Table of Contents

[Cisco Collaboration Platform 2](#_Toc108728335)

[Release 12.5(1) SU2 ES02 2](#_Toc108728336)

[IMPORTANT NOTES 2](#_Toc108728337)

[ES Location and Details 2](#_Toc108728338)

[Upgrade Paths Supported 3](#_Toc108728339)

[Install Instructions 3](#_Toc108728340)

[Rollback Instructions 4](#_Toc108728341)

[Resolved Caveats 5](#_Toc108728342)

[Troubleshooting 5](#_Toc108728343)

# Cisco Collaboration Platform

# Release 12.5(1) SU2 ES02

July 2022

This document describes important information and issues addressed in Cisco CCP Release 12.5.1 SU2 ES02

# IMPORTANT NOTES

1. This Engineering Special can be installed only on 12.5.(1) SU2 release. See the Upgrade Paths for more details.
2. The Engineering Special CAN NOT 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 CCP node and requires a reboot after installation is completed. Therefore, ES must be installed during off peak hours maintenance window.
5. The ES files are cumulative and contain 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 un-installed using rollback cop. The instructions and details are provided in the Rollback Instructions section in this document.
8. It's mandatory for CCX and CCP to be on same ES release. Make sure SU2 ES02 is installed on both CCP and CCX nodes.
9. As a part of this cop, we are introducing a new CLI “utils ungraceful warn disable” which allows you to clear the Ungraceful Shutdown warning that is seen on the administration interfaces and CLI.

# ES Location and Details

1. Download the ES file **ciscoccp.1251.SU2.ES02.5.cop.sgn**
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscoccp.1251.SU2.ES02.5.cop.sgn**

MD5 Checksum: **3d124e65ff1a6a7f9fd4b1e29eeeacbe**

# Upgrade Paths Supported

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

1. **12.5.1.11002-485**

# Install Instructions

***NOTE: Customers are advised to take a DRS backup BEFORE applying the ES02 cop.***

1. Copy **ciscoccp.1251.SU2.ES02.5.cop.sgn** to a SFTP server.
2. From the command line interface of the CCP 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.

1. Restart the node after the ES installation for the changes to take effect. This is a mandatory step.

# Rollback Instructions

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

Rollback COP Name: **ciscoccp.1251.ES.Rollback.cop.sgn**

MD5 Checksum: **96d635309eb5dc8de806e0bc6b001944**

The steps to be followed for installing the Rollback COP are the same as the procedure outlined to install the ES. When installing the Rollback COP for any ES, all previous ESs installed on the system are removed and the system is reverted to the base or SU release installed on the active partition.

1. Copy **ciscoccp.1251.ES.Rollback.cop.sgn** to a SFTP server.
2. From the command line interface of the CCP 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.

1. Restart the node after the Rollback COP installation for the changes to take effect. This is a mandatory step.

After successful installation of the Rollback COP, the installed ES is removed, and the system reverts to the base version or service update on which the ES and Rollback COP was installed.

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

# Resolved Caveats

**The list of defects which were fixed in 12.5(1) SU2 ES02**

| **Defect ID** | **Description** | **Severity** |
| --- | --- | --- |
| CSCwb85781 | ccp-chat-component.js is showing jquery 3.3.1 instead of 3.6.0 | Sev 2 |
| CSCwa23558 | Messages sent by agent with "%" in CCP FB chat gives an unknown error and disconnects on FB side | Sev 2 |
| CSCwc41434 | Implement CLI to remove the Ungraceful shutdown Warning | Sev 6 |

# Troubleshooting

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

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

For example, the log file for **ciscoccp.1251.SU2.ES02.5.cop.sgn** ES, will be available in:

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