

# README FOR UCCX 11.5(1) Struts2 Fix (CSCvd63322)

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**REVISED: March, 2017**

This document describes important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 11.5(1) Struts2 Fix

This fix is already part of 11.5(1) SU1 release and later.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on UCCX 11.5(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. ES installation is only supported through the CLI. GUI installation is NOT supported.

## ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.1151.struts2\_3\_32.cop.sgn** with TAC's assistance.
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscouccx.1151.struts2\_3\_32.cop.sgn**

MD5 Checksum: **4904403a801a810fae2434861bfe640a**

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## UPGRADE PATHS SUPPORTED

The ES file shall be installed **ONLY** on the following versions:

- **11.5(1) - 11.5.1.10000-61**

**This fix is already part of 11.5(1) SU1 build and later.**

## INSTALL INSTRUCTIONS

1. Copy **ciscouccx.1151.struts2\_3\_32.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. After completing the ES installation on UCCX Publisher node, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.
4. Do not restart the publisher node before completing ES installation on the subscriber node.
5. Restart both UCCX Publisher node and UCCX Subscriber node after the ES installation is complete.
6. Check for dbreplication state before using the system using CLI "utils dbreplication runtimestate". It should have status status as "Setup Completed" for both nodes

## RESOLVED CAVEATS

The following defects are fixed in this ES.

Defect ID	Description	Severity
CSCvd63322	Evaluation of CCX for struts2-jakarta	3

## TROUBLESHOOTING

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

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**file get install /<CopName>.log**

For example, the log file for **ciscouccx.1151.struts2\_3\_32.cop.sgn**

ES, will be available in:

**file get install /ciscouccx.1151.struts2\_3\_32.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.