Cisco Unified Intelligence Center
Release 11.6(1) ES08 COP
July 2018

Contents

Introduction

The Cisco Options Package (COP) file provides a way to deploy software outside of the normal maintenance release processes.

This document describes how to download and apply the COP file: **ciscocuic.11.6.1.8.cop.sgn**

Pre-requisites for Installing the COP

You can only apply this COP file to systems that have Cisco Unified Intelligence Center (CUIC) Release 11.6(1) FCS build 11.6.1.10000-44 installed.

COP	Unified Intelligence Center Standalone	Unified Intelligence Center and Live Data Coresident	Live Data Standalone	Live Data Standalone with Gateway PG Support
11.6.1.8 COP	Required	Required	Required	Required

COP Contents and Supported Feature List

This COP includes defect fixes as listed in the **Resolved Caveats** section.

Unsupported Features

None

Special Instructions

Clear Browser Cache

After Installing the Cisco Unified Intelligence Center 11.6(1) ES08 COP file, ensure to clear your browser's cache.

Downloading the COP File

Download the COP file **ciscocuic.11.6.1.8.cop.sgn** from the [Software Download Areas – Unified Intelligence Center 11.6(1)](). Place the COP file on an SFTP server that can be accessed from your Cisco Unified Intelligence Center 11.6 (1) servers.

Installing the COP

The following procedure describes how to use the CUIC Command Line Interface (CLI) to install the COP file.

> **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.

Step 1: Log in to the Cisco Unified Intelligence Center CLI. To log in to the CLI, specify the System Administrator username and password.

Step 2: Enter the command **utils system upgrade initiate** to start the COP installation.

Step 3: Select source **1) Remote Filesystem via SFTP**.

Step 4: Enter the remote path to the directory on the SFTP server where you downloaded the COP file.

> **Note:**
>
> - If the COP file is located on a Linux or UNIX server, enter a forward slash (/) at the beginning of the directory path.
>   For example, if the COP file is in the patches directory, enter *./patches*.
> - If the COP file is located on a Windows server, check with your system administrator for the correct directory path.

Step 5: Enter the SFTP server name or IP address.

Step 6: Enter the Username and Password to the SFTP server.

Step 7: Press **Enter** to skip the prompt "Please enter SMTP Host Server (optional)".

Step 8: Wait until the system displays a list of COP files available at the SFTP location. Select the number corresponding to the COP file that you want to install.

Step 9: Type **Yes** to continue the installation.

Step 10: Reboot the machine using the command **utils system restart** after the COP installation is complete.

Step 11: Check for the deployment type:

- If this deployment is a single-node cluster, your installation ends here.
- If this deployment is multi-node cluster repeat the installation procedure (from Step 1) on other nodes.

Note: Installing the **ciscocuic.11.6.1.8.cop.sgn** COP file uninstalls the existing language pack. Hence, you must reinstall the language pack COP.

Resolved Caveats in this COP File

This COP file resolves the following caveats.

Note: Install this COP on both CUIC and Live Data virtual machine instances.

Table 1: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES08

Identifier	Headline
CSCvi06978	CUIC 11.6(1)- User integration causing the changes in user IDs

Table 2: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES07

Identifier	Headline
CSCvd22426	Enforce a limit on the number of values a value list can have
CSCvh71105	Agent Desktop failover doesn't work with 50+agents when one of the Site cluster(CUCM&UCCX) goes down
CSCvi60963	Default Gadget in Finesse doesn't work unless User has User/UserGrp permission on VL of the Report.
CSCvj30238	CUIC Heap holding invalid HTTP session objects
CSCvj74116	Reports in CUIC and corresponding Gadgets in Finesse does not work with Chrome v67
CSCvj84370	The title of the online help tab reads "CHANGEME Online Help"
CSCvj84679	Report permalink with Basic Auth header is not working in 11.6

