

# CCE 12.0: Information on Mandatory Patch and Re-Spin of old ES's

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Mandatory 12.0 Patch for New and Tech Refresh installation](#)

[Information on Re-Spin patches](#)

## Introduction

This document informs about the newly re-spin ES's and mandatory patch for UCCE\PCCE 12.0(1) application.

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## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)

### Components Used

The information used in the document is based on CCE solution 12.0(1) version.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any step.

## Background Information

CCE 12.0 software is now compatible with windows 2016 platform. It was discovered that when old ES's (*which were published prior to 12.0 support with windows 2016*) are installed on new platform issues pertaining to websetup cropped up.

Fix was to not only respin these old Es's but also to come out with a mandatory patch. Following section give clarity on these

# Mandatory 12.0 Patch for New and Tech Refresh installation

Customer who are doing a fresh installation of CCE 12.0(1) or going to 12.0 via technology refresh option should install this mandatory patch before installing any ES on the application.

## Download path --

> [https://software.cisco.com/download/home/268439622/type/280840583/release/12.0\(1\)](https://software.cisco.com/download/home/268439622/type/280840583/release/12.0(1))

**Readme** --> Readme file is included in the ZIP file of the mandatory patch.

For clarity following 4 Scenarios have been explained which showcases when is the mandatory patch required

## Scenario 1: New Install or Technology Refresh

- Install Windows OS 2016 (SQL 2017 if Rogger \ AW-HDS-DDS)
- Install CCE 12.0 media (show be new ISO)
- Mandatory Patch should be installed
- Newly respin ES patches as required should be installed after the mandatory patch

## Scenario 2: Inline upgrade from CCE 11.X to CCE 12.0

- Upgrade Windows OS from 2012 to 2016 (Upgrade SQL 2017 if Rogger \ AW-HDS-DDS)
- Upgrade to 12.0 CCE application with new 12.0 media
- As required install newly respin ES's

**Note:** *Mandatory patch is not applicable or required for this scenario*

## Scenario 3: Upgrade of CCE 12.0 on windows 2012 platform to windows 2016

- Upgrade Windows OS from 2012 to 2016 (Upgrade SQL 2017 if Rogger \ AW-HDS-DDS)
- Install ES\_18 to make old 12.0 compatible with new OS 2016 platform
- As required install newly re-spin ES's

**Note 1: Mandatory patch is not applicable or required for this scenario**

**Note 2:** *If on old system (windows 2012 - CCE 12.0) any old ES where present recommendation is to uninstall the ES prior or after the upgrade and install the re-spin ES , Refer to the table in section "Information on Re-Spin patches"*

## Scenario 4: Existing customer on windows 2012 12.0 (Extended support till July 31 2020)

- Customers can install old ES's on the server
- Re-Spin ES's on CCO may work with old Platform , recommendation is to have it thoroughly tested in lab environment first.

**Internal Note:** *New ES's will only be tested with windows 2016 platform. If customers would like to have new patches for windows 2012 BU would want to look at those as exceptions and have a conversation with customers to have them migrate to 2016.*

## Information on Re-Spin patches

Table provides details about the new ES and what old ES patch it replaces

<b>CCE 12.0 Old ES</b>	<b>New ES which replaces the old</b>	<b>New ES patch download link</b>
ES 6	ES 26 replaces old ES 6	<a href="https://software.cisco.com/download/specialrelease/71ebe8470e5b3b41124e00c5ae41">https://software.cisco.com/download/specialrelease/71ebe8470e5b3b41124e00c5ae41</a>
ES 7	ES 28 replaces old ES 7	<a href="https://software.cisco.com/download/specialrelease/e867389240ef360e03cb4200cf3f">https://software.cisco.com/download/specialrelease/e867389240ef360e03cb4200cf3f</a>
ES 11	ES 27 replaces old ES 11	<a href="https://software.cisco.com/download/specialrelease/69fc92409e43aeba29c1038115b1">https://software.cisco.com/download/specialrelease/69fc92409e43aeba29c1038115b1</a>
ES 12	ES 30 replaces old ES 12	<a href="https://software.cisco.com/download/specialrelease/d82c4df6edf6c1de250ce8028166">https://software.cisco.com/download/specialrelease/d82c4df6edf6c1de250ce8028166</a>
ES 13	ES 29 replaces old ES 13	<a href="https://software.cisco.com/download/specialrelease/8ae1a328659e879a2e0e27803b9f">https://software.cisco.com/download/specialrelease/8ae1a328659e879a2e0e27803b9f</a>
ES 15	ES 26 replaces old ES 15	<a href="https://software.cisco.com/download/specialrelease/71ebe8470e5b3b41124e00c5ae41">https://software.cisco.com/download/specialrelease/71ebe8470e5b3b41124e00c5ae41</a>
ES 20		

This information is applicable to PCCE 12.0 application as well. For PCCE ES\_26 patch along with bug fixes introduces support for

- Avaya ACD support for PCCE 4K and PCCE 12K deployments
- ICM-to-ICM Gateway support for PCCE 4K and PCCE 12K deployments
- Third Party Integrations
- CVP Statistics for PCCE 2K, PCCE 4K and PCCE 12K deployment
- Call Progress Analysis (CPA) Parameters for Outbound