

README FOR Unified CCX and CCP 15.0(1) ES01

Table of Contents

Cisco Unified Contact Center Express (Unified CCX) and Customer Collaboration Platform (CCP)	2
Release 15.0(1) ES01.....	2
IMPORTANT NOTES.....	2
Compatibility Report	2
15.0(1) ES01 Details for Unified CCX and CCP	3
Valid Upgrade Paths	3
Installing Unified CCX Release 15.0(1) ES01	3
Installing CCP Release 15.0(1) ES01	4
Rollback Unified CCX Release 15.0(1) ES01	4
Rollback CCP Release 15.0(1) ES01	5
Updates and Resolved Caveats in Release 15.0(1) ES01	6
Enhancements	6
Defects fixed.....	6
Troubleshooting	6
For Unified CCX 15.0(1) ES01	6
For CCP 15.0(1) ES01	6

README FOR Unified CCX and CCP 15.0(1) ES01

Cisco Unified Contact Center Express (Unified CCX) and Customer Collaboration Platform (CCP)

Release 15.0(1) ES01

October, 2025

This document provides important information and issues addressed in Cisco Unified Contact Center Express (Unified CCX) and Customer Collaboration Platform (CCP) Release 15.0(1) ES01.

IMPORTANT NOTES

1. This Engineering Special can be installed only on 15.0(1) Release. See the [Valid 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 Unified CCX 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 uninstalled using rollback cop. The instructions and details are provided in the [Rollback](#) Instructions section in this document.
6. ES01 introduces critical security enhancements and defect fixes from Unified CCX, CCP, Finesse, CUIC and Cisco VOS.
7. After ES installation, if the Cisco Unified CCX Editor is already installed, you should first uninstall it, then download and install the new Cisco Unified CCX Editor version. This ensures a clean installation and prevents conflicts with the existing Cisco Unified CCX Editor.

Note: The hostname needs to be provided in the Cisco Unified CCX Editor to connect to the Unified CCX. Using IP address does not work.

Compatibility Report

Please see the updated Compatibility Matrix for compatibility information:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/Unified_CCX_Software_Compatibility_Matrix_for_150.html

Note: It is mandatory for Unified CCX and CCP to be on the same ES release. So, if you are installing ES01 for Unified CCX, please install ES01 for CCP as well.

README FOR Unified CCX and CCP 15.0(1) ES01

15.0(1) ES01 Details for Unified CCX and CCP

File Name	MD5 Checksum
UCCX	
ciscouccx.1501.ES01.12.cop.sha512	b7bbce80be57f216ff6c91224c688f7f
ciscouccx.1501.ES.Rollback.cop.sha512	5b36fb301c7c3d79514437c6102c4418
CCP	
ciscoccp.1501.ES01.7.cop.sha512	ccf47b3109bc66b29efaef04b963e9bf
ciscoccp.ES.Rollback.cop.sha512	73ce4c8e74c4142c784c652983cb48df

Valid Upgrade Paths

Cisco Unified CCX and CCP 15.0(1) ES01 are delivered as a Cisco Options Package (COP) file. This COP files shall be installed ONLY on systems that have 15.0(1) FCS.

Installing Unified CCX Release 15.0(1) ES01

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

NOTE: Customer is advised to take a DRS backup BEFORE and AFTER applying the ES01 cop.

1. Download **ciscouccx.1501.ES01.12.cop.sha512** to an SFTP server that can be accessed by the Unified CCX system.
2. Use SSH to log in to your system with the platform administration account.
3. Access the CLI and run the following command:
utils system upgrade initiate
4. Follow the instructions that appear on your screen.

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

Note: The COP file performs a check to ensure that Unified CCX Release 15.0 (1) FCS or the previous released ES is installed. If this release is not found on your system, an error is displayed, and the installation does not proceed.

5. Select **ciscouccx.1501.ES01.12.cop.sha512**.
6. After installation is complete, restart the system using the command:
utils system restart
7. To verify that Unified CCX is now running the correct release, access the CLI by using the Administrator credentials and enter the following command:
show version active

Ensure that **ciscouccx.1501.ES01.12.cop.sha512** is listed. Else, contact Cisco Technical Support.

README FOR Unified CCX and CCP 15.0(1) ES01

Installing CCP Release 15.0(1) ES01

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

NOTE: Customer is advised to take a DRS backup BEFORE and AFTER applying the ES01 cop.

