

Cisco Unified Intelligence Center

Release 11.6(1) ES23 COP

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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.11.6.1.23.cop.sgn**

Pre-requisites for Installing the COP

1. You can apply this COP file only to systems that have Cisco Unified Intelligence Center (CUIC) Release 11.6(1) FCS build 11.6.1.10000-44 installed or on top of earlier COP files applicable for this release.
2. The Potential FedRamp Compliance COP file **ucos.11.6.CSCvh53660.FedRamp_Compliance.cop.sgn** must be installed in all the Cisco Unified Intelligence Center nodes. The Potential FedRamp Compliance COP file can be downloaded from the following site:
[Software Download Areas – Unified Intelligence Center 11.6\(1\)](#)

COP	Unified Intelligence Center Standalone	Unified Intelligence Center and Live Data Co-resident	Live Data Standalone
11.6.1.23 COP	Required	Required	Required

Patch Version

File Name	MD5 sum
ciscocuic.11.6.1.23.cop.sgn	fec9aa4931c26551d98cdd05fe9e449

COP Contents and Supported Feature List

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

Unsupported Features

Authenticated Permalink in Cisco Finesse

Cisco Unified Intelligence Center does not support the authenticated permalink feature in Cisco Finesse.

Known Caveats

- CSCvg44257 - CUIC 11.X columnindex out-of-sequence values in cuicreportdefinitionfield cause export failure
Note: The 11.6 ES15 and later ES releases do not cover the import flow fix. Hence in 11.6 ES15 and later ES releases, if you import a report having non-consecutive column index, the indexes and formulae will not be corrected.

- CSCvq85385 - OAMP session will be logged out if either CUIC or any other platform pages such as, Cisco Unified Operating System Administration, Disaster Recovery System, and Cisco Unified Cisco Unified Serviceability are logged in the same browser.

Special Instructions

Clear Browser Cache

After installing the Cisco Unified Intelligence Center 11.6(1) ES23 COP file, ensure to clear your browser's cache.

View Report Permalink in Excel

To view the report permalink in Excel:

1. Access Excel and navigate to **Data > From Web**.
2. In the **New Web Query > Address** field, paste the report permalink and click **Import**

2020a DST Updates

Customers who require Time Zone update 2020a, should first install the CUIC 11.6(1) ES23 (or later) ES and then install the DST ES **ucos.dst-updater.tzdata-2020a-1.el7.cop**.

Configure Cross Origin Resource Sharing (CORS) for Live Data

In Live Data (Standalone) 11.6 deployment, when CUIC and Cisco Finesse components are in version 12.5 or later, Live Data gadgets will not load in Cisco Finesse. You must enable CORS and set Finesse host URLs to load the Live Data gadgets.

Live Data CORS commands allow you to configure CORS and hence allow web applications running on different origins to communicate with Live Data and CUIC.

For Unified Intelligence Centre gadgets (Live Data) to load in Cisco Finesse, ensure to perform the following:

- On the CUIC server,
 - Enable CORS using the **utils cuic cors enable** command.
 - Set the Finesse host URL in the **utils cuic cors allowed_origin add URLs** command.

Note: Ensure to restart the CUIC Reporting service after running these commands.

- On the Live Data server,
 - Enable CORS using the **utils live-data cors enable** command.
 - Set the Finesse host URL in the **utils live-data cors allowed_origin add URLs** command.
 - Note: Ensure to restart the Livedata NGNIX service after running these commands.

Examples:

- `https://<finesse-FQDN>`
- `https://<finesse-FQDN>:port`

Note:

- Ensure to run all the preceding four CLI commands on both the nodes of CUIC and Live Data cluster.
- In the Packaged CCE and Unified CCE 2K models, CUIC and Live Data are co-resident in a single system. Hence, ensure to run all the preceding four CLI commands on this single system.

