# Cisco Finesse Release 10.5(1) ES4

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Patch Version

ccd-finesse.1051.ES04.10000

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Cisco Finesse Release 10.5(1) ES4 is cumulative. That is, it contains all fixes from Cisco Finesse Release 10.5(1) ES1, 10.5(1) ES2, and 10.5(1) ES3.

Valid Upgrade Paths
- From Cisco Finesse Release 10.5(1)
- From Cisco Finesse Release 10.5(1) ES1
- From Cisco Finesse Release 10.5(1) ES2
- From Cisco Finesse Release 10.5(1) ES3

Note: Cisco Finesse Release 10.5(1) ES4 is delivered as a Cisco Option Package (COP) file.

Installing Finesse Release 10.5(1) ES4
You must perform the following procedure first on the primary Finesse node and then on the secondary Finesse node.

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.

Installing this patch or performing a rollback stops and restarts certain Finesse services. To avoid interruption to agents, perform the installation or rollback during a maintenance window.

Procedure
1. Download ccd-finesse.1051.ES04.10000.cop.sgn to an SFTP server that can be accessed by the Finesse system.
2. Use SSH to log in to your Finesse system with the platform administration account.
3. Access the CLI and run the following command:
   ```
   utils system upgrade initiate
   ```
4. Follow the instructions that appear on your screen. When prompted, provide the location and credentials for the remote file system (SFTP server).
   **Note:** The COP file performs a check to ensure that Cisco Finesse Release 10.5(1) is installed. If this release is not found on your system, an error is displayed and the installation does not proceed.
5. When the installation is complete, you are prompted to reboot the server. However, for this installation you can ignore this message. No reboot is required.
6. To verify Finesse is now running the correct release, access the CLI using the Administrator User credentials and enter the following command: `show version active`
7. Check that the installation was successful by signing in to Finesse (http://IP address or hostname of Finesse server/desktop).

**Rollback**

If there is a problem with the installation, you can roll back to the previous version as follows:

1. Download the file ccd-finesse.1051.ES.Rollback.cop.sgn to an SFTP server that can be accessed by the Finess system.
2. Use SSH to log in to your Finess system with the platform administration account.
3. Access the CLI and run the following command:
   ```
   utils system upgrade initiate
   ```
4. Follow the instructions that appear on your screen. When prompted, provide the location and credentials for the remote file system (SFTP server).
5. To verify Finess is now running the correct release, access the CLI using the Administrator User credentials and enter the following command: `show version active`

**Note:** The Finess Rollback COP file restores your system to the base Finess version (in this case, Cisco Finess Release 10.5(1)). If you want to revert to a different Release 10.5(1) ES, you can install the desired ES only after you perform the rollback to Release 10.5(1).

**Resolved Caveats in this Engineering Special**

**CSCur36742**

**Headline:** Finess: Evaluation of SSLv3 Poodle Vulnerability CVE-2014-3566

**Symptoms:** This product includes a version of SSL that is affected by the vulnerability identified by the Common Vulnerability and Exposures (CVE) IDs:

CVE-2014-3566

**Conditions:** Exposure is not configuration dependent.

**Workaround:** Not available.

**CSCuv28457**

**Headline:** Openfire crashes when non-valid XML 1.0 characters are passed to finesse

**Symptoms:**

++ Openfire crashes when non-valid XML 1.0 characters are passed to finesse.
++ Agent loses connectivity to Finess Server
++ Agent cannot login until services are restarted.

**Conditions:** When non-valid XML 1.0 characters are passed to finesse:

**Workaround:** - Restart Finess Notification and Tomcat Service.
CSCuv76434

**Headline:** Finesse Logjam Vulnerability


includes a version of OpenSSL that is affected by the vulnerabilities identified by the following Common Vulnerability and Exposures (CVE) IDs:

CVE-2015-4000

This bug was opened to address the potential impact on this product.

