

---

# **Cisco Finesse**

## **Release 12.5(1) SU**

July 2022

---

## Introduction

You may perform a fresh installation or upgrade to Cisco Finesse on supported virtual machines from previous versions.

This document describes how to download and install the 12.5.1.SU ISO file.

For more information about the installation and upgrade procedure, refer to [Cisco Finesse Installation and Upgrade Guide](#).

## Upgrade Paths

The following upgrade paths are supported from the source system:

**Important:** Before upgrading to Cisco Finesse 12.5(1) SU, you must install the *ucos.keymanagement.v01.cop.sgn* Cisco Options Package (COP). This COP is required so that you can install new ES versions of Cisco Finesse on this SU release.

Current Version	Upgrade Path
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\_FINESSE\_12.5.2.10000-193.sgn.iso from the [Software Download Areas – Finesse 12.5\(1\)](#).

## Installing/ Upgrading to 12.5(1) SU

**Important:** Before upgrading to Cisco Finesse 12.5(1) SU, you must install the *ucos.keymanagement.v01.cop.sgn* Cisco Options Package (COP). This COP is required so that you can install new ES versions of Cisco Finesse on this SU release.

There are no changes to install or upgrade process. For more information about the installation and upgrade procedure, refer to [Cisco Finesse Installation and Upgrade Guide](#).

## Compatibility

There is no change in compatibility and is same as 12.5(1) release. For more information, refer to [Contact Center Enterprise Solution Compatibility Matrix](#).

## New Features

All the features introduced in 12.5(1) ES8 are applicable for 12.5.1 SU release. For more information, refer to [12.5\(1\) ES8 Readme](#) document.

## Updated Features

None.

---

## Important Notes

- If you upgrade from Cisco Finesse 12.5(1) SU to Cisco Finesse 12.6(1), you must immediately upgrade to Cisco Finesse 12.6(1) ES05 or above.
- From Cisco Finesse 12.5(1) SU, all URLs that are configured in Finesse, including Customer Collaboration Portal (CCP) URL, must have hostname. URLs with IP address are not supported.
- If Finesse is configured for secured connection with Unified CCE, then both ECDSA and RSA certificates of Finesse must be exchanged with Unified CCE.

After installing Cisco Finesse 12.5(1) SU, the following 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.

## Severity 3 or Higher Caveats for Release 12.5(1) SU

Use the following link to the Bug Search Tool to view a list of Severity 3 or higher caveats. You can filter the result by setting the filter values in the tool.

**Note:** *If the list of caveats does not automatically appear when you open the browser, refresh the browser.*

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&rls=12.5\(1\)SU&sb=anfr&bt=custV&prdNam=Cisco%20Finesse](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=12.5(1)SU&sb=anfr&bt=custV&prdNam=Cisco%20Finesse)