For more information on CUIC CORS CLIs, see *Administration Console User Guide for Cisco Unified Intelligence Center* at: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

For more information on Live Data CORS CLIs, see *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html>.

Cisco Unified Intelligence Center Licenses

In this ES release, the application of Cisco Unified Intelligence Center licenses during fresh install or upgrade is removed.

When you install or upgrade to version 11.6 ES23, Cisco Unified Intelligence Center is provisioned with premium licenses. The installed premium license cannot be removed.

Administration Console User Experience Changes

This release provides an improved user experience to configure, edit, and manage the following Operation Administration Maintenance and Provisioning (OAMP) entities:

- User Management
- Device Configuration
- Log and Trace Settings
- Control Center Management
- Cluster Configuration
- Tools Management

For more information on the new user experience pages, refer OAMP Online Help.

Downloading the COP File

Download the COP file **ciscocuic.11.6.1.23.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.11.6.1.23.cop.sgn** COP file uninstalls the existing language pack. Hence, you must reinstall the language pack COP.

Resolved Caveats in this COP File

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

Note: When you export a report to an Excel file format, to read the exported report, the client system’s locale must match with the browser’s locale (where you had exported the report).

This COP file resolves the following caveats.

Table 1: [Live Data Caveat - Resolved in CUIC 11.6\(1\) ES23](#)

Identifier	Headline
CSCwa46810	log4j2 zero day vulnerability in LiveData

Table 2: [Unified Intelligence Center Caveats - Resolved in CUIC 11.6\(1\) ES22](#)

Identifier	Headline
CSCvv61043	CUIC 12.0 - Some Live Data Gadgets freeze on a dashboard.
CSCvw38765	Unable to enable CORS on live data server.

Table 3: Live Data Caveat - Resolved in CUIC 11.6(1) ES22

Identifier	Headline
CSCvx82174	CUIC LD 11.6.1 gadgets not loading on finesse 12.6.1 desktop

Table 4: Live Data Caveat - Resolved in CUIC 11.6(1) ES21

Identifier	Headline
CSCvt13475	Vulnerability (CVE-2015-0225) reported on ActiveMQ's JMX port (12002)

Table 5: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES21

Identifier	Headline
CSCvt52102	Serialized-object interfaces in certain Cisco Collaboration and Social media.
CSCvu02274	CUIC 12.5 scheduler only supports SHA1 SFTP server.
CSCvv85520	All war.backup files under platform tomcat webapp are getting exploded during tomcat restart.

Table 6: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES20

Identifier	Headline
CSCvu40571	DST/TZ update with 2020a.
CSCvt00310	SFTP reports is not according to the 'locale' field in the Scheduled table and nondeterministic.
CSCvt56528	Core dump analysis failing on CUIC server because of the missing path variable.
CSCvs04715	Qualys Security vulnerabilities QualysID:38739, QualysID:38738, QualysID:11827 and QualysID:13162.
CSCvm57071	Changing Report Owners Default Group Removes Previous Default Group From Report Permissions.

Table 7: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES19

Identifier	Headline
CSCvj99730	Apache Struts ClassLoader Remote Code Execution Vulnerability.
CSCvm22813	IdS goes to Partial Service when agent waits in IdP login page for a long time before logging in.
CSCvm57071	Changing Report Owners Default Group Removes Previous Default Group From Report Permissions.
CSCvs17553	Result discrepancy in CUIC Excel export when Report contains custom footer formula and NULL values.
CSCvs46886	sp_updatedefaultgroup_auth Causes Unique Constraint Violation.
CSCvs61215	In Report definition icons are distorted not visible in latest firefox ESR 68.4.0.

Table 8: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES18

Identifier	Headline
CSCvr98039	CUIC 11.6 : nested group permissions do not work after ES17.
CSCvs56914	Livedata reports do not load in finesse with CUIC and FINESSE in 12.5 and LD and CCE in 11.6.
CSCvs56917	Livedata Agent report import fails in CUIC 12.5 with LD and CCE in 11.6.

