

README FOR UCCX Reporting Defect CSCvb27878

REVISED: September, 2016

This document describes important information of the UCCX Engineering Special for the defect CSCvb27878.

IMPORTANT NOTES

1. This Engineering Special can be installed on any Release. Please refer to the Upgrade Paths for more details.
2. The Engineering Special cannot 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. ES installation is only supported through the CLI. GUI installation is not supported.

ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.ReportFix.10.cop.sgn** with TAC's assistance.
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscouccx.ReportFix.10.cop.sgn**

MD5 Checksum: c74612bbcb7064fc39974bac35e63cd1

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UPGRADE PATHS SUPPORTED

This is a Standalone ES that can be installed on the following versions:

- 8.0.x and all of its SUs/ES
- 9.x and all of its SUs/ES
- 10.x and all of its SUs/ES
- 11.x and all of its SUs/ES

INSTALL INSTRUCTIONS

1. Copy **ciscouccx.ReportFix.10.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, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.

NOTE: A Restart is NOT required on any node. If CAD (Cisco Agent Desktop) email is being used, the CAD email service (Cisco Desktop Agent Email Service) has to be stopped while the COP is being installed. If CAD emails service is not used, no further actions are needed

RESOLVED CAVEATS

| Defect ID | Description | Severity |
|------------|--|----------|
| CSCvb27878 | UCCX/CUIC: Overflow occurred on a datetime or interval | 2 |

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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.ReportFix.10.cop.sgn** ES, will be available in:

file get install / ciscouccx.ReportFix.10.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.