**Conditions:** Using Finesse in a UCCE environment or UCCX with co-resident Finesse.

**Workaround:** No workarounds currently exist to change Finesse to be protected from Logjam exploitation, but users of Firefox can perform the following workarounds to regain access to Finesse web pages:

1) In FireFox, enter "about:config" in the URL field and press enter.
2) Accept the "This might void your warranty!" warning :) 
3) In the search field at the top, enter "security.ssl3.dhe_rsa_aes"
4) Double click each result (128 and 256) to toggle the Value to "false"

**Resolved Caveats in Cisco Finesse Release 10.5(1) ES3**

CSCus78964

**Headline:** CCX/CCE: Team Performance Gadget refresh

**Symptoms:** Supervisor’s Team Performance Gadget: When an agent makes a state change, it triggers a refresh of the Team Performance gadget on the supervisor's desktop. If the focus is at the bottom of the list, the state change moves the focus to some other row.

**Conditions:** Finesse 10.5.1 ES2
Supervisor has focus on an agent in the team performance gadget
One of the other agents in the same team changes state

**Workaround:** None

CSCus11350

**Headline:** Finesse clients take 3 minutes to detect server NIC is disabled\offline

**Symptoms:** Agent\Supervisor gadgets take close to 3 minutes to detect that Finesse server NIC is offline.
Conditions: Consider the following scenario:

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- Finesse A and Finesse B side servers are up and running.
- Agent logs into Finesse and is in READY\NOT READY state.
- Using vSphere client, go into the virtual machine properties and disable\disconnect the NIC card.
- Using Ping, confirm that the server NIC is not responding.
- Agent\Supervisor takes at least 3 minutes to detect that the Finesse server is not responding before then attempting to connect to the B side server.

3 minutes is a long time in production environment. Faster detection mechanism is needed for this failure scenario.

Workaround: none

Changes in Cisco Finesse Release 10.5(1) ES2

NTLMv2 Support for Finesse Authentication to AWDB
With Finesse Release 10.5(1) ES2, Finesse is now configured to use only NTLMv2 for authentication to the AWDB. Finesse no longer supports NTLMv1 authentication. As all releases of Unified CCE supported by Finesse 10.5(1) support NTLMv2, no additional configuration is required to support this feature.

Resolved Caveats in Cisco Finesse Release 10.5(1) ES2

CSCuq94553

Headline: Finesse XMPP connection loss in IE9 and IE10

Symptoms: We've encountered an issue with our Salesforce.com integration of the Cisco Finesse API. There we use the tunnel iFrame hosted in the Cisco Finesse server to establish a connection to the Open Fire Service of Cisco Finesse to receive Events. This is because we are outside the standard Cisco Finesse Desktop and therefore a non-Gadget.

We recognized, that in case the user is following any link, the connection to Cisco Finesse Openfire Service is being terminated in the tunnel frame provided by Cisco.

The link causing the connection to abort:

<a href="javascript: void(0);" id="clear">clear</a>

This links triggers the onbeforeunload event in IE9 and IE10 and the Cisco tunnel catches this event and sends a XMPP terminate request to the Finesse Server.

Conditions: B&H Connector + SalesForce.com integration on IE9 and IE10 browsers.

Workaround: None
CSCur32699

Headline: Dynamic sorting not working in Supervisor

Symptoms: Dynamic sorting not working for team performance and Queue statistics gadgets in Finesse supervisor.

Conditions: Agent state changes while viewing team performance gadget.

Steps to reproduce:

There are three agents logged in and are in not ready status and supervisor is sorting the "time in state" in such a way that the least time shows up in the first row

Agent 1 Not READY 00:01:00
Agent 2 Not READY 00:02:00
Agent 3 Not READY 00:03:00

Now when the Agent 3 goes READY ideally as the time resets to 00:00:00 it should show up first in the row

Agent 3 READY 00:00:10
Agent 1 Not READY 00:01:10
Agent 2 Not READY 00:02:10

But this does not happen and the result is like the one stated below

Agent 1 Not READY 00:01:10
Agent 2 Not READY 00:02:10
Agent 3 READY 00:00:10

It’s the same when we sort the Status column.

