



Unified Contact Center Enterprise Engineering Specials for Release 10.5

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Unified Contact Center Enterprise ES 10.5

Engineering Specials for Release 10.5(1)

ES	Description	Defect List	Component		Release Notes URL	Cisco.com Posting Date
ES02	PR/PQ Stability	CSCup27350 , CSCun42350 , CSCup44715 and CSCup40044	pg.opc and router	Patch	Notes	27-Jul-14
ES06	Db worker crashing	CSCup92282	Install	Patch	Notes	25-Aug-14
ES07	Update video support for PCCE	CSCuq92495 and CSCuq32014	dbconfig	Patch	Notes	
ES08	HCS12000	CSCup54910	web.setup	Patch	Notes	18-Nov-14
ES09	Agent Login fails.	CSCuq74011	pg.cucm.jtapi	Patch	Notes	03-Feb-13
ES10	Live Customer record is update as 21 instead of	CSCuy30311	outbound	Patch	Notes	15-Apr-15

ES	Description	Defect List	Component		Release Notes URL	Cisco.com Posting Date
ES11	Agent can't stay ready after RNA timeout from CVP	CSCuq74727	pg.cucm	Patch	Notes	22-Dec-14
ES12	Increase configured supervisor per team count to 50	CSCus26257 , CSCuq92495 and CSCuq32014	dbconfig	Patch	Notes	13-Jan-15
ES14	PIM Disconnects updating Agent Attributes	CSCup97335	pg.cucm	Patch	Notes	01-Mar-15
ES16	Route Request timeout with no route end from OPC	CSCut95594	pg.opc	Patch	Notes	07-Jun-15
ES18	Agent is stick to the old skillgroup after Re-skilling.	CSCuu45299	pg.opc	Patch	Notes	19-Oct-15
ES20	TR Type6 VRU to Type2 fails	CSCuu68737	pg.vru	Patch	Notes	03-Dec-15
ES27	Nightly Index Reorg will block tables from all other tasks for hours	CSCur57512	db.HDS	Patch	Notes	24-Jan-17

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ES	Description	Defect List	Component	Download	Release Note	Cisco.com Posting Date
ESB	Eagt pim does not retain Agent original state.	CSCuv50791	pg.cucm	Patch	Notes	16-Aug-2018

ES	Description	Defect List	Component	Download	Release Note	Cisco.com Posting Date
ES04	Agent state in newly added media skill groups is Log out and Agent is stuck to the old skill group after re-skilling.	CSCuu43751 and CSCuu45299	pg.opc	Patch	Notes	17-Aug-2018
ES05	2 TCD's cut for Agent call.	CSCuu37604	pg.cucm	Patch	Notes	11-Oct-2015
ES06	Supervisor Desktop - Realtime status tool kit is not working.	CSCus60431	ctios.client	Patch	Notes	10-Sep-2015
ES07	Agent getting stuck in reserved after abandoned ring	CSCuv66458	pg.cucm	Patch	Notes	22-Sep-2018
ES08	Upgrade PCCE from 9.01 to 10.5(1) - VM validation fails and changing Administrator role to NONE escalates privileges	CSCuv87581 , CSCuv74020 and CSCuv87810	dbconfig	Patch	Notes	07-Sep-2015
ES09	10.5(2) UCCE patch upgrade causes Tomcat SQL Login failures.	CSCuv58432	aw.tools	Patch	Notes	28-Sep-2015
ES10	Logic of checking the conapi compatibility.	CSCuw17704	aw.tools	Patch	Notes	29-Sep-2015
ES13	SIP dialer cancel call if the 2000K for INVITE isn't received before CPA	CSCuv96698	outbound	Patch	Notes	15-Oct-2015
ES14	ccadmin Agent changes made by a supervisor revert PeripheralName to NUL	CSCuw26966	web.config.ui	Patch	Notes	26-Oct-2015
ES15	Webconfig UI timeout error when validation is slow	CSCuw94335 , CSCuv74020 , CSCuv87810 , CSCuv87581	web.config.ui and dbconfig	Patch	Notes	05-Nov-2015
ES16	Script editor crash with KB patches	CSCuv75904	scripteditor	Patch	Notes	18-Jan-2016
ES17	Translation Route from Type 6 (network VRU) to Type 2 fails.	CSCuu68737	pg.vru	Patch	Notes	06-Dec-2015
ES18	HCS-CC4000 10.6 3000 Skill Group Limit Incorrectly Imposed.	CSCux16524	web.config.api	Patch	Notes	13-Dec-2015

