

Cisco Unified Intelligence Center Release 12.5(1) ES13 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.12.5.1.13.cop.sgn**

Pre-requisites for Installing the COP

You can apply this COP file only to systems that have installed Cisco Unified Intelligence Center (CUIC) Release 12.5(1) FCS build 12.5.1.10000-59, or on top of earlier COP files applicable for this release.

Before applying this COP on LiveData virtual machines (VMs), it is mandatory to update the RAM reservations for them. The details of the required RAM reservation changes can be found under the section titled [VM Resource Changes for LiveData Deployments](#) under [Special Instructions](#) in this document.

COP	Unified Intelligence Center Standalone	Unified Intelligence Center and LiveData Coresident	LiveData Standalone
12.5.1.13 COP	Required	Required	Required. Please read about RAM reservation changes under the section titled “VM Resource Changes for LiveData Deployments” under “Special Instructions” in this document.

Patch Version

File Name	MD5 sum
ciscocuic.12.5.1.13.cop.sgn	abc80da17c95be52151864b096a06f8b
ciscocuic.12.5.1.ES.Rollback.cop.sgn	eacf4eb99166b71de225ffafe95c54d

COP Contents and Supported Features List

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

Unsupported Features

None

Updated Features

All Users Group Access

The `set cuic properties allow-allusers-group-ui` command is used to enable or disable the access to **AllUsers** group in the permissions modal. By default, the value is set to `off`.

By setting this parameter to `on`, **AllUsers** group will be visible in the permission modal for non-administrative entity owners to assign permissions. Any users who do not have Security Administrator role are called non-administrative entity owners.

Note: Restart the CUIC Reporting service after running the command on each node.

Known Caveats

None

Changes Introduced in LiveData (From ES7)

New Service—LiveData Event Store Service

Architectural changes are made in this ES to improve the robustness of the system. A mission-critical process that was responsible for real-time data processing was also storing large number of records related to state change and task events. In this ES we have moved the storage requirements from the mission-critical process to a less critical process. Along with that, we have introduced certain serviceability improvements to help with debugging issues, if they occur. These changes are applicable to all deployments of LiveData. These changes also necessitate additional RAM reservations for the LiveData VMs, as described in the section [VM Resource Changes for LiveData Deployments](#) under [Special Instructions](#). The RAM reservation changes are required for all deployments except 2K.

It is possible to rollback this ES and go back to 12.5(1) FCS version by installing the associated rollback patch. For more information, see [Rollback COP](#).

To store agent state logs and call log events, a new service called "CCE LiveData Event Store Service" is added to the LiveData services. This new service manages the LiveData event store. Failover is enabled for this service. LiveData fails over to the standby node, when the active node fails. For more information, see [VM Resource Changes for LiveData Deployments](#).

LiveData Support for 36K Deployment Type

To enable LiveData in 36K deployment, installation of this ES is mandatory. For more information, see [Upgrading LiveData to 36K after COP Installation](#).

Special Instructions

Steps to enable external links in dashboard

Due to the security fixes added from 12.5 ES 11, dashboard widgets with external links will not work and will display blank.

To make them work run the CLI command on all nodes:
`set cuic properties allow-external-links on`

Note: Ensure to restart the CUIIC Reporting service after running the command on each node.

SMTP configuration with TLS

Note:

To enable the TLS encrypted connection between Cisco Unified Intelligence Center and the mail server, log in to OAMP and navigate to **SMTP Settings** under **Cluster Configuration** and check the **Use TLS** checkbox.

Ergonomics–Accessibility Compliance

This COP includes the following accessibility enhancements:

Enhancement Detail	Action
Character Height	All font sizes used across screens meet the accessibility requirement.
Icon	All icons appearing across screens meet the accessibility requirement.
Color Contrast	All color contrast ratio across screens meets the accessibility requirement.
Color information	All color information for icons meets the accessibility requirement.
Color Conventions	All color conventions across icons and screens meet the accessibility requirement.
Visible Focus	The contrast color of a UI element is changed when that UI element gets the focus (either through mouse clicks or keyboard).

Clear Browser Cache

After installing the Cisco Unified Intelligence Center 12.5(1) ES13 COP file, ensure that you clear your browser’s cache.

Clear Finesse Cache

If the **Agent State History** gadget does not load with proper UX in the Finesse desktop, follow these steps:

Step 1: Login to Finesse CLI and enter the command **utils webproxy cache clear all** to clear the Finesse cache.

Step 2: Clear the browser cache.

2020a DST Updates

Customers who require Time Zone update 2020a, should first install the CUIIC 12.5(1) ES5 (or later ES) and then install the DST ES **ucos.dst-updater.tzdata-2020a-1.el7.cop**.

VM Resource Changes for LiveData Deployments

The RAM requirements for the LiveData Deployment have increased from ES7. The following table shows the new requirements. These changes are applicable even if the contact center capacity remains

the same. Before applying the patch, shut down the LiveData VM and make appropriate resource changes based on the deployment.