Workaround: None - but sorting again would put them in the right order (although not a good agent experience)

CSCur35372

Headline: Finesse Tomcat crashed with OOM

Symptoms: Finesse Tomcat service crashes and agents can't login.

Conditions: Happens after some undetermined period of running and depends on types of Gadgets being hosted in Finesse. More likely to occur with Live Data Gadgets due to their larger HTTP Responses.

Workaround: Restart the Cisco Finesse Tomcat service.
CSCur46146

Headline: Finesse 10.5 Failover Tool Stuck at Loading

Symptoms: Finesse Desktop Failover Tool gets stuck at loading when following the "Ensure Failover Functions Correctly" section of the Finesse 10.5 installation guide. This test is outlined in the document below:


DESPITE THIS, failover DOES in fact work if you conduct a manual failover test.

Conditions:
1. Finesse is installed and in service
2. Failover test is attempted

Workaround: None. Note: this is failover test tool issue and has no impact on actual failover functionality of agent/supervisor desktop.

CSCur53045

Headline: Finesse doesn't decode internationalized named vars and arrays correctly

Symptoms: Within the context of outbound if BABuddyName is given internationalized characters, they might not get rendered correctly on the Finesse desktop.

The issue will also get noticed if ECC named vars and named arrays with internationalized characters are used within any other context (other than outbound) as well.

Conditions: If BABuddyName contains internationalized characters. It also happens if ECC named vars and named arrays with internationalized characters are used within any other context (other than outbound) as well.

Workaround: None

Changes in Cisco Finesse Release 10.5(1) ES1

Cisco Finesse Release 10.5(1) ES1 introduces support for Internet Explorer 10.0, and also supports the use of Compatibility View for the Finesse agent and supervisor desktop with Internet Explorer 9.0, 10.0, and 11.0. When Compatibility View is enabled in IE9, IE10, or IE11, the browser renders in IE8 mode.

Note: The banner that appears on the Finesse desktop that warns agents that their browser is running in Compatibility View has been removed in this ES.

Resolved Caveats in Cisco Finesse Release 10.5(1) ES1

CSCuo34735

Headline: EIM/WIM 9.0(2) Gadget and Finesse Version 10 incompatible
**Symptoms:** The gadget is provided with EIM/WIM 9.0(2) for use within Finesse Release 10. Within Finesse via EIM/WIM gadget, the EIM/WIM UI fails to produce Username / Password entry options within Finesse version 10, the logo and butterfly are displayed but there are no input areas. However, Finesse Release 9 with EIM/WIM gadget installed running IE9 in 'Compatibility Mode' works properly and displays input fields.

**Conditions:** The condition that has changed in Finesse Release 10 is that this release is unable to be used with IE in compatibility mode and requires Non-Compatibility mode which causes gadget to not function. Therefore the two are incompatible. Despite the fact that the compatibility matrix displays Finesse 10 compatible with EIM/WIM 9.0(2)

**Workaround:** None at this time, to run EIM/WIM 9.0(2) gadget with in Finesse. But, the EIM/WIM 9.0(2) application can be launched as a separate browser application independent of Finesse.

**CSCup21532**  
**Headline:** Warning exception repeated in Tomcat Catalina logs

**Symptoms:** The following message repeats itself and fills Finesse's catalina.out log file:

```java
com.sun.jersey.core.impl.provider.xml.SAXParserContextProvider.getInstance
WARNING: JAXP feature XMLConstants.FEATURE_SECURE_PROCESSING cannot be set on a SAXParserFactory. External general entity processing is disabled but other potential security related features will not be enabled.
org.xml.sax.SAXNotRecognizedException: Feature 'http://javax.xml.XMLConstants/feature/secure-processing' is not recognized.
```

**Conditions:** This message occurs in the log files due to a jar upgrade that occurred with the Finesse 10.5 release. The jar upgrade was to fix CDET CSCuo27571. So any Finesse deployment running Finesse version 10.5 will experience this issue.