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ES22	SHA-256 security update for Diag Framework, Web Setup and ISE.	CSCut67104 and CSCux86640	security	Patch	Notes	27-Jan-2016
ES23	Evaluation of icm for OpenSSL	CSCuu82335	Router	Patch	Notes	31-Jan-2016
ES24	Auto-configure for Avaya agents fails.	CSCuu67859	Router	Patch	Notes	07-Feb-2016
ES25	After PG Cycled call is dropped when agent is part of PQ.	CSCuw10815	pg.cucm	Patch	Notes	23-Feb-2016
ES26	Allow translation route a call back to the Parent from CVP on child. Router asserts when ATR uses rule type as translation route.	CSCuw20399 and CSCuw12449	pg.cucm	Patch	Notes	08-Mar-2016
ES27	Not able to add instance in AdminClientSetup	CSCuw79720 , CSCux86565 and CSCuy19696	Instal and websetup	Patch	Notes	16-Feb-2016
ES30	Logger RCV Crash: BCP exhaust with persistent variable	CSCux38070	db.logger	Patch	Notes	06-May-2016
ES31	Refactor sADLib to increase speed and accuracy of AD searches	CSCuw75550	Install	Patch	Notes	12-Apr-2016
ES32	Interrupted wrap-up state makes agent ready for millisecond	CSCux98366	pg.opc	Patch	Notes	03-April-2016
ES33	Retain Search Results in Script Editor during a Script Refresh	CSCux10479	scripteditor	Patch	Notes	19-Apr-2016
ES34	Finesse Stuck in Offhook state during Transfer to CTI Routepoint	CSCuz01870	pg.cucm	Patch	Notes	12-May-2016
ES35	MIB OID reporting zero whenever SNMP service is started prior to ICM	CSCuj56929	serviceability.snmp	Patch	Notes	30-May-2016
ES36	SNMP reporting incorrect values for physical RAM	CSCuy41280	serviceability.snmp	Patch	Notes	09-Jun-2016

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ES37	CTISVR Exception due to deadlock	CSCuv82065	cti server	Patch	Notes	21-Jun-2016
ES38	HCS Validation rule failures.	CSCuy84958 , CSCux83386 and CSCuy85335	dbconfig	Patch	Notes	08-Jun-2016
ES39	PCCE patch for fixing supervisor and skillgroup issues	CSCuz20207 , and CSCuz82402	web config api	Patch	Notes	08-Jun-2016
ES40	Agent goes disassociated from device after shared line out of service	CSCuy77349	pg.cucm.jtapi	Patch	Notes	19-Jul-2016
ES42	AppGW reference for custom function replaced with #0# on script reload	CSCuz02114	scripteditor	Patch	Notes	12-Aug-2016
ES43	PG does not remove dropped party from conference	CSCuz42998	pg.cucm	Patch	Notes	31-Aug-2016
ES44	Logger: logger state transfer timeout	CSCva33822	db.logger	Patch	Notes	25-Aug-2016
ES45	PCCE DS Tomcat crash with sadlib error	CSCuy44606	web config api	Patch	Notes	17-Aug-2016
ES46	Agent goes to NOT READY when call drops before/after CVP RNA timeout	CSCuu78331	pg.cucm	Patch	Notes	18-Sep-2016
ES48	Diagnostic Framework stops providing Cisco performance counters	CSCux69505	serviceability.snmp	Patch	Notes	29-Sep-2016
ES53	Deliver an ES on 10.5(2) for CSCuz72695	CSCuz72695	security	Patch	Notes	23-Jan-2017
ES55	Evaluation of icm for struts2-jakarta	CSCvd51210	Instal and Web Setup	Patch	Notes	17-Mar-2017

