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# Release 12.5(1) ES03

October, 2020

This document describes important information and issues addressed in Cisco Collaboration Platform Release 12.5(1) ES03.

## IMPORTANT NOTES

1. This Engineering Special can be installed only on 12.5(1) CCP FCS Releases. See the Upgrade Paths for more details.
2. The Engineering Special does not involve Switch Version. It replaces the necessary files on the existing active version.
3. 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.
4. ES installation is only supported through the CLI. GUI installation is NOT supported.
5. ES can be un-installed using rollback cop. The instructions and details are provided in the Rollback Instructions section in this document.
6. It's mandatory for CCX and CCP to be on same ES release. Make sure ES03 is installed on both CCP and CCX nodes.

## ES LOCATION AND DETAILS

1. Download the ES file **ciscoccp.1251.ES03.20.cop.sgn** with TAC’s assistance.
2. Verify the checksum for the file using a MD5 checksum utility.

ES Filename: **ciscoccp.1251.ES03.20.cop.sgn**

MD5 Checksum: **d8c25d43e42ee8e6f219aab393344fad**

## UPGRADE PATHS SUPPORTED

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

1. **12.5(1) FCS Build – 12.5.1.10000-15**
2. **12.5.1.ES01- ciscoccp-1251.ES01.cop.sgn**
3. **12.5.1.ES02 - ciscoccp.1251.ES02.19.cop.sgn**

## INSTALL INSTRUCTIONS

1. Copy **ciscoccp.1251.ES03.20.cop.sgn in**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 as instructed after the ES installation is complete.
2. **Take a backup post the cop installation.**

# Updates and Resolved Caveats in Release 12.5(1) ES03

## Features released :

None

## Updated Features

## None

## Defects fixed in 12.5 ES03

|  |  |  |
| --- | --- | --- |
| Defect ID | Description | Severity |
| CSCvv66243 | Emoji Characters in Incoming Email causes Agents to stop receiving Emails | 3 |
| CSCvv66232 | CCP Chat times out before 6 minutes when initiated from Chrome 84 or 85 | 2 |

# Updates and Resolved Caveats in Release 12.5(1) ES02

## Features released :

## Updated Features

* Bubble Chat to support SameSite cookie related changes from the browsers

## Defects fixed in 12.5 ES02

|  |  |  |
| --- | --- | --- |
| Defect ID | Description | Severity |
| CSCvt76008 | SocialMiner Bubble chat gets blocked in Chrome 80 since 'SameSite' cookie attribute is not set | 6 |

## Defects fixed in 12.5 ES01

|  |  |  |
| --- | --- | --- |
| Defect ID | Description | Severity |
| CSCvs99629 | MR connectivity fails with CCP 12.5.1 | 2 |

## 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: **fd8fcc68576bb7d070a63774faf4b1c1**

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, the system is reverted to the base 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 as instructed after the Rollback COP installation is complete.

## TROUBLESHOOTING

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

**file get install / ciscoccp.1251.ES03.20.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.

# Known Caveats

|  |  |  |
| --- | --- | --- |
| Defect ID | Description | Severity |
| CSCvv10649 | DRF showing both Old and New components (under Feature Name : SocialMiner and CCP) | 3 |