1) SU2 ES01

There are no new features in this ES release.

## Defects fixed in 12.5(1) SU2 ES03

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCwb59811 | CCX doesn’t release TTS license properly TTS session ramp up over 1-2 days | Sev 2 |
| CSCwb92416 | UCCX 12.5: Memory dump causing high CPU and service crash | Sev 2 |
| CSCwc26629 | TTS prompt using VB not working after upgrading from 11.6 to 12.5 | Sev 2 |
| CSCwc67640 | Finesse server at High CPU with finesse\_st+ process consuming highest CPU (350+) | Sev 2 |
| CSCvv62396 | CUIC database tables needs scheduled maintenance to reclaim dbspace | Sev 2 |
| CSCwc58021 | UCCX 12.5 SU2 Subscriber Installation fails on UCCX Publisher 12.5 SU2 ES01/ES02 | Sev 3 |
| CSCwc44276 | Abandoned calls is not incremented for direct transfer calls in Voice CSQ Summary-Midnight report | Sev 3 |
| CSCwb96792 | Unable to set the holiday entries for the calendars from the ASC gadget | Sev 3 |
| CSCwc68208 | Cisco Unified CCX Notification Service in shutdown state after rollback 12.5 SU2 ES02 | Sev 3 |
| CSCwc18623 | Recorded prompt not working after upgrade from 11.6 to 12.5SU2 | Sev 3 |
| CSCwc71553 | Identity Service Management - Security - Regenerate Encryption/Signature key fails | Sev 3 |
| CSCwb41417 | Failover for SSO-enabled Mobile Agents fails | Sev 3 |
| CSCwb78450 | Schedulers of type XLS are failing while processing the dataset | Sev 3 |
| CSCwb89954 | Failure in exporting or scheduling Group By reports when Show Summary Only is enabled | Sev 3 |
| CSCwc07737 | Users get logged off spontaneously from CUIC | Sev 3 |
| CSCwb76731 | Chat CSQ Activity Report show zero results unless timeframe covers at least one handled chat | Sev 4 |
| CSCwc43438 | Upload document step failing with permission denied | Sev 4 |
| CSCvy36622 | CUIC 12.5 SU1: Unable to modify the SMTP config | Sev 4 |
| CSCwc95217 | 12.5 SU02 CCX is using Log4j 1.2.16 | Sev 6 |

## Defects fixed in 12.5(1) SU2 ES02

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCwa76032 | CCX Engine is losing CTI ports one by one | Sev 2 |
| CSCwa45885 | UCCX Engine stays in partial service due to File Manager component after a fresh installation | Sev 3 |
| CSCvz64970 | Finesse wrap-up timer counting up without expiring | Sev 3 |
| CSCwb00300 | Agent device selection: Agent doesn't move to Ready state after answers and ending transferred call | Sev 3 |
| CSCwb00576 | Longest handle time for multiple CSQs shows 0 in Voice CSQ summary live data report (Midnight) | Sev 3 |
| CSCwb09000 | Refresh Database option will hang UCCX script editor | Sev 3 |
| CSCwb09933 | Execution failed error when health check command is executed | Sev 3 |
| CSCwa79246 | Cloud Connect dataconn service should be removed as hybrid analyzer is no more a supported feature | Sev 3 |
| CSCwc41447 | Implement CLI to remove the Ungraceful shutdown Warning | Sev 6 |

## Defects fixed in 12.5(1) SU2 ES01

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCwb83079 | SSO fails after upgrade to SU2 | Sev 2 |
| CSCwa92591 | Smart Licensing "Communication send error" due to certificate update | Sev 3 |

# 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.1251.su2.ES03.37.cop.sgn** ES, will be available in:

 **file get install ciscouccx.1251.su2.ES03.37.cop.log**

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.