1. Download **ciscoccp.1501.ES01.7.cop.sha512** to an SFTP server that can be accessed by the Customer Collaboration Platform.
2. Use SSH to log in to your system with the platform administration account.
3. Access the CLI and run the following command:
utils system upgrade initiate
4. Follow the instructions that appear on your screen.
When prompted, provide the location and credentials for the remote file system (SFTP server).
Note: The COP file performs a check to ensure that CCP Release 15.0 (1) FCS or the previous released ES is installed. If this release is not found on your system, an error is displayed, and the installation does not proceed.
5. Select **ciscoccp.1501.ES01.7.cop.sha512**.
6. After installation is complete, restart the system using the command:
utils system restart
7. To verify that CCP is now running the correct release, access the CLI by using the Administrator credentials and enter the following command:
show version active
Ensure that **ciscoccp.1501.ES01.7.cop.sha512** is listed. Else, contact Cisco Support.

Rollback Unified CCX Release 15.0(1) ES01

If there is a problem with the installation, you can roll back to the base version as follows:

Note: The Unified CCX Rollback COP file removes the ES installed on the system and reverts your system to the base version of Unified CCX (in this case, Cisco Unified CCX Release 15.0(1) FCS).

1. Download the file **ciscouccx.1501.ES.Rollback.cop.sha512** 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
4. Follow the on-screen instructions. When prompted, provide the location and credentials for the remote file system (SFTP server).
5. When presented with the list of available upgrade options, select **ciscouccx.1501.ES.Rollback.cop.sha512**.
6. After rollback is complete, restart the system as instructed using the command:
utils system restart
7. To verify Unified CCX is now running the correct release, access the CLI using the Administrator credentials and enter the following command:
show version active

README FOR Unified CCX and CCP 15.0(1) ES01

Ensure that **ciscouccx.1501.ES.Rollback.cop.sha512** is listed. Else, contact Cisco Technical Support.

Rollback CCP Release 15.0(1) ES01

If there is a problem with the installation, you can roll back to the base version as follows:

Note: *The CCP Rollback COP file removes the ES installed on the system and reverts your system to the base version of CCP (in this case, Cisco CCP Release 15.0(1) FCS).*

1. Download the file **ciscoccp.ES.Rollback.cop.sha512** to an SFTP Server that can be accessed by the Customer Collaboration Platform.
2. Use SSH to log in to your CCP system with the platform administration account.
3. Access the CLI and run the following command:
utils system upgrade initiate
4. Follow the on-screen instructions. When prompted, provide the location and credentials for the remote file system (SFTP server).
5. When presented with the list of available upgrade options, select **ciscoccp.ES.Rollback.cop.sha512**
6. After rollback is complete, restart the system as instructed using the command:
utils system restart
7. To verify CCP is now running the correct release, access the CLI using the Administrator credentials and enter the following command:
show version active

Ensure that **ciscoccp.ES.Rollback.cop.sha512** is listed. Else, contact Cisco Support.

README FOR Unified CCX and CCP 15.0(1) ES01

Updates and Resolved Caveats in Release 15.0(1) ES01

Enhancements

- Library upgrades to enhance security.
- Accessibility enhancements for user portals of UCCX (Finesse, CUIC, Chat, email)

Defects fixed

Sr No.	Description	Severity
CSCwp58927	Critical Service down alert for Docker Engine	2
CSCwp30076	Flexible hours not functioning correctly when disabling/enabling a day- UI display issue	3
CSCwo46078	Unable to return the SLR license	3
CSCwp22202	Removal of cloud connect port 6551 in Unified CCX 15	3
CSCwp99690	Active disk usage is high after upgrade	3
CSCwq14761	out.out file under jmx folder is not rotating on CUIC	3
CSCwo38545	CUIC - Invalid role addition attempts disclose a list of valid roles in the API response.	3

Troubleshooting

For Unified CCX 15.0(1) ES01

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

file get install <CopName>.log

For example, the log file for **ciscouccx.1501.ES01.12.cop.sha512** ES, will be available in:

file get install ciscouccx.1501.ES01.12.cop.sha512.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.

For CCP 15.0(1) ES01

All logs related to the ES and Rollback installation are available in the Customer Collaboration Platform in the below location:

README FOR Unified CCX and CCP 15.0(1) ES01

file get install <CopName>.log

For example, the log file for **ciscoccp.1501.ES01.7.cop.sha512** ES, will be available in:

file get install ciscoccp.1501.ES01.7.cop.sha512.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.