Table 3: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES05

Identifier	Headline
CSCuz52035	Collection query needs to be modified to have first name/last name
CSCvf92755	Import of report fails giving StackOverFlowError exception
CSCvg17561	'Show Summary Only' setting under the grouping is getting disabled
CSCvg58030	Changing to any Chart View of Traffic Analysis Report stuck at "Loading view..."
CSCvg96886	Live Data gadget on Finesse shows "undefined" text on LD unavailability
CSCvh25639	MS reports recording stops upon scroll up/down
CSCvh28037	CUIC - Delay/blank when scrolling in report
CSCvh31001	Auto refresh for mutliple tabs is not working - Real Time Stock Reports
CSCvi01771	CUIC 11.6 ES04 - Charts displaying Decimal values as start of epoch time in Date format
CSCvi07275	Failover status UNAVAILABLE on both nodes though Live data is working fine after restart

Identifier	Headline
CSCvi07376	LD storm does not close TIP connections after losing connection to zookeeper
CSCvi36679	Parameter Based Permalinks get No route to host with Load Balancer
CSCvi74654	FasterXML jackson-databind ObjectMapper readValue Method Blacklist B ...
CSCvi81281	IE 11 compatibility view does not show all report definition field properties in CUIC 11.6
CSCvj06573	Auth and UnAuth XL Permalink: support of Data import in MS XL

Table 4: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES04

Identifier	Headline
CSCve76848	Cisco Unified Intelligence Center Cross-Site Scripting Vulnerability
CSCve76856	Cisco Unified Intelligence Center Cross-Site Scripting Vulnerability
CSCve76872	Cisco Unified Intelligence Center User Interface Cross-Site Request Forgery Vulnerability
CSCvf07280	CUIC: Regarding text is not wrapped in report
CSCvf10495	GT4: Unable to generate chart, if a respective field is is having few NULL value
CSCvf44750	New report wizard does not handle window sizing gracefully, "add header" can be tricky
CSCvf49476	"order" not maintained in filter screen
CSCvf61892	Custom Report 'Help' URLs Cannot be Added
CSCvf64930	Reporting Discrepancies between Webpage and Exported/Scheduled Reports
CSCvf78760	No validation for "SET ROWCOUNT 1" in Valuelist and Collection SQL input blocks
CSCvg19556	User gets the option to download the Media Sense Report Audio File from CUIC
CSCvg38695	MediaSense reports in CUIC have issues with Firefox browser if too many results to display
CSCvg44257	CUIC 11.X columnindex out-of-sequence values in cuicreportdefinitionfield cause export failure
CSCvg45893	Downloading recording files from mediasense report should not be allowed
CSCvg52833	CUIC is stuck on saving when modifying the definition in IE 11.0 compatibility view mode
CSCvg59229	UCCX: Finesse gadget 'Agent State Log Report' changes time to UTC on selecting Gadget View
CSCvg61350	Browser hang while executing Abandoned Call Detail Activity Report
CSCvg84179	Data is not showing in UI for mediasense report due to some fields missing from mediasense server

Identifier	Headline
CSCvh02393	Permalinks not displayed in iFrame when the Sorting is done on one of the fields
CSCvh12787	Report content export fail when 'Sort Grid by Field' doesnt have reference to selected field in view
CSCvh20345	CUIC 11.6- Total Column count limited to formula field count causing report content export failure
CSCvh25627	cuic11.6 MS reports Downloading link still shown although download of recording files is not allowed

Table 5: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES03

Identifier	Headline
CSCvf36849	Call Logs are not cleared from LiveData memory when LiveData failover happens
CSCvf56193	Nimbus does not start when ICM is configured for 37PGs

Table 6: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES02

Identifier	Headline
CSCvg04998	Slowness observed in initial loading for cuic 11.6
CSCvg30171	Report's header row height not adjusting to font size
CSCvg44774	Dashboard Permalink is cramped for Dashboards with pie-chart views of dimensions 2*2 or 3*3.

Table 7: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES01

Identifier	Headline
CSCvf87425	Finesse Live Data gadget, IE only, columns are displaying "undefined" instead of blank data
CSCvf95594	UCCX 11.6:Dialpad doesn't appear when we make call(phone icon)in Recent Call history gadget in IE
CSCvf96975	Agent reports used in scheduler cannot be saved with multiple agents selected.
CSCvg01363	CUIC 11.6(1)- When grouped fields are expanded, report is not showing all records
CSCvg08202	Editing a dashboard with 10 widgets gives invalid error