

# README FOR UCCX 12.0(1) ES01

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**REVISED: May, 2019**

This document describes important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 12.0(1) ES01.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on 12.0(1) Release. See the Upgrade Paths for more details.
2. It is mandatory for UCCX and SocialMiner (SM) to be on the same ES release. So, both UCCX and SM should be on 12.0(1) ES01 release.
3. The Engineering Special CANNOT be used for Fresh Install scenarios.
4. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.
5. Installation of the Engineering Special stops critical services on the UCCX node and requires a reboot after installation is completed. Therefore, ES must be installed during off peak hours maintenance window.
6. ES installation is only supported through the CLI. GUI installation is NOT supported.
7. ES can be uninstalled using rollback cop. The instructions and details are provided in the Rollback Instructions section in this document.

## ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.1201.ES01.11.cop.sgn** with TAC's assistance.
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscouccx.1201.ES01.11.cop.sgn**

MD5 Checksum: **ac0bc35ee71e2ff5a24295e70af4e7ad**

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## UPGRADE PATHS SUPPORTED

The ES file shall be installed **ONLY** on the following versions:  
**12.0.1.10000-24**

## INSTALL INSTRUCTIONS

1. Copy **ciscouccx.1201.ES01.11.cop.sgn** to a SFTP server.

**Note:** If you have installed the language cop (*uccx-language-pack\_26-12.0.1.10000-35.cop.sgn*), install the latest Language COP (*uccx-language-pack\_26-12.0.1.10000-36.cop.sgn*) before installing UCCX COP, which is available on CCO.

2. From the command line interface of the UCCX Publisher node, initiate the ES installation using the command:

**utils system upgrade initiate**

and enter the folder path where the ES patch file is located along with the SFTP server IP address, Username and Password.

3. When ES installation is complete, restart the node as instructed.
4. After confirming the UCCX Publisher node has returned to service, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.
5. Restart the Subscriber node as instructed after the ES installation is complete.
6. **Take a backup post the cop installation.**

## BACKUP AFTER ES INSTALLATION

### **VERY IMPORTANT:**

**Please take a backup after installing the ES. Use the backups taken after this ES installation for further restores.**

## COMPATIBILITY REPORT

All other product and solution compatibility information is the same as the release on which this ES is installed, as per the Compatibility Matrix found at the link below, unless otherwise noted in the Release Notes.

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_compatibility/matrix/uccxcompat12\\_0\\_1.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/uccxcompat12_0_1.html)

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## RESOLVED CAVEATS

The following defects are fixed in 12.0(1)ES01.

Defect ID	Description	Severity
CSCvp66164	X-XSS-Protection Header is Not Enforced	6
CSCvp66169	Address Vulnerabilities in JQuery Library	6
CSCvp66178	Address the vulnerabilities in bootstrap library	6
CSCvp65365	Non voice error dialogue icon displayed as broken link	4
CSCvp65369	Finesse admin page not showing desktop layout section after saving it once.Need to relogin to use.	3
CSCvp66982	Loading indicator API not working in 3rd party gadgets	4
CSCvp66981	gadgets.HubSettings.onConnect handler not getting called when the gadget is put in header section	3
CSCvp65374	RunTimeConfigInfo API returns incorrect totalLoggedInAgentsInNode after CTI failover	3
CSCvp65375	Cisco Finesse Request Processing Server-Side Request Forgery Vulnerability	4
CSCvp66187	Update CAXL used in finesse to take port into consideration send in host attributes	6
CSCvp66197	HTTP / HTTPS OPTION Method Return 200 OK with Allowed Options	6
CSCvp65380	Permalinks as finesse gadgets are not loading	3
CSCvp65381	LD variable permalinks are not working	3
CSCvp65382	Found newly created folder is auto moved to child folder	3
CSCvo65760	CUIC Reports exported in Excel shows date instead of percentage	3
CSCvp65386	Not able to set default filter for MediaSense Report	3
CSCvo95393	IE11 : Dashboard permalink with multiple LD reporting widgets does not work with multiple refreshes	3
CSCvp65388	CUIC inserts 'top' clause to sub sql query which limits the output	3
CSCvp65389	Cisco Unified Intelligence Center (CUIC) Remote File Injection Vulnerability	3
CSCvo90241	Not able to change the Max DB Connections in appadmin	3
CSCvo34638	UCCX: Application management requires premium license.	4
CSCvo27248	UCCX TTS Nuance failover	3
CSCvo26257	Duplicate entries of resource seen in resource table	3

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CSCvp00553	Calendar preview has double scroll bars when viewed in Edge and IE	4
CSCvn91181	uccxoninit' CPU increases proportional to the no. of inactive records in systemconfig table	4
CSCvo06350	[ENH] Bubble Chat session to be persistent	6
CSCvp15205	TextCustomerDetails table only displays email contacts and not chat	4
CSCvp30176	CCX Engine is not coming up when the ObserverManager was not initied before loading the agents	2
CSCvp41615	Advanced capability gadget    Cannot modify prompt if script name contains "." letter	3
CSCvp72930	Addition of cors allowed_origin and shinding white list is failing after upgrading from 11.6	3
CSCvp72932	Openfire script missing a property insertion in CCX 12.0	4

## ROLLBACK INSTRUCTIONS

If the ES content needs to be rolled back for some reason, a Rollback COP is available.

Rollback COP Name: **ciscouccx.1201.ES.Rollback.cop.sgn**

MD5 Checksum: **17a72e3083ad4a4d2ff90f2779b1909d**

The steps to be followed for installing the Rollback COP are the same as the procedure outlined to install the ES.

1. Copy **ciscouccx.1201.ES.Rollback.cop.sgn** to a SFTP server.
2. From the command line interface of the UCCX Publisher node, initiate the Rollback COP installation using the command:  
**utils system upgrade initiate**  
  
and enter the folder path where the Rollback COP file is located along with the SFTP server IP address, Username and Password.
3. When Rollback COP installation is complete, restart the node as instructed.
4. After confirming the UCCX Publisher node has returned to service, follow the same procedure on the UCCX Subscriber node in the case of a HA setup.
5. Restart the node as instructed after the Rollback COP installation is complete.

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After successful installation of the Rollback COP, all ESs are removed and the system reverts to the base version or service update on which the ES and Rollback COP was installed. Each client application will revert to the version listed in the Compatibility Matrix for the base release or service update:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>

Previous ESs also removed during Rollback can then be reinstalled to upgrade the system to the target version.

## TROUBLESHOOTING

All logs related to the ES and Rollback installation are available in the UCCX server in the below location:

**file get install /<CopName>.log**

For example, the log file for **ciscouccx.1201.ES01.11.cop.sgn** ES, will be available in:

**file get install /ciscouccx.1201.ES01.11.cop.log**

Additional ES and Rollback COP install logs shall be located in:

**file get install /install\_log\_YYYY-MM-DD.HR.MIN.SEC.log**

where YYYY-MM-DD.HR.MIN.SEC is the date and timestamp when the ES or COP was installed.