

About this Document

This document provides installation instructions for CVP12.5(1) ES 10. It also contains a list of CVP issues resolved by this engineering special. Review all installation information before installing the product. Failure to install this engineering special as described can result in inconsistent CVP behavior.

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About Cisco CVP (and CVP Engineering Specials)

This ES includes fix for CSCvs04334. It contains Operations Console (OAMP) Web UI migrated from Struts Framework(1.2.4) to Spring MVC Framework(5.2.7) with

Spring Security(5.2.5). This resolves multiple CVEs inherited from Struts framework, and provides a more future-proof and secure platform for OAMP.

CVP Compatibility and Support Specifications

CVP Version Support

CVP 12.5(1).

CVP Component Support

This section lists the CVP components on which you can and cannot install this engineering special.

Supported CVP Components

You can install CVP12.5(1) ES 10 on these CVP components:

- Operations Console

Unsupported CVP Components

Do not install this engineering special on the following components:

- CVP (Call/VXML) Server
- Remote Operations
- Reporting Server

CVP Engineering Special Installation Planning

This ES includes fix for CSCvs04334. It contains Operations Console (OAMP) Web UI migrated from Struts Framework(1.2.4) to Spring MVC Framework(5.2.7) with

Spring Security(5.2.5). This resolves multiple CVEs inherited from Struts framework, and provides a more future-proof and secure platform for OAMP.

Please note the change in URL extensions from *.do to *.sp on most pages.

Also, CSRF protection in OAMP now comes from Spring Security framework rather than a Tomcat filter. Please refer the Spring documentation for details: <https://docs.spring.io/spring-security/site/docs/5.2.5.RELEASE/reference/html5/#servlet-csrf>

This version of OAMP also comes with a subtle UX improvement - most success messages are shown directly on top of the corresponding list page, while error and warning messages are displayed on top of the corresponding add/edit page. Previously most of such messages were displayed on a dedicated empty page with just the message.

Pre Installation Steps

1. CVP 12.5(1) Operations Console Server (OAMP) needs to be installed.
2. Before installing the patch, you might want to take a backup of the existing OAMP configuration using OAMP's System (Menu) > Export page, though it is not mandatory.
3. Take backup of custom files, if any.

Installing CVP12.5(1) ES 10

Follow the below steps in sequence to install this ES:

Patching Unified CVP OPSConsoleServer:

1. Shutdown the OPSConsoleServer service.
2. Run the patch installer.
3. Reboot the machine after installing the patch.

Post Installation Steps:

1. Ensure OPSConsoleServer service is up and running after this patch is installed.
2. Restore the backed up custom files.

Uninstall Directions for CVP12.5(1) ES 10

1. To uninstall this patch, go to Control Panel.
2. Select "Add or Remove Programs".
3. Find the installed patch in the list and select "Remove".

Resolved Enhancements in this Engineering Special

This section provides a list of significant CVP defects resolved by this engineering special. It contains these subsections:

- Resolved Enhancements in CVP12.5(1) ES 10
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Note: You can view more information on and track individual CVP defects using the Cisco Bug Search tool, located at: <https://bst.cloudapps.cisco.com/bugsearch/search?null>.

Resolved Enhancements in CVP12.5(1) ES 10

This section lists enhancements specifically resolved by CVP12.5(1) ES 10

Index of Resolved Enhancements

Enhancements in this section are ordered by CVP component, severity, and then identifier.

Identifier	Headline
CSCvs04334	Migrate CVP OAMP from Struts 1.2.4 to Struts 2.x or alternate framework

Obtaining Documentation

You can access current Cisco documentation on the Support pages at the following sites:

- <https://www.cisco.com>
- <https://www-china.cisco.com>
- <https://www-europe.cisco.com>

Documentation Feedback

To provide comments about this document, send an email message to the following address:

contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Obtaining Technical Assistance

Cisco.com is a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC site.

Cisco.com

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. You can also resolve technical issues with online technical support and download software packages. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

Technical Assistance Center

The Cisco TAC site is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Site

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to <https://www.cisco.com/c/en/us/support/index.html>.

P3 and P4 level problems are defined as follows:

- P3--Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4--You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC site to quickly find answers to your questions.

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following site: <https://mycase.cloudapps.cisco.com/create/start/>

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following sites:

- Enterprise and Service Provider Products--
<https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>
- Small Business Products--<https://www.cisco.com/c/en/us/support/web/tsd-cisco-small-business-support-center-contacts.html>

P1 and P2 level problems are defined as follows:

- P1--Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available./li>

- P2--Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.