Deployment Type	Old LD VM Memory Reservation	New LD VM Memory Reservation and CPU Reservation
For 36K deployments, to create a new VM, use 24K (Extra Large) profile from the OVA and increase the resources to match 36K (Double Extra Large) deployment.		
2K Co-res with CUIC and IDS (Co-resident)	16GB	16GB (No changes)
4K Deployment (Small)	24GB	30GB
12K Deployment (Large)	24GB	30GB
24K Deployment (Extra Large)	36GB	46GB
36K Deployment (Double Extra Large)	-	68GB (CPU: 18 Cores, 36000MHz Reservation)

Note:

- CPU Reservations for 2K, 4K, 12K, and 24K deployments are not modified.
- Applicable to all nodes of LiveData systems in the solution

Upgrading LiveData to 36K after COP Installation

If you want to upgrade to 36K after installing the COP, follow these steps:

Step 1: Shutdown the LiveData VM.

Step 2: Modify the resources for LiveData VM to match 36K deployment as mentioned in the table above.

Step 3: Login to the CLI and run the command **set live-data memory profile**.

Step 4: Restart the node by running the command **utils system restart**.

Note: Applicable to all nodes of LiveData systems in solution

LiveData Event Store Service Serviceability

The logging level for the new service can be controlled by running the CLI command, **set live-data trace event-store loglevel** [*debug* | *info* | *warn* | *error*], where loglevel is a mandatory parameter. The default loglevel for this parameter is *info*. The current log level for Event Store Service can be checked by running the command **show live-data trace event-store loglevel**.

Custom Format of Data Types

In excel reports generated through **Schedules** and reports exported to Excel from the **Report** Viewer, the custom formatting of DECIMAL data type is not applied.

Report Execution Timeout

The command **set cuic properties report-query-timeout** allows you to set the report execution timeout for a query. The default report execution timeout value is set to three minutes. You can configure the default timeout value using the above command. However, it is not advised to change it to a higher value, unless there are any known issues.

Note: This is not applicable to Query timeout of large scheduler report execution.

Downloading the COP File

Download the COP file **ciscocuic.12.5.1.13.cop.sgn** from the [Software Download Areas – Unified Intelligence Center 12.5\(1\)](#). Place the COP file on an SFTP server that can be accessed from your Cisco Unified Intelligence Center 12.5(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 because 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 the other nodes.

Note: Installing the **ciscocuic.12.5.1.13.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.

Table 1: LiveData Caveats – Resolved in CUIC 12.5(1) ES13

Identifier	Headline
CSCwa46810	log4j2 zero day vulnerability in LiveData

Table 2: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES12

Identifier	Headline
CSCwa07492	Reports taking server timezone after install of ES11 for 12.5.1
CSCwa26806	CUIC report datetime format is mm/dd but exports as dd/mm.
CSCvv47954	CUIC delay with accessing User Group page
CSCwa09937	CUIC 12.5(1) Intermittent Blank Report 'Edit View' Page for Remote Users

Table 3: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES11

Identifier	Headline
CSCvw74324	Cisco Unified Intelligence Center Improper Error Handling
CSCvw74333	Cisco Unified Intelligence Center Misconfigured Content Security Policy
CSCvw74343	Cisco Unified Intelligence Center Misconfigured Http Strict Transport Security (HSTS)
CSCvw74359	Cisco Unified Intelligence Center HTTP HEAD Method enabled
CSCvw74371	Cisco Unified Intelligence Center Enabled Auto Complete in sensitive field
CSCvx32124	In large CUIC Group configuration, stored procedure sp_get_grp_ancestors() times out
CSCvz34330	CUIC 12.5(1) Excel Export Reports Round KPIs
CSCvz59094	CUIC: UCCE 12.5 unable to export reports intermittently

Table 4: LiveData Caveats - Resolved in CUIC 12.5(1) ES11

Identifier	Headline
CSCvz76584	Livedata APIs in SSO mode fails with LD auth header
CSCvs18900	Apache ZooKeeper getACL() Command Permissions Check Vulnerability
CSCvz90378	CUIC Live Data - after DRF backup and restore the LD Data Source is offline

Table 5: Cisco Identity Server (IdS) Caveats - Resolved in CUIC 12.5(1) ES10

Identifier	Headline
CSCvx31880	IDS relay cookie SAME SITE flag not set

Table 6: LiveData Caveats - Resolved in CUIC 12.5(1) ES10

Identifier	Headline
CSCvt13475	Vulnerability (CVE-2015-0225) reported on ActiveMQ's JMX port(12002)
CSCvz06351	Handle SocketIO Authentication token in HTTP Header
CSCvz08934	Add custom header to LiveData to be backward compatible with CUIC 12.6 ES01

Table 7: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES10

Identifier	Headline
CSCvv26868	CUIC Manual Sync [UCCE Integration OAMP] Status shows FAILED however final status is SUCCESS
CSCvv85520	All war.backup files under platform tomcat webapp are getting exploded during tomcat restart
CSCvw17076	Finesse Historical Reporting Gadget doesn't refresh automatically
CSCvw93892	CUIC 11.6.1 ES 21 User import fails with error java.net.SocketTimeoutException: Read timed out
CSCvx61118	Excel calculations not working for exported reports
CSCvx68615	In Dashboard permalink, filter info (i) icon is missing for Report Widgets
CSCvx68651	When DataSource is connected to secondary node, observed Status Icon shown in Light Green/Red Color
CSCvx10201	Cisco Unified Intelligence Center Reflected Cross-Site Scripting Vulnerability

