



## **Release Notes for Cisco Unified Contact Center Express Release 9.0(1)**

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# CHAPTER 1

## Release Notes for Cisco Unified Contact Center Express Release 9.0(1)

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These release notes describe important information and caveats for Cisco Unified Contact Center Express Release 9.0(1).

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### Introduction

Cisco Unified Contact Center Express (Unified CCX) provides a multimedia (voice, data, and web), IP-enabled customer-care application environment that enhances the efficiency of contact centers. It provides an integrated Automatic Call Distribution (ACD), Unified IP IVR, and Computer Telephony Integration (CTI) virtual contact center solution with support for up to 400 agents and 400 Unified ports.

## New Features in Unified CCX 9.0(1)

Unified CCX 9.0(1) provides the following new features:

- Web Chat
- Cisco Unified Intelligence Center
- Unified sign-on
- SELinux
- Cisco Mobile Skill Manager

The following list provides a list of high-level overview of these new features:

- **Web Chat:** Unified CCX Premium provides the facility for end users to initiate a chat session with the agent, from a website, typically the public website of the organization using Unified CCX. Unified CCX provides separate agent and supervisor web applications, and real-time and historical reports for Chat. The chat functionality requires Cisco SocialMiner to be deployed.
- **Cisco Unified Intelligence Center:** Cisco Unified Intelligence Center (Cisco Unified IC) is a web-based reporting solution that provides historical reporting and customizable dashboards, depending on the user role and Cisco Unified IC object permissions. This solution is embedded with Unified CCX 9.0(1) on all packages (Standard, Enhanced, and Premium) in addition to Historical Reporting Client (HRC). Selection of HRC or Cisco Unified IC is available at system level and either one of the two can be selected from the Cisco UCCX Application Administration interface. HRC is selected by default.
- **Unified sign-on:** You can log in to Cisco Unified CCX Administration with the Application user credentials in addition to the end user credentials. An end user is a user configured on the Cisco Unified Communications Manager (Unified CM) with administrator capability in Unified CCX. An Application user is a user configured during the installation of Unified CCX and has administrator capability by default.

If you log in as an Application user, you can seamlessly traverse between the following applications even when the Unified CM is down:

- Cisco Unified CCX Administration
  - Cisco Unified CCX Serviceability
  - Cisco Desktop Administrator
  - Cisco Unified Serviceability
- 
- **SELinux:** SELinux (Security Enhanced Linux) is used as the underlying platform security framework instead of CSA (Cisco Security Agent). By default, SELinux is installed in ENFORCED Mode with a strict configuration. Application CLI commands have been provided to control and manage the security framework.
  - **Cisco Mobile Skill Manager:** A Unified CCX supervisor can use the Cisco Mobile Skill Manager on a smart phone to remotely manage the skill data of all associated agents. The total number of skills available and the skills assigned to an agent cannot go beyond the session limits dictated by the platform. This application is not native and can run on smart phones running iOS 5.x and later with Safari browser, and Android 2.x and later with default browser.

- **Increase in High Availability recording space:** While the amount of disk storage allocated for recordings on a single-server (non-HA) deployment remains the same at 2.6 GB, in the case of HA deployments, recordings alternate between two servers to provide load balancing and redundancy. This provides 5.2 GB of recording storage in the case of HA deployments.
- **Additional enhancements and support**
  - ESXi 5.0 is supported.
  - Cisco AnyConnect VPN Client is supported.
  - CAD 9.0 integrated browser is in non-compatibility mode.
  - The Reply-To field of Agent E-Mail is enabled by default in WebClient of Cisco Agent Desktop.

### Removal of Cisco Unified Communications Manager Express and UC500 support

The Unified CCX deployment with Cisco Unified Communications Manager Express (Unified CME) is not supported from Unified CCX 9.0(1).

- During the installation of Unified CCX 9.0(1), the user is not given an option to select the deployment type. By default, the Unified CCX is deployed with Unified CM only.
- The upgrade path from Unified CCX 7.x and Unified CCX 8.x CME-based deployment to Unified CCX 9.0(1) is not supported. You must perform a fresh install of Unified CCX 9.0(1).