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ES	Description	Defect List	Component	Download	Release Note	Cisco.com Posting Date
ES3	Blind Transfer between agents doesn't display call variables	CSCvb58937	cg.ctiserver	Patch	Notes	19-Apr-17
ES4	Ability for ICM to use the CLI presentation restriction passed by the C7/SS7 network	CSCvc60073	Router	Patch	Notes	13-Apr-17
ES5	Evaluation of icm for struts2-jakarta	CSCvd51714 and CSCvd51210	Web.setup	Patch	Notes	14-Mar-17
ES8	Error "Delete of SkillGroupMember failed" when reskilling agent	CSCva35830 and CSCve08401	Router	Patch	Notes	20-Apr-17
ES12	Finesse API - GET response intermittently includes dual calls	CSCvc53089	cg.ctiserver	Patch	Notes	12-May-17
ES14	Snapshot call request failure for ALTERING calls.	CSCvd43582	PG.OPC	Patch	Notes	29-May-17
ES15	Nightly Index Reorg will block tables from all other tasks for hours.	CSCur57512	DB.HDS	Patch	Notes	10-Jul-17
ES17	Script Editor Mouse Pop-ups / Tool Tips not working.	CSCvc96258	Script Editor	Patch	Notes	24-Jul-17
ES20	generateDtmf() called from the observer thread causing delay and blocking delivery of events.	CSCvf08624	PG.CUCM. JTAPI	Patch	Notes	23-Aug-17

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ES23	DST change cause loss of Call type	CSCuu75122	router	Patch	Notes	07-Sep-2017
ES24	Evaluation of icm for Struts2 REST Plugin vulnerability - struts upgrade	CSCvf89964 , CSCvf86098 , CSCvf90001 , CSCvf86143	web.setup deployment	Patch	Notes	11-Sep-2017
ES27	ICM VRU PIM Encounter Unexpected Crash with ProcessDialogFail	CSCvf90385	pg.vru	Patch	Notes	14-Oct-2017
ES30	Agent Login attempt errors out after 60 secs.	CSCvg24826	pg.cucm	Patch	Notes	27-Nov-2017
ES32	23:30 interval data missing from CallTypeHalfHour and CallTypeSkillGrou	CSCvg68770	router	Patch	Notes	28-Mar-2018
ES33	Logout non-activity timer is not reset when Not Ready reason code is changed.	CSCvf67430	pg.cucm	Patch	Notes	06-Feb-2018
ES34	WorkTime in TCD getting incorrectly incremented	CSCvg89625	pg.opc	Patch	Notes	13-Mar-2018
ES35	SIP Outbound Dialer removes CallID from hash, causing record to stuck in "A" state in DL table.	CSCvd85721	Outbound	Patch	Notes	05-Mar-2018
ES36	PG unable to establish connection with Router after network failover.	CSCvg11151	pg.opc	Patch	Notes	30-Mar-2018

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ES38	Agent State moves to READY even with CVP RNA NOT_READY Agent desk settings	CSCvc41262	pg.cucm	Patch	Notes	03-Jul-2018
ES39	Script Editor Mouse Pop-ups / Tool Tips not working and fix Client AW failures.	CSCve96258 , CSCvj80818	Script Editor and Install	Patch	Notes	04-Jul-2018
ES41	WorkReadyTime increments though Calls Answered and Calls Handled are 0. Snapshot call request failure for ALTERING calls.	CSCvb93302	pg.opc	Patch	Notes	22-Aug-2018
ES42	Router issues including: <ul style="list-style-type: none"> • Populating non-zero value. • Memory issue due to translation routing • Loss of CallType and SG historical data due to DST • 23:30 interval data missing from CallType HalfHour and CallTypeSkill GroupHalfHour 	CSCve03977 , CSCvml9592 , CSCuu75122 and CSCvg68770	Router	Patch	Notes	20-Sep-2018
ES43	Evaluation of ICM for Struts remote code execution vulnerability	CSCvml3986	web.setup	Patch	Notes	03-October-2018

ES	Description	Defect List	Component	Download	Release Note	Cisco.com Posting Date
ES47	Outbound issues including: <ul style="list-style-type: none"> • Agent reservation call not cleared during reservation timeout • SIP Outbound Dialer removes CallID from hash, causing record to stuck in "A" state in DL table • BaImport does not import new files 	CSCvf72231 CSCvd85721 CSCum90322	outbound	Patch	Notes	29 November 2018
ES48	Deployment Type Failure - Invalid HCS-CC 12000 Validation Rule	CSCvm73148	unifiedwebconfig	Patch	Notes	29 November 2018
ES49	Evaluation of icm for Apache Struts Commons FileUpload RCE	CSCvn18888	web.setup	Patch	Notes	18 December 2018
ES54	Finesse Agent freezes for 60 seconds while waiting for Clear Connection	CSCva07327 CSCvf59905	pg.cucm.jtapi	Patch	Notes	08-June-2019

