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# Cisco Unified Contact Center Express

# Release 11.6(2) ES06

April, 2020

This document provides important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 11.6(2) ES06.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on 11.6(2), 11.6(2) ES01, 11.6(2) ES02, 11.6(2) ES03, 11.6(2) ES04, and 11.6(2) ES05 releases. See the Upgrade Paths for more details.
2. The Engineering Special CANNOT be used for Fresh Install scenarios.
3. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.
4. Installation of the Engineering Special stops critical services on the Unified CCX node and requires a reboot after installation is completed. Therefore, ES must be installed during off peak hours, that is, during maintenance window.
5. The ES files are cumulative and contains fixes from all previous ESs posted for this version except where explicitly stated.
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.

# 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/uccxcompat11_6_2.html>

***Note:*** *It is mandatory for Unified CCX and SocialMiner (SM) to be on the same ES release. So, if you are installing ES06 for Unified CCX, please install ES06 for SM as well.*

# 11.6(2) ES06 Details

|  |  |
| --- | --- |
| **File Name** | **MD5 Checksum** |
| ciscouccx.1162.ES06.19.cop.sgn | 084b36ec473f4dff567e7505391b497e |
| ciscouccx.1162.ES.Rollback.cop.sgn | 98c6709c84912435a8ef5715fa4443b6 |

# Valid Upgrade Paths

Cisco Unified CCX 11.6(2) ES06 is delivered as a Cisco Option Package (COP) file. This COP file shall be installed ONLY on systems that have following versions:

* **11.6(2) FCS Build - 11.6.2.10000-38**
* **11.6(2) ES01 - 11.6.2.10000-38 (ES01-9)**
* **11.6(2) ES02 - 11.6.2.10000-38 (ES02-23)**
* **11.6(2) ES03 - 11.6.2.10000-38 (ES03-39)**
* **11.6(2) ES04 - 11.6.2.10000-38 (ES04-24)**
* **11.6(2) ES05 - 11.6.2.10000-38 (ES05-9)**

# Installing UCCX Release 11.6(2) ES06

You must perform the following procedure first on the primary Unified CCX node and then on the secondary node.

***NOTE: Customers are advised to take a DRS backup BEFORE applying the ES06 cop.***

1. Download **ciscouccx.1162.ES06.19.cop.sgn** to an SFTP server that can be accessed by the uccx system.

***NOTE****: If you have a language cop installed on Unified CCX, install the latest language cop (uccx-language-pack\_26-11.6.2.10000-5.cop.sgn) before installing Unified CCX COP, which is available on CCO.*

1. Use SSH to log in to your system with the platform administration account.
2. Access the CLI and run the following command:  
   **utils system upgrade initiate**
3. Follow the on-screen instructions.

When prompted, provide the location and credentials for the remote file system (SFTP server).

***Note****: The COP file performs a check to ensure that UCCX Release 11.6(2) FCS/ ES01/ ES02 / ES03 /ES04/ES05 is installed. If this release is not found on your system, an error is displayed and the installation does not proceed.*

1. Select **ciscouccx.1162.ES06.19.cop.sgn**
2. After installation is complete, restart the system using the command:  
   **utils system restart**
3. To verify that Unified CCX is now running the correct release, access the CLI using the Administrator credentials and enter the following command:

**show version active**

Ensure that **ciscouccx.1162.ES06.19.cop.sgn** is listed. Else, contact Cisco Technical Support.

# Rollback

If there is a problem with the installation, you can roll back to the base version or ES/SU on top of which this ES was installed as follows:

**Note**: The Unified CCX Rollback COP file removes latest installed ES on the system and reverts your system to the base Unified CCX Version or the ES/SU on top of which this ES was installed.

E.g. If the ES06 is applied on top ES05 and rolled back, the system will revert to ES05. If ES06 is installed on base 11.6(2) FCS, the system will revert to 11.6(2) FCS.