### Related Topics

[Cisco Unified CCX Software and Hardware Compatibility Guide](#)

[Cisco Unified CCX Solution Express Network Design Guide](#)

[Unified Communications in a Virtualized Environment](#)

[Data sheet for Cisco Unified Contact Center Express with information about all available features and benefits](#)

## Related Documentation

See the *Documentation Guide for Cisco Unified Contact Center Express* at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)

To view the release notes for previous versions of Cisco Unified Contact Center Express, go to:

[http://www.cisco.com/en/US/products/ps6533/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6533/prod_release_notes_list.html)

[http://www.-cisco.-com/-en/-US/-products/-sw/-custcosw/-ps1846/-prod\\_release\\_not-es\\_list.html](http://www.-cisco.-com/-en/-US/-products/-sw/-custcosw/-ps1846/-prod_release_not-es_list.html)

## Installation Notes

For step-by-step installation and upgrade instructions for Unified CCX 9.0(1), refer to the *Cisco Unified CCX Installation guide*, available at the URL:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html)

**Note**

DNS is mandatory for Unified CCX 9.0(1). If DNS is not configured on 8.x, it must be configured after upgrading to 9.0(1).

## Upgrade Paths to Unified CCX 9.0(1)

For information about supported Unified CCX upgrades, see the *Cisco Unified CCX Software and Hardware Compatibility Guide*, available at:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_compatibility/matrix/crscomtx.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscomtx.pdf)

## Ordering the Upgrade Media

To upgrade to Unified CCX 9.0(1), go through the ordering process to obtain a media kit and license or to purchase the upgrade from Cisco Sales.

## Adding a New License

After you upgrade to Unified CCX 9.0(1), you need to add a new license through the **System > License Information > Add License(s)** menu option from the Unified CCX Application Administration menu bar. See the *Cisco Unified CCX Administration Guide Release 9.0(1)* for detailed information on how to upload Unified CCX licenses; go to [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_8\\_5/configuration/guide/uccx851ag.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/uccx851ag.pdf).

## Upgrade to Unified CCX 9.0(1)

For upgrades from Unified CCX 8.x to Unified CCX 9.0(1), apply the Cisco Options Package (COP) patch file "ciscouccx.refresh\_upgrade\_v1.1.cop.sgn" before beginning the upgrade process. To access the latest software upgrades for all versions of Unified CCX, go to the Cisco website: <http://www.cisco.com>.

**Note**

- You can apply this COP patch file using GUI (graphical user interface) or CLI (command line interface). For more information, see *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR Release 9.0(1)* available at: [http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)
- Ensure that you are on Version 8.0(2) SU4 or 8.5(1) SU3 to apply the COP patch file. If you are running on a lower version, you must upgrade to 8.0(2) SU4 or 8.5(1) SU3 and apply the COP patch file later.
- Before starting the upgrade, the COP patch installation is mandatory on both the nodes of a Unified CCX cluster.
- After you install the COP patch, you must reboot the system.



## Unsupported Servers for Unified CCX 9.0(1)

Some of the servers supported by Unified CCX 8.x are no longer supported by Unified CCX 9.0(1). For information regarding the supported Unified CCX servers, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html)

**Note**

UCCX 9.0(1) requires a minimum of 4 GB of RAM. MCS-7816-I4-CCX1 and MCS-7825-I4-CCX1 servers will require a RAM upgrade to at least 4 GB in order to upgrade to Unified CCX 9.0(1).

If you have an unsupported server and plan to upgrade to Unified CCX 9.0(1), see the Replace Server Hardware section in the *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(1)* available at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

**Related Topics**

[Cisco Unified CCX Software and Hardware Compatibility Guide](#)

[Cisco Unified Communications Manager Bulk Administration Guide](#)

[Cisco Unified Communications Manager Express System Administrator Guide](#)

## Unified CCX Supported Languages

Cisco Unified CCX supports these languages:

- Arabic (only prompts)
- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- Finnish (CAD/CSD and prompts)
- French
- French (Canadian)
- German
- Hebrew
- Italian
- Japanese
- Korean
- Malay

- Norwegian (CAD/CSD and prompts)
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Thai
- Turkish

The Cisco Agent Desktop, Cisco Agent Desktop - Browser Edition, Cisco Supervisor Desktop and, Cisco IP Phone Agent quick start guides and *Cisco Unified CCX Historical Reports User Guide* are available in these languages at this URL:

