

Cisco Finesse Release 10.5(1) ES1

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Patch version

ccd-finesse.1051.ES01.10000

File Name	MD5 Checksum
ccd-finesse.1051.ES01.10000.cop.sgn	bdd459bedf64d706c0b62ded4f1e9684
ccd-finesse.1051.ES.Rollback.cop.sgn	27c72f832cd17bdc2d5a094cfabdb69d

Valid upgrade paths

- From Cisco Finesse Release 10.5(1)

Note: Cisco Finesse Release 10.5(1) ES1 is delivered as a Cisco Option Package (COP) file.

This patch introduces support for Internet Explorer 10.0. This ES also supports the use of Compatibility View for the Finesse agent and supervisor desktop with Internet Explorer 9.0, 10.0, and 11.0. When Compatibility View is enabled in IE9, IE10, or IE11, the browser renders in IE8 mode.

Note: The banner that appears on the Finesse desktop that warns agents that their browser is running in Compatibility View has been removed in this ES.

Installing Finesse Release 10.5(1) ES1

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

IMPORTANT: You must use the CLI to perform this upgrade. Do not use the Cisco Unified Operating System Administration page to perform this upgrade as the installation may hang.

Installing this patch or performing a rollback stops and restarts certain Finesse services. If agents are signed in, failover occurs and those agents must sign in again. To avoid this, perform the installation or rollback during a maintenance window.

Procedure

1. Download ccd-finesse.1051.ES01.10000.cop.sgn to an SFTP server that can be accessed by the Finesse system.
2. Use SSH to log in to your Finesse system with the platform administration account.
3. Access the CLI and run the following command:
utils system upgrade initiate
4. Follow the instructions that appear on your screen. Provide the location and credentials for the remote file system (SFTP server).
Note: The COP file performs a check to ensure that Cisco Finesse Release 10.5(1) is installed. If this release is not found on your system, an error is displayed and the installation does not proceed.
5. When the installation is complete, you are prompted to reboot the server. However, it is not necessary to reboot.
6. Check that the installation was successful by signing in to Finesse (<http://<IP address or hostname of Finesse server>/desktop>).

Rollback

If there is a problem with the installation, you can roll back to the previous version as follows:

1. Download the file `ccd-finesse.1051.ES.Rollback.cop.sgn` to a local source or an SFTP server that can be accessed by the Finesse system.
2. Access the CLI and run the following command:
utils system upgrade initiate.
3. Follow the instructions that appear on your screen. If you choose to install from a remote source (SFTP server), provide the location and credentials for the remote file system.

Note: The Finesse Rollback COP file restores your system to the base Finesse version (in this case, Cisco Finesse Release 10.5(1)).

Resolved caveats in this Engineering Special

CSCuo34735

Headline: EIM/WIM 9.0(2) Gadget and Finesse Version 10 incompatible

Symptoms: The gadget is provided with EIM/WIM 9.0(2) for use within Finesse Release 10. Within Finesse via EIM/WIM gadget, the EIM/WIM UI fails to produce Username / Password entry options within Finesse version 10, the logo and butterfly are displayed but there are no input areas. However, Finesse Release 9 with EIM/WIM gadget installed running IE9 in 'Compatibility Mode' works properly and displays input fields.

Conditions: The condition that has changed in Finesse Release 10 is that this release is unable to be used with IE in compatibility mode and requires Non-Compatibility mode which causes gadget to not function. Therefore the two are incompatible. Despite the fact that the compatibility matrix displays Finesse 10 compatible with EIM/WIM 9.0(2)

Workaround: None at this time, to run EIM/WIM 9.0(2) gadget with-in Finesse. But, the EIM/WIM 9.0(2) application can be launched as a separate browser application independent of Finesse.

CSCup21532

Headline: Warning exception repeated in Tomcat Catalina logs

Symptoms: The following message repeats itself and fills Finesse's catalina.out log file:

```
com.sun.jersey.core.impl.provider.xml.SAXParserContextProvider getInstance
```

```
WARNING: JAXP feature XMLConstants.FEATURE_SECURE_PROCESSING cannot be set on a SAXParserFactory. External general entity processing is disabled but other potential security related features will not be enabled.
```

```
org.xml.sax.SAXNotRecognizedException: Feature 'http://javax.xml.XMLConstants/feature/secure-processing' is not recognized.
```

Conditions: This message occurs in the log files due to a jar upgrade that occurred with the Finesse 10.5 release. The jar upgrade was to fix CDET CSCuo27571. So any Finesse deployment running Finesse version 10.5 will experience this issue.