1. Download the file **ciscouccx.1162.ES.Rollback.cop.sgn** to an SFTP Server that can be accessed by the Unified CCX system.
2. Use SSH to log in to your UCCX system with the platform administration Account.
3. Access the CLI and run the following command:

**utils system upgrade initiate**

1. Follow the instructions that appear on your screen. When prompted, provide the location and credentials for the remote file system (SFTP server).
2. When presented with the list of available upgrade options, select **ciscouccx.1162.ES.Rollback.cop.sgn**
3. After rollback is complete, restart the system as instructed using the command:

**utils system restart**

1. To verify UCCX is now running the correct release, access the CLI using the Administrator credentials and enter the following command:  
   **show version active**

Ensure that **ciscouccx.1162.ES.Rollback.cop.sgn** is listed. Otherwise, contact Cisco Technical Support.

### **CUIC DB Updates**

After applying the rollback cop, the updates done on CUIC DB as part of the ES installation will not be rolled back.

Customer would need to reinstall the earlier ES on the base version of 11.6(2) and then restore the DRS backup made before installing the cop.

### **Cross-Origin Resource Sharing (CORS)**

The default status of Finesse CORS is set to Enable. However, the setting can be modified as required by using the CLI command below.

**utils finesse cors enable|disable**

Restart the Cisco Finesse Tomcat and Cisco Finesse Notification Services.

### **SSO**

* In SSO mode the access token and refresh tokens are changed to 'httponly' mode cookies for security reasons.
* Cisco Finesse REST APIs are enhanced to get the access token and refresh tokens in the response body.
* Third-party clients who were relying on the SSO cookie values must change their JavaScript APIs to use the enhanced Finesse REST APIs.
* Fetch Access Token API endpoint (<https://finesse1.xyz.com/desktop/sso/token>) has a new optional parameter return\_refresh\_token=true|false to get the refresh token in the response body.

***Note:*** *When you use the return\_refresh\_token=truequery parameter in Single Sign-On—Fetch Access Token API, access token and refresh token cookies are not added to the response.*

*All information is provided as part of the response body, which can be directly used by the third-party clients.*

*Use this query parameter when third-party clients use Cisco Finesse SSO APIs alongside Finesse desktop in the same browser. Using this query parameter prevents agent logging out from Finesse desktop due to the override of the desktop cookie due to third-party client activity.*

* On Refreshing existing access token, use the new optional parameter refreshtoken=<refresh token value> along with the existing token in the query parameter.

***Note:*** *If the token was initially fetched with the return\_refresh\_token=true query parameter, then the refresh token in request payload is mandatory.*

# Resolved Caveats and Updates in Release 11.6(2) ES06

The ES releases are cumulative so the 11.6(2) ES06 release contains the fix provided by 11.6(2) ES01, ES02 , ES03 ,ES04 and ES05.