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd\\_products\\_support\\_translated\\_end\\_user\\_guides\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_translated_end_user_guides_list.html)

For a detailed list of language localizations that are implemented for different portions of this release, refer to the *Cisco Unified ICM/Contact Center Product and System Localization Matrix*, which is available at this URL:

[http://www.cisco.com/application/vnd.ms-excel/en/us/guest/products/ps1846/c1225/cmigration\\_09186a008068770f.xls](http://www.cisco.com/application/vnd.ms-excel/en/us/guest/products/ps1846/c1225/cmigration_09186a008068770f.xls)

## Unsupported Configurations and Scenarios for Unified CCX

Unified CCX 9.0(1) does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.
- Expansion servers, except for automatic speech recognition (ASR) or text-to-speech (TTS), which must be separate, dedicated servers.
- ICD call answer/transfer using any third-party attendant console desk software is not supported with Unified CCX.
- Using the "place call" step to generate a call and thereafter placing this call (generated from the "place call" step) in a queue within the same script.
- SIP REFER between a switchboard and Unified CCX is not supported if the transfer is completed after the call has been answered on the Unified CCX CTI port due to media reestablishment issues.

## Unsupported and Supported Actions for Unified CCX Agents

This section outlines the unsupported and supported actions for agents using Cisco Agent Desktop or Cisco Unified IP Phone Agent Service.

## Unsupported Actions for Unified CCX Agents

- Use of the following softkeys on a Cisco Unified IP Phone is not supported:
  - Barge
  - cBarge
  - DND
  - GPickup
  - iDivert
  - MeetMe
  - Park
  - Pickup
- IP phone agent wrap-up codes do not always display if the call is quickly hung up.

## Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Agent Desktop and for use by Cisco Unified IP phone agents, see the *Cisco Unified CCX (Unified CCX) Software and Hardware Compatibility Guide*.

Following configurations are supported on:

- A Unified CCX extension configured on a single device (but not on multiple devices).
- A Unified CCX extension configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
  - Configure the Unified CCX extension on a single phone (not in a device profile).
  - Associate that phone with each agent who will use that extension.
  - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.In this configuration, only one agent at a time can be logged in.



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**Note**

All agents who currently have the Unified CCX extension to be shared must log out before you can configure additional agents to share that extension.

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### Related Topics

[Cisco Unified CCX \(Unified CCX\) Software and Hardware Compatibility Guide](#)

## Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- A Unified CCX extension assigned to multiple devices.
- Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring an Unified CCX extension in a single device profile is supported.)
- In the Unified CM Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified CM Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco Unified IP Phone with Secure Real-Time Protocol (SRTP) for use in silent monitoring and recording.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX route point.
- Use of characters other than the numerals 0–9 in the Unified CCX extension of an agent.
- Configuring the Unified CM intercom feature.
- Configuring the hold reversion feature.

## Unsupported Features in Unified CM and Cisco BE 6000

The following Unified CM features are not supported by Unified CCX 9.0(1). These features are disabled by default and should not be enabled for Cisco Unified CCX. For more information about these features, refer to the Unified CM documentation.

- Block External to External Transfer
- Agent extensions and CTI port extensions in different partitions  
All agent extensions and CTI port extensions must be in the same partition
- DSCP IP CTIManager to Application service parameter  
You can enable this service parameter for Unified CM but it does not affect Unified CCX
- Advanced Ad Hoc Conference Enabled service parameter
- Drop ad hoc conference when creator leaves
- Signaling (QSIG) Path Replacement (PR).  
This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified CM service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.
- Forced Authorization Code and Client Matter Code

Because these features can be enabled per route pattern, they should be turned off for all route patterns in the Unified CM cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX does not use does not affect Unified CCX.

- Multilevel precedence and preemption (MLPP)

You can enable this feature for devices in the cluster that do not interact with Unified CCX.

In addition, do not use Unified CM Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

## Scalability Requirements

For information on maximum capacities for various Unified CCX 9.0(1) items, see Cisco Unified Contact Center Express Data Sheets.

The supported call rate Busy Hour Call Completions (BHCC) on a given platform depends on the number of IVR Ports and the average call duration.

Actual capacity depends on the total server points that are determined by profiling testing. In addition, the maximum BHCC rate on a server is limited by the number of configured CTI ports and the use of other features.