CSCvy35385	Address the UI issues caused by accessibility fixes
CSCvy35410	Accessibility UI issues on loading login/logout
CSCvy77589	CUIC Switcher: When in focus, one more text box appears in switcher search, in reports filter dialog
CSCvy84713	When in focus, one more text box appears in all search places -Report, Dashboard, RD, User, VL etc..
CSCvy95404	CUIC Accessibility: Focus is incorrect with buttons and refresh icons
CSCvy97059	To port support (OLH) for TLS 1.2 for CUIC scheduled reports
CSCvz06301	Certificate Management page become unresponsive once CSR certificate is generated

Table 8: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES9

Identifier	Headline
CSCvw38765	Unable to enable CORS on LiveData server
CSCvu65827	When Schedule report name is changed, schedule date is set to End date

Table 9: LiveData Caveats - Resolved in CUIC 12.5(1) ES9

Identifier	Headline
CSCvx71261	When CUIC & Finesse are in version 12.6 and LD on version 12.0/12.5 observed Gadgets are not loading

Table 10: LiveData Caveats - Resolved in CUIC 12.5(1) ES8

Identifier	Headline
CSCvx53703	SIOCS failures and LiveData flip observed during SSP load in 24k environment.

Table 11: LiveData Caveats - Resolved in CUIC 12.5(1) ES7

Identifier	Headline
CSCvx25561	Scaling of LiveData to support 36K agents.

Table 12: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES7

Identifier	Headline
CSCvv67605	CUIC Scheduled Reports showing incorrect Date/Time format.
CSCvv85101	Real-time report refresh failure in CUIC 12.5 with Numeric Gauge view.

Table 13: LiveData Caveats - Resolved in CUIC 12.5(1) ES5

Identifier	Headline
CSCvv65921	Unable to Set LiveData CUIC Datasource in UCCE 4k deployment.

Table 14: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES5

Identifier	Headline
CSCvu95051	CLI to set the report query execution timeout.
CSCvv65053	Login page for CUIC does not work. Buttons do nothing.
CSCvv98101	Provide support for scheduled reports to be emailed using SMTP server with TLS 1.2 secure connection.
CSCvv85520	All war.backup files under platform tomcat webapp are getting exploded during tomcat restart.

Table 15: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES4

Identifier	Headline
CSCvu02274	CUIC 12.5 scheduler only supports SHA1 SFTP server.
CSCvt99379	CUIC with UCCE doesn't allow to delete the User from CUIC.
CSCvt58226	When prompted for CUIC certificate acceptance, warning icon is not properly displayed.
CSCvu63088	Accessibility Enhancements for CUIC 12.0(1).
CSCvu23255	Getting RTMT alerts: CUIC_HAZELCAST_CLUSTER_BROKEN.
CSCvu78110	CUIC Log and trace setting issues.
CSCvs55456	Exported excel stores numeric data as string.
CSCvv17103	CUIC tomcat failing to start due to CiscoJCEProvider.

Table 16: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES3

Identifier	Headline
CSCvu40571	DST/TZ update with 2020a.

Table 17: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES2

Identifier	Headline
CSCvu01444	After applying 12.5.1 ES01 upgrade, if TCP is enabled for clustering, it is reset to UDP.
CSCvs73491	Chrome 80 breaks Cisco Finesse Single Sign-On APIs for third-party integrations.

Table 18: Unified Intelligence Center Caveats - Resolved in CUIC 12.5(1) ES1

Identifier	Headline
CSCvt28018	User management issues with Chrome 80.
CSCvt37020	OAMP UI issues.
CSCvt37038	OAMP and CUIC logging issues.
CSCvt37083	OAMP help issues.
CSCvt42623	Hazelcast Cluster API does not work on 12.5.
CSCvt58214	Row height slider displayed when a new chart is created from Create Chart in Report Viewer.
CSCvt61096	Hosts for certificates are not correctly listed when gadget prompts for CORS/certificate error.
CSCvs68621	ALL-LANG: UCCX/Finesse: Reports are displayed not localized.
CSCvs95030	CUIC 12.0 Groups > "AllUsers" Value List not sorted alphabetically.
CSCvt37619	Problem with rendering CUIC report with Gauge view type in CUIC 12.5.

Rollback COP

Use the following Rollback COP file to roll back to the First Customer Shipment (FCS) version.

Note: The CUIC Rollback COP file removes all previous ESs installed on the system and reverts your system to the FCS version (in this case, Cisco Unified Intelligence Center Release 12.5(1)).

Rollback COP file: `ciscocuic.12.5.1.ES.Rollback.cop.sgn`

MD5 Checksum: `eacf4eb99166b71de225ffafe95c54d`

Note: To install the Rollback COP, follow the steps outlined in the [Installing the COP](#) section.