**Workaround:** None required as this does not cause any harm to the system as such.

**CSCup22195**  
**Headline:** Smarter failover issue while restarting Cisco Finesse Tomcat

**Symptoms:** In the following scenario, agent fails to login to the desktop after restarting Cisco Finesse Tomcat.

1. Login an agent and receive either an inbound or outbound call.

2. When the agent is in TALKING state stop Cisco Finesse Tomcat. A red disconnected bar appears on top of the desktop.

4. Desktop is trying to reconnect and it is failing.

Reconnect is failing with the Sign Out notification message "You have been signed out and will redirected to the sign in page."

**Conditions:** Restart Cisco Finesse Tomcat when the agent is in TALKING state for an inbound or outbound call.

**Workaround:** Agent can re-login and can do all the normal call control operations.

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**CSCup26212**

**Headline:** Meta tags in head tag are not rendered in order in gadget

**Symptoms:** When the gadget renders the HTML, the meta tags in the head tag of the HTML contained in the CDATA section in DgridViewer.jsp is not maintained

**Conditions:** Add a meta tag such as `<meta http-equiv="X-UA-Compatible" content="IE=9" />` just below the `<head>` tag in the DgridViewer.jsp and check the output HTML rendered by the gadget container in Finesse.

**Workaround:** None available.

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**CSCup29927**

**Headline:** Insufficient logging in Queue stats polling

**Symptoms:** Insufficient logging in QueueStats polling

**Conditions:** Always

**Workaround:** None

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**CSCup40082**

**Headline:** Finesse memory leak from duplicate CTI requests.

**Symptoms:** Finesse memory leak from duplicate CTI requests

**Conditions:** Requests are coming from CTI fail over which accumulate over time

**Workaround:** Restart Tomcat service

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**CSCup70092**

**Headline:** Finesse wrapup API doesn’t handle single extended ASCII code character

**Symptoms:** Currently Finesse does not handle the wrap-up reason properly from a REST API request when there is only a single extended ASCII code character in the wrap-up reason and the extended ASCII code character is the last character in the wrap-up reason, which results in an
ArrayIndexOutOfBoundsException being thrown in one of our helper classes, that leads to the Internal Server Error

**Conditions:** REST API request when there is only a single extended ASCII code character in the wrap-up reason and the extended ASCII code character is the last character in the wrap-up reason

**Workaround:** Don't use single extended ASCII code character in the wrap-up reason when the extended ASCII code character is the last character in the wrap-up reason.

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**CSCup78848**

**Headline:** Barge of a conference call with UCCE 10.5

**Symptoms:** Supervisor receives a generic error - "Call could not be completed as dialed" while trying to barge into a conference call

**Conditions:** Supervisor is trying to barge into an agent's call who is not the conference controller

**Workaround:** Supervisor cannot barge into a conference call through non-conference controller agent.

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**CSCup81268**

**Headline:** Agent is logged out from session if agent logs into another extension

**Symptoms:** When an agent logs in with same credentials of another agent who is already logged in to a different extension, the first agent gets logged out with a message - "The User session got disconnected, because you signed into a different session". Agent2 cannot log in and it gets the message you are already logged on extension1.

Agent 1 logged out and Agent 2 can’t login.

**Conditions:** Agent login

**Workaround:**
1. Close and Re-launch IP Communicator on both desktop.
2. Close and Launch IP Communicator for both agent and log back into Finesse.

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**CSCup82687**

**Headline:** Finesse.js doc doesn't incl ClientServices.registerOnConnectHandler()

**Symptoms:** Finesse javascript library documentation is missing ClientServices.registerOnConnectHandler() and ClientServices.registerOnDisconnectHandler().

**Conditions:** functions not documented
**Workaround:** Use `ClientServices.registerOnConnectHandler()` and `ClientServices.registerOnDisconnectHandler()`. to trigger handler when BOSH is connected or disconnected.

**Bug Search Tool**
To access the Bug Search Tool, go to [https://www.cisco.com/cisco/psn/bssprt/bss](https://www.cisco.com/cisco/psn/bssprt/bss) and log in with your Cisco.com user ID and password.