### Related Topics

[Cisco Solution Reference Network Design \(SRND\) document](#)

## Contact Dispositions in Unified CCX Real-Time Reports and Historical Reports

The following notes help clarify information regarding contact dispositions on various Cisco Unified CCX real-time reports and historical reports.

- Many real-time and historical reports show the disposition of a call. The Contact Service Queue Activity Report (by CSQ or by Interval) shows calls as Handled, Abandoned, and Dequeued. The Contact Service Queue Activity Report shows calls as Handled, Abandoned, Dequeued, and Handled by Other Contact Dispositions in Unified CCX Real-Time Reports and Historical Reports.
- A contact that is queued and answered by an agent shows as handled in real-time and in historical reports.
- A contact that is queued but abandoned before it is answered by an agent is shown as handled in the Overall Unified CCX Stats real-time report if a SetContactInfo step in the workflow marks the call as handled. The call is shown as abandoned otherwise. The CSQ Unified CCX Stats real-time report shows the call as abandoned in both cases because it does not consider the SetContactInfo step.

For more information about the SetContactInfo step, see the *Cisco Unified CCX Scripting and Development Series: Volume 2, Editor Step Reference Guide*.

- The historical CSQ reports take into account whether a contact is marked as handled by the SetContactInfo step to determine if a contact is dequeued. The CSQ IP Unified CCX Stats report does not consider the SetContactInfo step. Therefore, if a call is queued, then marked as handled, and then disconnects, the historical CSQ reports shows the call as dequeued on the CSQ Activity Report (by CSQ or by Interval) or as Handled by Other (handled by workflow script) on the CSQ Activity Report. The real-time CSQ Unified CCX Stats report shows it as abandoned.

- If the Dequeue step is used, the CSQ historical reports shows a contact as dequeued on the CSQ Activity Report (by CSQ or by Interval) or as Handled by Other (handled by another CSQ, in this case) on CSQ Activity Report, but only if the contact is marked as handled. If a call is dequeued (by the Dequeue step), and then disconnects without being marked handled, the CSQ historical reports shows the contact as abandoned.
- If a call is dequeued using the Dequeue step and the caller drops, the CSQ Unified CCX Stats real-time report shows the call as dequeued. If a call is dequeued from CSQ1 and is eventually handled by CSQ2, the CSQ Unified CCX Stats report shows the call as dequeued for CSQ1 and handled for CSQ2. If a call is queued on multiple CSQs and is eventually handled by CSQ1, the CSQ Unified CCX Stats report shows the call as handled for CSQ1 and dequeued for all other CSQs.

## Caveats

### Using Bug Toolkit

Cisco Release Notes normally include tables listing all open and resolved (those that have been fixed the last release) defects of the following severity levels:

- Severity level of 1 or 2
- Severity level 3 (if found by customer use)

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release.

Access the Bug Search tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press return or click Search.

## Open Caveats

### Open Caveats

The following table lists the open defects in this release.

**Table 1: Open Caveats for Cisco Unified Contact Center Express**

Identifier	Headline
CSCtr96855	Agent Email: On startup, email tab keeps showing 'Loading' animation
CSCtw74252	JPN: UCCX: HR: Some report types do not have their descriptions
CSCtx96470	UCCX EmailCSQ Agent Activity Report - Routed In Vs. Retrieved Definition
CSCtz37360	Alarms with UNKNOWN_ALARM are logged even when local syslog disabled
CSCtz85181	Scheduled collection of Zip file fails.

Identifier	Headline
CSCua33885	UCCX: HR data has incorrect session/sequence number
CSCua50113	Traffic Analysis Hist Reports: Dates are not chronologically listed
CSCua56872	OutBound agent getting stuck in Reserved state in Load test bed
CSCua65636	Notification terminology mismatch between CCX and SocialMiner
CSCua66097	HRC start error on Chinese system
CSCua67945	SPA:HRC: Error 5041 opening Chat Agent Summary report
CSCua68002	ALL-LANG:HRC: Chat reports tables are misaligned
CSCua68130	Template need to be corrected in CUIC for chat traffic analysis report
CSCua69844	campaigns are not listed in filter page for preview outbound reports
CSCua71122	Failed to retrieve config database size after RU from 8.X to 9.0(1)
CSCua71193	Hyperlinking of phone numbers only works on first browser tab
CSCua71224	ICD call not offered to agent though he is ready and has skill
CSCua73971	UCCX Disaster Recovery Guide incorrectly states Node 1 backup procedure
CSCua78630	UCCX Arabic number incorrect pronunciation

## Closed Caveats

The following table contains information about the known limitations in the latest Cisco Unified Contact Center Express release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- The software functions as designed.
- The issue cannot be resolved.