## Defects fixed in 11.6(2) ES06

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvo00407 | Outbound contact import fails with DB\_ACCESS\_ERROR during a network issue between the 2 CCX nodes | Sev 3 |
| CSCvr12303 | Changing agent's (Chat and Email) state using API | Sev 3 |
| CSCvr48571 | No stack printed for NullPointerException on chat subsystem. | Sev 4 |
| CSCvq74447 | Not able to go Chat/Email ready | Sev 3 |
| CSCvr56939 | Agents are not able to reply to email when there is a special character in email address | Sev 3 |
| CSCvq14607  / CSCvo93883 | Cisco UCCX Privilege Escalation Vulnerability | Sev 3 |
| CSCvd61408 | Duplicate entries in the Outbound Campaign | Sev 3 |
| CSCvn80336 | Recent Call History Report does not include calls transferred to that queue | Sev3 |
| CSCvr90230 | UCCX: Cannot update System Parameters when using Enhanced License | Sev3 |
| CSCvp78536 | Issue in extracting the call variables with "Get Enterprise Call Info Step" | Sev 3 |
| CSCvf29977 | CTIPort OutOfService and second Agent Stuck in Reserved after the transfer to the first agent fails | Sev4 |
| CSCvq58289 | Cisco UCCX RMI registry port was identified on tcp/12499 exposing JMX w/o Authenitcation | Sev3 |
| CSCvs95944 | Provide a mechanism to configure the time delay in publishing live data messages | Sev3 |
| CSCvt09510 | textagentstatedetail and other text based tables entries are written using Inactive resource ID | Sev 3 |
| CSCvq73315 | Wrap-up Call gadget does not disappear from Finesse after receiving direct call | Sev3 |
| CSCvr31056 | Inconsistent Finesse 11.6 agent logout screen for Internet Explorer 11 | Sev3 |
| CSCvr45172 | Revert option in Settings Page should not be enabled by default | Sev 6 |
| CSCvr33151 | Cisco Finesse Cross-Site Scripting Vulnerability | Sev6 |
| CSCvp88458 | FIPPA Login Error - XMPP\_ADAPTER\_ERROR- oldListener was found | Sev3 |
| CSCvt01052 | Restrict use of port 5223 to avoid throttling | Sev4 |
| CSCvs78416 | Finesse v11.6 ES9 server not getting refreshed token from IDS, after installing ES 9 patch. | Sev 3 |
| CSCvt36468 | Finesse Queueing requests | Sev 3 |
| CSCvg50898 | CUIC 11.X columnindex out-of-sequence values in cuicreportdefinitionfield cause export failure | Sev3 |
| CSCvq76886 | CUIC: Optimization Needed on Permissions Check Process | Sev3 |
| CSCvq40668 | Audit trail report not showing LOGIN/LOGOUT operations since the upgrade from 10.5 to 11.6 | Sev 3 |
| CSCvr22196 | Incorrect Threshold Color for CUIC Gauge Report using Numeric Chart View | Sev3 |
| CSCvr98040 | CUIC 11.6 : nested group permissions do not work after ES17 | Sev3 |
| CSCvs17556 | Result discrepancy in CUIC Excel export when Report contains custom footer formula and NULL values | Sev 4 |

## Defects fixed in 11.6(2) ES05

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvp83906 | Cisco Unified Contact Center Express Stored Cross-Site Scripting Vulnerability | Sev 3 |
| CSCvq19180 | Optimized stored procedures for Outbound Reports | Sev 3 |
| CSCvq41856 | Report execution sp is incrementally taking more time(>20 Mins) if chosen range is >5D. | Sev 3 |
| CSCvq63586 | Get Digit String behaves differently in UCCX version 10.6 and 11.6, 12.0 | Sev 3 |
| CSCvq88631 | UCCX: Error while re-uploading scripts with (+) sign in script name | Sev 3 |
| CSCvp73260 | Agent Chat Detail report not populating data | Sev 3 |
| CSCvq29457 | Deadlock at smack listener causes issue with agents state for FIPPA | Sev 3 |
| CSCvq37356 | Host not found shown on IP Phone when pressing Qstatus after ET install on UCCX | Sev3 |
| CSCvp94895 | Empty page after trying to login to Finesse desktop with username with 32 special chars only | Sev3 |
| CSCvq09090 | Finesse QueueStatistics gadget intermittently no data displayed from IE browser | Sev 3 |
| CSCvp68454 | IDS server goes into Partial when SAML response is not having success code | Sev4 |
| CSCvp76720 | When exporting CCX Reports, date format is incorrect | Sev4 |
| CSCvp90736  CSCvp61138 | Hard refresh is not updating the latest data in Dashboard widgets. | Sev3 |
| CSCvo65760 | CUIC Reports exported in Excel shows date instead of percentage | Sev3 |
| CSCvo42978 | Custom format for Integer fields not working | Sev4 |
| CSCvq18457 | Limit notification missing in 11.6 for reports more than 8k> | Sev3 |
| CSCvq72985 | CUIC: Multiple issues with Firefox ESR 68 | Sev3 |
| CSCvr21771 | Lack of Input Sanitisation and Validation | Sev6 |
| CSCvr21782 | Avoid persisting "clause" for non-filterable fields | Sev6 |
| CSCvo76571 | Network Scanner "Insecure Implementation of Cookie Attribute" | Sev3 |
| CSCvp88450/  CSCvp88458 | FIPPA Login Error - XMPP\_ADAPTER\_ERROR- oldListener was found | Sev3 |