Table 9: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES17

Identifier	Headline
CSCvr55969	CUIC LDAP integration fails in 11.6 with COP 14 \ 15 when no 'dc' reference in User search Space.
CSCvr16839	CUIC reports show 1 hr TZ offset for Brasilia TZ after applying ucos.dst-updater.2019b COP.

Table 10: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES16

Identifier	Headline
CSCvq19211	Audit trail report not showing LOGIN/LOGOUT operations since the upgrade from 10.5 to 11.6.
CSCvr16839	Incorrect Threshold Color for CUIC Gauge Report using Numeric Chart View.

Table 11: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES15

Identifier	Headline
CSCvg44257	CUIC 11.X columnIndex out-of-sequence values in cuicreportdefinitionfield cause export failure.
CSCvq76882	CUIC: Optimization Needed on Permissions Check Process.
CSCvr25044	After CUIC 11.6(1) ES14 upgrade, getting LDAP issue.

Table 12: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES14

Identifier	Headline
CSCvq72977	CUIC: Multiple issues with Firefox ESR 68.
CSCvq17387	UCCE Supervisor LDAP Login with Alternate UPN doesn't map to user imported from ICM for Hybrid SSO.

Table 13: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES13

Identifier	Headline
CSCvi71050	User Integration failure with following error "Could not update a row in the table".
CSCvj38199	CUIC 11.6/UCCE 10.5 Report - Multiple grid fields refer the same report definition

	field.
CSCvm11462	Hard refresh is not updating the latest data in Dashboard widgets.
CSCvn75618	CUIC Reports exported in Excel shows date instead of percentage.
CSCvo42978	Custom format for Integer fields not working.
CSCvp30273	Network Scanner "Insecure Implementation of Cookie Attribute".
CSCvp83951	Avoid persisting "clause" for non-filterable fields.
CSCvp96982	Limit notification missing in 11.6 for reports more than 8k>.

Table 14: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES12

Identifier	Headline
CSCvc71117	CUIC real time report with grouping produces error after auto-refresh.
CSCvi38366	CUIC Takes Minutes to Bring Up All Certificates in OS Admin Page.
CSCvk19833	CUIC-UCCX SyncToCuic causing replication to break in case of many users to sync.
CSCvm00957	CCX Add/Remove users in the group working reverse in the group REST API.
CSCvm99775	"Save AS" of Report Definition fails.
CSCvn13027	Permission error for LD reports in fresh install - reports not loading.
CSCvn21752	Supervisor in UCCX is still a login user in CUIC and hence no permissions for entities.
CSCvn65118	Found newly created folder is auto moved to child folder.
CSCvo05804	CUIC 11.6 Scheduler Hitting Refresh button multiple times will keep changing date-time format.
CSCvo11455	SNMP OID for cuicWaSessionsActive object is missing in CUIC 11.6(1).
CSCvo27540	IE11 : Dashboard permalink with multiple LD reporting widgets does not work with multiple refreshes.
CSCvo31501	Page Title has no name in Report/Dashboard permalinks.
CSCvo47197	LD variable permalinks are not working.
CSCvo64420	DB disconnection at Scheduler Report execution may result in Scheduler Report to get stuck forever.
CSCvo70924	CUIC inserts 'top' clause to sub sql query which limits the output.
CSCvo95897	Scheduled report emails are missing as schedules get stuck in running state.
CSCvp57990	CUIC 11.6 // cannot use regular expressions in the wildcard.
CSCvp63307	CUIC 11.6 ES11 breaks the ability to view some report definitions.

Table 15: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES11

Identifier	Headline
CSCve49930	Finesse Agent SkillGroup LD Gadgets doesn't show the "Logged On" time field in AgentMachine Timezone.