Identifier	Headline
CSCtr96855	Agent Email: On startup, email tab keeps showing 'Loading' animation
CSCtw74252	JPN: UCCX: HR: Some report types do not have their descriptions
CSCtx96470	UCCX EmailCSQ Agent Activity Report - Routed In Vs. Retrieved Definition
CSCtz37360	Disable local syslog is not working

Identifier	Headline
CSCtz85181	Scheduled collection of Zip file fails.
CSCua33885	UCCX: HR data has incorrect session/sequence number
CSCua50113	Traffic Analysis Hist Reports: Dates are not chronologically listed
CSCua52405	ECC variable array iteration provisioning throws ICM_Encoding_Error
CSCua56872	OutBound agent getting stuck in Reserved state in Load test bed
CSCua59504	Cisco Media Terminal Group settings not retained after RU
CSCua65309	UCCX Help Chat Wizard
CSCua65636	Notification terminology mismatch between CCX and SocialMiner
CSCua66097	HRC start error on Chinese system

## Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled.

The following sections list caveats that are resolved in Cisco Unified Contact Center Express but that may have been open in previous releases:

**Table 2: Resolved Caveats for Cisco Unified Contact Center Express**

Identifier	Headline
CSCtq05325	need to change ccm makefile to build WFChat before WFReporting
CSCtq82576	Error During creation and modification of widget
CSCtq96106	Issues found on Social Miner Config pages
CSCtr10991	Creation of widget fails when SM is not configured/No warning messages
CSCtr14530	No config data is retained when previous button is clicked in Chat CSQ c
CSCtr16922	Chat Menu Items should be visible only for Premium License
CSCtr17463	Previous button doesnt work in new chat CSQ config
CSCtr18584	Sorting of chat CSQs fails
CSCtr19543	Not able to view Chat related Real time report after license upgrade



Identifier	Headline
CSCtr20473	Core dump is generated on Cisco Desktop VoIP Monitor
CSCtr22839	Username, logout button gets displayed even after Chat CSQ page timeout
CSCtr47278	Wrong input Validation in Chat CSQ & Chat System parameter config
CSCtr47929	ChatWidget list is not getting resync after Sub comes up and CDS enabled
CSCtr50235	CCX WebService shows UNknown state on the second node.
CSCtr75120	Not able to view/Edit the saved Chat CSQ Configuration
CSCtr77038	SM Config page blanks out when Username or Password is changed in SM
CSCtr82449	Components not getting listed during comp activation during initial app
CSCtr82473	Timezone environment variable is not set during install
CSCtr84824	Error page is displayed when you login after timeout from Chat CSQ page
CSCtr87159	An unknow error message is shown when an INvalid IP is used with SM Conf
CSCtr87169	Social Miner password is exposed under MIVR logs during Authentication
CSCtr87174	Input Validation fails in SM for all UN and Passwords less than 6 char
CSCtr91291	Unable to launch the RTMT
CSCtr91457	Appadmin allows creation of Duplicate Chat CSQ
CSCtr93648	Chat Agent Login shows Invalid Username and Password when AXL is down.
CSCtr94034	No boundary check on Competence level in Chat CSQ Skill association page
CSCtr96255	Error in Creation Of team
CSCtr99662	Apadmin does not come up until couple of Tomcat restarts
CSCts40454	basic CSD functionality not working in UCCX 901
CSCts40462	Recording functionality not working in CAD application in UCCX 901
CSCts40474	CAD application do not respond to outbound calls in UCCX 901
CSCts57932	RTMT reports AMC is not running
CSCts63761	Unable to traverse from Appadmin to Unified serviceability as an Appuser