## Defects fixed in 11.6(2) ES04

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvo62795 | UCCX Finesse - "Not Ready - Wrap-up Timer Expired" | Sev 3 |
| CSCvo19331 | GetSessionInfo step gets incorrect call variable details intermittently**.** | Sev 3 |
| CSCvo19652 | UCCX 11.6(2) - Live Data intermittently shows huge total hold times | Sev 3 |
| CSCvo27248 | UCCX TTS Nuance failover | Sev 3 |
| CSCvp15205 | TextCustomerDetails table only displays email contacts and not chat | Sev 4 |
| CSCvp22483 | CCX Notification service shows "STOPPED" causes "chat and email are temp down due to outages" error | Sev 2 |
| CSCvg70921 | Cisco Unified Contact Center Express Cross-Site Request Forgery Vulnerability | Sev 3 |
| CSCvp30273 | Network Scanner "Insecure Implementation of Cookie Attribute" | Sev 3 |
| CSCvp82157 | Name field cant be localized to any other language in Bubble Chat widget | Sev 3 |
| CSCvp70270 | "Automatic Available" set to Disabled does not work, during consult/blind transfer from IP Phone | Sev 4 |
| CSCvp91165 | Outbound contacts are Presented to Agents even after the campaign is deleted | Sev 3 |
| CSCvp66164 | UCCX: X-XSS-Protection Header is Not Enforced | Sev 6 |
| CSCvp89059 | FIPPA Popup blocking transfer between different call variable layouts | Sev 3 |
| CSCvi03203 | UCCX // Finesse agent stuck at Signing In | Sev 3 |
| CSCvj82628 | AlternateHosts attribute does not work with gadgets hosted on secure service (https) | Sev 3 |
| CSCvp87790 | UCCX : Team Performance tab in Finesse does not auto update | Sev 3 |
| CSCvp66169 | UCCX: Address Vulnerabilities in JQuery Library | Sev 6 |
| CSCvp66178 | UCCX: Address the vulnerabilities in bootstrap library of Finesse | Sev 6 |
| CSCvp90511 | Finesse is not mentioning about the size of the CallVariable and the value used | Sev 4 |
| CSCvp65375 | Cisco Finesse Request Processing Server-Side Request Forgery Vulnerability | Sev 4 |
| CSCvp92182 | Localhost file 10gb or greater causes Finesse instability | Sev 3 |
| CSCvk66274 | UCCX:Tomcat localhost logs empty 0kb under /opt/cisco/desktop/logs/tomcat and localhost logs rotated | Sev 4 |
| CSCvn11939 | X-XSS-Protection Header is Not Enforced | Sev 6 |
| CSCvo63728 | Address Vulnerabilities in JQuery Library | Sev 6 |
| CSCvo94243 | HTTP / HTTPS OPTION Method Return 200 OK with Allowed Options | Sev 6 |
| CSCvk17209 | UCCX SyncToCuic causing replication to break in case of many users to sync | Sev 2 |
| CSCvo95393 | IE11 : Dashboard permalink with multiple LD reporting widgets does not work with multiple refreshes | Sev 3 |
| CSCvp65381 | LD variable permalinks are not working | Sev 3 |
| CSCvp65382 | Found newly created folder is auto moved to child folder | Sev 3 |
| CSCvp65388 | CUIC inserts 'top' clause to sub sql query which limits the output | Sev 3 |
| CSCvp75042 | CUIC 11.6 // cannot use regular expressions in the wildcard. | Sev 3 |
| CSCvp76720 | When exporting CCX Reports, date format is incorrect | Sev 5 |
| CSCvp90736 | Hard refresh is not updating the latest data in Dashboard widgets. | Sev 3 |
| CSCvq18386 | Callback Calls - displays Agents Number instead of contact number while dialing | Sev3 |
| CSCvq13345 | Not Ready button displayed during RESERVE state | Sev 3 |
| CSCvq13473 | "Save AS" of Report Definition fails | Sev 4 |
| CSCvq18411 | Page Title has no name in Report/Dashboard permalinks | Sev 5 |
| CSCvq18427 | SNMP OID for cuicWaSessionsActive object is missing in CUIC 11.6(1) | Sev 4 |
| CSCvq18438 | Scheduled report emails are missing as schedules get stuck in running state | Sev 3 |
| CSCvq18448 | DB disconnection at Scheduler Report execution may result in Scheduler Report to get stuck forever | Sev 3 |
| CSCvq18457 | Limit notification missing in 11.6 for reports more than 8k> | Sev 3 |
| CSCvq29016 | reload\_gadget keys are missing in all non-English locale resource bundle. | Sev 3 |

