Cisco Unified Intelligence Center Release 12.5(1) SU

August 2022

Introduction

You may perform a fresh installation or upgrade to Unified Intelligence Center on supported virtual machines from previous versions.

This document describes how to download and install the **12.5.1.SU** ISO file Cisco Unified Intelligence Center, Live Data and Identity Service (IdS).

Upgrade Paths

The following upgrade paths are supported from the source system:

Source System	Target System
12.0(1)	12.5(1) SU
12.5(1)	12.5(1) SU

Downloading the ISO File

Download the 12.5.1.SU ISO file UCSInstall_CUIC_12_5_2_UCOS_12.5.2.10000-207.sgn.iso from the [Software Download Areas – Unified](#) [Intelligence Center 12.5(1)](#).

Installing/ Upgrading to 12.5.1 SU

There are no changes to install or upgrade process. Before upgrading to 12.5.1 SU the release key cop file ucos.keymanagement.v01.cop.sgn must be applied, download the mandatory cop from [ucos.keymanagement.v01.cop.sgn](#).

For more information about the CUIC installation or upgrade procedure, refer to [Installation and Upgrade Guide for Cisco Unified Intelligence Center](#).

To install Identity Service, refer to [Install Cisco Identity Service Standalone Deployment](#) and to install coresident deployment, refer [Install Coresident Deployment (Cisco Unified Intelligence Center with Live Data and IdS)](#).

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To install Live Data, refer to [Live Data Standalone Installation](#) and to install coresident deployment, refer to [Install Coresident Deployment](#).

VM Resource Changes for Live Data Deployments

Standalone Live Data OVA specification has changed. If you are upgrading from 12.5(1) ES06 or lower or from 12.0(1), the Live Data VM Memory needs to be changed. The following table shows the new requirements. These changes are applicable even if the contact center capacity remains the same. Before upgrading to 12.5(1)SU, shut down the Live Data VM and make appropriate resource changes based on the deployment.

For 36K deployments, to create a new VM, use 24K (Extra Large) profile from the OVA and increase theresources to match 36K (Double Extra Large) deployment.**Deployment Type**	**Old LD VM Memory Reservation**	**New LD VM Memory Reservation and CPU Reservation**
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 Live Data systems in the solution

Compatibility

There is no change in compatibility and is same as 12.5.1 release. For more information, refer to [Compatibility Matrix](#).

New Features

All the features introduced up to 12.5(1) ES14 release are applicable for 12.5.1 SU release. For more information, refer to [12.5(1) ES14 ReadMe](#) document.

CORS Support for Private network access in Live Data

CORS Specification is being altered to add a new request header in preflight requests. More details here https://wicg.github.io/private-network-access/. The *utils live-data cors private-network-access* command

is used to control private network access in cross origin resource sharing (CORS) requests.

- *'utils live-data cors private-network-access status'* command show the status of the private network access for CORS. Default value is false.

- *'utils live-data cors private-network-access enable'* enables private network access for CORS requests. This command requires restart of CCE Live Data NGINX Service.

- *'utils live-data cors private-network-access disable'* disables private network access for CORS requests. This command required restart of CCE Live Data NGINX Service.

CORS Support for Private network access in Cisco Unified Intelligence Center

The *utils cuic cors private-network-access* command is used to control private network access in cross origin resource sharing(CORS) requests.

- *'utils cuic cors private-network-access status'* command show the status of the private network access for CORS. Default value is false.

- *'utils cuic cors private-network-access enable'* enables private network access for CORS requests. This command requires restart of Intelligence Center Reporting Service.

- *'utils cuic cors private-network-access disable'* disables private network access for CORS requests. This command required restart of Intelligence Center Reporting Service.

Updated Features
None

Important Notes
After installing Cisco Unified Intelligence Center 12.5(1) SU, the following software versions are updated:

- Tomcat upgraded from version 7.0.94 to 9.0.47

- Java platform version upgraded from openjdk-1.8.0.222 to openjdk-1.8.0.282

Note: The previous versions of Tomcat and Open JDK reached end of life. To address the security vulnerabilities, the Tomcat and Java versions are upgraded.

Deprecated Features
None

Removed and Unsupported Features
None

Third Party Software Impacts
None

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Resolved Caveats in Release 12.5(1) SU

All the caveats resolved in 12.5(1) ES14 release are applicable for 12.5.1 SU release. For more information, refer to 12.5(1) ES14 ReadMe document.

The following CUIC caveats are specifically resolved in CUIC 12.5(1) SU:

Table 1:   Caveats resolved specifically in 12.5(1) SU

Identifier	Headline
CSCvx76145	Exported CUIC reports with Cell duration > 24 hours not displaying Aggregate Function on Excel
CSCwb89954	Failure in exporting or scheduling Group By reports when Show Summary Only is enabled
CSCwb78450	Schedulers of type XLS are failing while processing the dataset
CSCvy14918	Finesse LD Agent Summary Gadge is not listing all agents

The following Live Data caveats are specifically resolved in CUIC 12.5(1) SU:

Table 2:   Live Data Caveats resolved specifically in 12.5(1) SU

Identifier	Headline
CSCvz95284	Storm input queue and Apache MQ in-memory queue size to be increased depending on deployment

Clear Browser Cache

After upgrading the Cisco Unified Intelligence Center 12.5(1) SU ISO file, ensure that you clear your browser's cache

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