CSCvh58222	CVOS: Disable CBC Ciphers in SSHD.
CSCvi38808	Percentage not showing in CUIC 11.6 report.
CSCvi77195	Dashboard Report View Widget Max Height.
CSCvk48109	CUIC 11.6(1) Permalink URL Syntax Changes Causes Report Loading Failure.
CSCvm28626	Prevent deletion of CUIC\agentproxy user.
CSCvm32176	After expanding a skill groups in Agent Skill Group Real Time report some of them could disappear.
CSCvm44103	Reports are not refreshing consistently after bringing back to focus after an inactivity.
CSCvm52656	LD Gadgets not loading in Finesse Agent desktop.
CSCvm67288	CUIC 11.6 Can't add empty header to a view.
CSCvn01546	CUIC invoked the DST incorrectly.
CSCvn07986	XML permalinks not returning the checked out DB connections back to connection pool.
CSCvn16911	Call Type Abandon Answer Distribution Historical report not being saved.
CSCvn18887	Evaluation of cuis for Apache Struts Commons FileUpload RCE.
CSCvn22736	UCCX Finesse 11.6(2) localization incomplete on Supervisor Desktop.
CSCvn49153	CUIC Turkey timezone is EET instead of TRT.

Table 16: Unified Intelligence Center Caveats - Resolved in CUIC 11.6(1) ES10

Identifier	Headline
CSCvg04634	Unable to Run CUIC Reports.
CSCvg17561	'Show Summary Only' setting under the grouping is getting disabled..
CSCvg63741	UCCX Sync to CUIC: During assigning of Users to Groups, handle trailing spaces present in Group name.
CSCvg66297	Scheduled report does not update - report doesn't update for 30 minute interval.
CSCvh71105	Agent Desktop failover doesn't work with 50+agents when one of the Site cluster(CUCM&UCCX) goes down.
CSCvi01771	CUIC 11.6 ES04 - Charts displaying Decimal values as start of epoch time in Date format.
CSCvi06978	CUIC 11.6(1)- User integration causing the changes in user IDs.
CSCvi52650	team data gadget its showing the total value as "Err" for the "Avg Handle Time" and "Avg Hold Time".
CSCvj88912	CUIC value-list filter can't be reset in IE 11.
CSCvj89328	Sort Grid By field not working for scheduled report.
CSCvk27050	CUIC 11.6.1 ES7 Post installation warning shows to install 11.5.1 language pack instead of 11.6.1.
CSCvk29105	CUIC Support for sync of ICM Supervisors with 'Multiple Supervisors per person' UCCE configuration This defect fix depends on the following CCE ES fixes:

	<ul style="list-style-type: none"> • ICM11.6(1) ES2 - Non-SSO Agent supervisor support for the same Person/User on multiple Peripherals.: https://software.cisco.com/download/specialrelease/5ae4f834611efc102f810710449ad933 • ICM11.6(1) ES7 - Global default domain for Non-SSO: https://software.cisco.com/download/specialrelease/08018ecdce0dc6e7c5d00c0681d8343e
CSCvk34741	nmap reports weak Diffie-Hellman Key Exchange and Insufficient Group Strength, Key Size 1024.
CSCvk36806	UCCX: Finesse LD Gadgets crash with 'An unexpected error has occurred'.
CSCvk37395	Finesse Recent Call gadget clear the stats when the view is selected Team Performance / Manage Team.
CSCvk48159	CUIC: Forced Authentication Configuration Upon Changing Views.
CSCvk62779	CUIC Collections take a long time to load.
CSCvk65952	CUIC 11.6 ES06 to ES08 has the potential to make schedulers not to run automatically.
CSCvm36517	Excel variable Permalink not working [Porting to 11.6].

Table 17: Live Data Caveat - Resolved in CUIC 11.6(1) ES09

Identifier	Headline
CSCvk34126	Cassandra and Nimbus ports open for external access.

Table 18: 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 19: 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 20: 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 multiple 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.
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 21: 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.
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.
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 22: 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 23: 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 24: 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.