## Defects fixed in 11.6(2) ES03

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvn74562 | UCCX is not setting the cookie in the subsequent request to VXML server generating new session ID. | Sev 3 |
| CSCvn71945 | UCCX: Max attempts not followed for DP Dialer with 'CONTACT\_TIMED\_OUT' | Sev 3 |
| CSCvo02142 | Outbound: Slow dial out causing long ready state for outbound agents. | Sev3 |
| CSCvo26248 | Newly added Reason code not displaying after upgrade 11.5 to 11.6 ES02 | Sev3 |

## Defects fixed in 11.6(2) ES02

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvj37778 | Some Call Variables do not display information in Finesse when there is a transfer | Sev 3 |
| CSCvj83336 | REST API Problem to refresh script | Sev 3 |
| CSCvm61308 | Qualify FireFox Quantum with UCCX | Sev6 |
| CSCvm56161 | Unable to delete Applications in AppAdmin | Sev3 |
| CSCvf58956 | Statistics nTotalContacts Nonzero After Midnight Reset | Sev3 |
| CSCvm65649 | FIPPA doesn't show statistics of the CSQ, if agent has more than 10 CSQs assigned | Sev3 |
| CSCvh92869 | Phone Control Prompts Supplanted When Finesse IP Phone Agent Displays Call Variables | Sev3 |
| CSCvk66274 | Tomcat localhost logs empty 0kb under /opt/cisco/desktop/logs/tomcat and localhost logs rotated | Sev3 |
| CSCvk35162 | Finesse Call Control Gadget has 'Remove Non-Dialable Characters' overlapping the checkbox | Sev3 |
| CSCvk17209 | SyncToCuic causing replication to break in case of many users to sync | Sev3 |

## Defects fixed in 11.6(2) ES01

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCvm02873 | UCCX/SocialMiner: Unable to accept email stuck in RESERVED because contact or queued is not found. | Sev 3 |
| CSCvm10055 | UCCX: CCX should use timestamp in re-injection to avoid reinject loop in load | Sev 3 |
| CSCvg47350 | CSCvg47350 UCCX: Scheduled reports fail on upgrade to 11.6 in CUIC | Sev 3 |
| CSCvm14947 | CORs support for third party gadget in Finesse | Sev 3 |
| CSCvh70997 | "Content-Type" header in custom Finesse Gadget is case sensitive | Sev 3 |
| CSCvm10049 | SM: FIFO based reinjection into UCCX needs to bounded – fixed in SM 11.6(2) ES01 (ciscocm-1162.ES01.cop) | Sev 3 |
| CSCvk69044 | SocialMiner: Email presented in the Outlook does not get downloaded or presented on Finesse (ciscocm-1162.ES01.cop) | Sev 3 |
| CSCvm16873 | SocialMiner: Handle malformed Email Contact injection to prevent infinite ScID issue (ciscocm-1162.ES01.cop) | Sev 3 |
| CSCvm16867 | SocialMiner: Set Email download task limits to set max retries as 3 and max retry delay to 30 seconds(ciscocm-1162.ES01.cop) | Sev 3 |

# 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.1162.ES06.19.cop.sgn** ES, will be available in:

**file get install ciscouccx.1162.ES06.19.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.