

# README FOR UCCX 10.6(1) SU3 ES03

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**REVISED: Sept, 2018**

This document describes important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) Release 10.6(1) SU3 ES03.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on 10.6(1) SU3. Please refer to the Upgrade Paths for more details.
2. The Engineering Special CAN NOT be used for Fresh Install scenarios.
3. Only signed copies (\*.cop.sgn) of Engineering Specials are supported.
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, Cisco strongly suggests the ES is installed during off-peak after-hours maintenance window.
6. The ES files are cumulative and contains fixes from all previous ESs posted for this version except where explicitly stated.
7. ES installation is only supported through the CLI. GUI installation is NOT supported.
8. Note that if you install an ES, it may contain fixes that are not included in a newer UCCX version.
9. There is a mechanism to rollback any ES installation. Rolling back ES will remove all ESs previously installed and revert the system to the base release or SU installed on the active partition. The instructions and details are provided in the Rollback Instructions section in this document.

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## ES LOCATION AND DETAILS

1. Download the ES file **ciscouccx.1061SU3.ES03.12.cop.sgn** with TAC's assistance.
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscouccx.1061SU3.ES03.12.cop.sgn**

MD5 Checksum: **3c2d64f94f99b5fded5b420b8c3498f5**

## UPGRADE PATHS SUPPORTED

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

- **10.6(1)SU3- 10.6.1.11003-29**
- **10.6(1)SU3ES01- 10.6.1.11003-29 –ES01.9**
- **10.6(1)SU3ES02- 10.6.1.11003-29 –ES01.11**

## INSTALL INSTRUCTIONS

1. Copy **ciscouccx.1061SU3.ES03.12.cop.sgn** to a SFTP server.
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 node as instructed after the ES installation is complete.
6. After both UCCX nodes have returned to service after reboot, run the Unified CCX Desktop Client Configuration Tool by following the instructions from the **Running the Unified CCX Desktop Client Configuration Tool** section found in:

[http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_10\\_6/install/guide/cadx106-installation-guide.pdf](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/install/guide/cadx106-installation-guide.pdf)

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## CLIENT VERSION AND COMPATIBILITY REPORT

After successful installation of this ES, the versions of each client application should be as noted in the table below.

If the CAD, CSD and CDA versions are incremented, these clients will update automatically via the TrueUpdate Process (provided it is enabled from Web-CDA), but the UCCX Editor and Historical Reporting Client must be uninstalled, and the compatible version reinstalled on the client machine.

Client Application	Version
Unified CCX Desktop Product Suite (CAD/CSD/CDA)	10.6.1.2011
Unified CCX Editor	10.6(1.00)

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 these Release Notes.

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_compatibility/matrix/uccxcompat10\\_6\\_1\\_su3.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/uccxcompat10_6_1_su3.html)

## RESOLVED CAVEATS

The following defect is fixed in 10.6(1) SU3 ES03.

Defect ID	Description	Severity
CSCvm05484	System-generated GRXML for ex_MX contains invalid XML format	3
CSCvd88263	Agent is Unable to Log Into Finesse if the Browser Can't Get to Standby Node	3
CSCvi03203/CSCvi15017	Finesse agent stuck at Signing In	3

The following defect is fixed in 10.6(1) SU3 ES02.

Defect ID	Description	Severity
CSCvg72658	IPIVR: ICM Subsystem will remain OOS after upgrade to UCCX 10.6(1) SU3	2
CSCvg70654	CCX Administration UCCX_WEBSERVICES Traces are Missing With a non-Premium License	4

The following defect is fixed in 10.6(1) SU3 ES01.

Defect ID	Description	
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		Severity
CSCvd44334	Running this command "show uccx provider ip axl" for the first time gives an MCLI error	5
CSCvg19237	UCCX: 10.6-SU3 finesse-axl-client.jar not updated in finesse library.	2
CSCve50475	AXL Log Directory is not present under /opt/cisco/uccx/log	3

## ROLLBACK INSTRUCTIONS

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

Rollback COP Name: **ciscouccx.1061SU3.ES.Rollback.cop.sgn**

MD5 Checksum: **987617178499a76c7f62ae03e290d61a**

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 **ciscouccx.1061SU3.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.
6. After both UCCX nodes have returned to service after reboot, run the Unified CCX Desktop Client Configuration Tool by following the instructions from the **Running the Unified CCX Desktop Client Configuration Tool** section found in:

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[http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_10\\_6/install/guide/cadx106-installation-guide.pdf](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/install/guide/cadx106-installation-guide.pdf)

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:

[http://docwiki.cisco.com/wiki/Unified\\_CCX\\_Software\\_Compatibility\\_Matrix\\_for\\_10.6\(1\)](http://docwiki.cisco.com/wiki/Unified_CCX_Software_Compatibility_Matrix_for_10.6(1))

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

If the CAD, CSD and CDA versions were incremented during ES installation, these clients will downgrade automatically via the TrueUpdate Process (provided it is enabled from Web-CDA), but the UCCX Editor and Historical Reporting Client must be uninstalled, and the compatible version reinstalled on the client machine.

## 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.1061SU3.ES03.12.cop.sgn** ES, will be available in:

**file get install / ciscouccx.1061SU3.ES03.12.cop.sgn**

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.