Workaround: None required as this does not cause any harm to the system as such.

CSCup22195

Headline: Smarter failover issue while restarting Cisco Finesse Tomcat

Symptoms: In the following scenario, agent fails to login to the desktop after restarting Cisco Finesse Tomcat.

1. Login an agent and receive either an inbound or outbound call.
2. When the agent is in TALKING state stop Cisco Finesse Tomcat. A red disconnected bar appears on top of the desktop.
3. Start Cisco Finesse Tomcat.
4. Desktop is trying to reconnect and it is failing.

Reconnect is failing with the Sign Out notification message "You have been signed out and will be redirected to the sign in page."

Conditions: Restart Cisco Finesse Tomcat when the agent is in TALKING state for an inbound or outbound call.

Workaround: Agent can re-login and can do all the normal call control operations.

CSCup26212

Headline: Meta tags in head tag are not rendered in order in gadget

Symptoms: When the gadget renders the HTML, the meta tags in the head tag of the HTML contained in the CDATA section in DgridViewer.jsp is not maintained

Conditions: Add a meta tag such as `<meta http-equiv="X-UA-Compatible" content="IE=9" />` just below the `<head>` tag in the DgridViewer.jsp and check the output HTML rendered by the gadget container in Finesse.

Workaround: None available.

CSCup29927

Headline: Insufficient logging in Queue stats polling

Symptoms: Insufficient logging in QueueStats polling

Conditions: Always

Workaround: None

CSCup40082

Headline: Finesse memory leak from duplicate CTI requests.

Symptoms: Finesse memory leak from duplicate CTI requests

Conditions: Requests are coming from CTI fail over which accumulate over time

Workaround: Restart Tomcat service

CSCup70092

Headline: Finesse wrapup API doesn't handle single extended ASCII code character

Symptoms: Currently Finesse does not handle the wrap-up reason properly from a REST API request when there is only a single extended ASCII code character in the wrap-up reason and the extended ASCII code character is the last character in the wrap-up reason, which results in an `ArrayIndexOutOfBoundsException` being thrown in one of our helper classes, that leads to the Internal Server Error

Conditions: REST API request when there is only a single extended ASCII code character in the wrap-up reason and the extended ASCII code character is the last character in the wrap-up reason

Workaround: Don't use single extended ASCII code character in the wrap-up reason when the extended ASCII code character is the last character in the wrap-up reason.

CSCup78848

Headline: Barge of a conference call with UCCE 10.5

Symptoms: Supervisor receives a generic error - "Call could not be completed as dialed" while trying to barge into a conference call

Conditions: Supervisor is trying to barge into an agent's call who is not the conference controller

Workaround: Supervisor cannot barge into a conference call through non-conference controller agent.

CSCup81268

Headline: Agent is logged out from session if agent logs into another extension

Symptoms: When an agent logs in with same credentials of another agent who is already logged in to a different extension, the first agent gets logged out with a message - "The User session got disconnected, because you signed into a different session". Agent2 cannot log in and it gets the message you are already logged on extension1.

Agent 1 logged out and Agent 2 can't login.

Conditions: Agent login

Workaround:

1. Close and Re-launch IP Communicator on both desktop.
2. Close and Launch IP Communicator for both agent and log back into Finesse.

CSCup82687

Headline: Finesse.js doc doesn't incl ClientServices.registerOnConnectHandler()

Symptoms: Finesse javascript library documentation is missing

ClientServices.registerOnConnectHandler() and ClientServices.registerOnDisconnectHandler().

Conditions: functions not documented

Workaround: Use ClientServices.registerOnConnectHandler() and ClientServices.registerOnDisconnectHandler(). to trigger handler when BOSH is connected or disconnected.

Bug Search Tool

To access the Bug Search Tool, go to <https://www.cisco.com/cisco/psn/bssprt/bss> and log in with your Cisco.com user ID and password.