Identifier	Headline
CSCts63765	Not able to start the UCCX services through CLI
CSCts63781	CDP Agent is not getting registered with the DRS
CSCts63807	Need to fissionise platfrom-install/Makefile
CSCts63821	Alarm interface bind failures in the RTMT Syslog Viewer
CSCts66321	Campaign not running after Failover
CSCts66532	Engine failed with a StackOverflowError in RouteAndQueue.
CSCts68496	Incorrect CLI service names
CSCts71634	UCCX 9.0 should be added to the Node Lock Current Version List
CSCts71904	L2 up gradation is failed from form 9.0.0.96000-57 to 9.0.0.96000-58.
CSCts74656	Chat Widget page is not working after migrating to 9.0 build 10
CSCts85313	Second Node Installation fails with CUIC DB error
CSCts85524	UCCX specific Alerts are not listed in RTMT Alert Central
CSCts87839	HRC Login fails due to database connection error
CSCts98048	L2 upgrade fails during ISO validation phase.
CSCtt04848	Not able to launch UCCX Editor Application
CSCtt10384	Check/Uncheck all buttons of trace config page not working
CSCtt24701	UCCX RTMT tool missing tab "CISCO Unified CCX" after upgrade.
CSCtt29935	In Refresh upgrade secondary node may validate the primary node version
CSCtt37596	UCCX: Cisco DRF failed to backup component CCXCOMPONENT
CSCtu20026	Requeued Chat contact is not presented to the available Chat Agent
CSCtu38683	Assigning capabilty fails if end user id is same as application user id
CSCtu42360	Opening Expression Editor throws Error
CSCtu51964	Not able to launch UCCX Editor 9.0 from Windows 7
CSCtv10223	UCCX SNMP Java Adapter stopped.MIB walk Voice Agent returns empty result

Identifier	Headline
CSCtw18035	few cli commands not working
CSCtw45904	Editor repository not in sync with ccx
CSCtw48217	Refresh upgrade failure <Function: execute_shell_cmd(), exportcuem.py i>
CSCtw51769	Agent state moves to Ready state instead of Not ready for non ICD call
CSCtw52185	Chat CSQ Page lists all the CSQs when the Pub DB is down.
CSCtw53546	Switch version forward failing<Error while taking backup of Unified CCX>
CSCtw57783	Click on Show Resource Button with Invalid comp levels throws 2 warnings
CSCtw76979	CVD fails to come up after L2 upgrade from 8.5/9.0 IR1 to 9.0 IR2
CSCtw79331	Fix 8.5 to 9.0(1) IR2 upgrade issues due to CUIC integration
CSCtw97356	CUIC CLI Errors in IR2 build
CSCtw97528	Restoring older backup would fail on UCCX 9.0 IR2
CSCtw98007	Dashboard Designer role for HR user and supervisor
CSCtw98400	CUIC Datasource does not change to non-master node after add2cluster
CSCtx00121	Error message after successful login to RTMT
CSCtx14617	Opening a workflow script in windows 7 throws OutOfBoundsException error
CSCtx15150	Tomcat is not coming up
CSCtx20851	Selected Provider is not considered from the AXL Provider Config Pop-up
CSCtx21567	UCCX : Restore of CCXCOMPONENT is failing after RU
CSCtx21613	UCCX: CALL_DELIVERED_EVENT with incorrect ConnectionCallID sent to CAD
CSCtx29560	Chat contact is not getting allocated unless the state is changed
CSCtx29642	Switch back fails after performing refresh upgarde and switch fwd
CSCtx31476	L2 upgrade fails when SELinux is not disabled
CSCtx37442	Doc changes for CSCtu38683
CSCtx42257	Not able to login Chat agent

Identifier	Headline
CSCtx57125	Cisco Tomcat does not come up after RU
CSCtx58895	CCX Agent Datastore component activation failed during Add to cluster
CSCtx64274	Switch Version fails on Node 2
CSCtx64660	Unable to log in to Editor due to NoClassDefFoundError
CSCtx67558	CUIC Switch and Component activation fails
CSCtx78746	RTR is not updated when the ChatAgent lost network connectivity
CSCtx80916	Chat CSQ list page throws error when a CSQ created with skill having -
CSCtx81809	Auto switch version does not work
CSCtx96764	ASDR and RTR shows agent data even when agent timeout for login.
CSCty01291	L2 on UCCX node 2 fails while executing cm-dbl-install script.
CSCty01720	Failure during Basic command execution for command 'show uccx dbcontents
CSCty05804	In Analysis manager,Unable able to perform test connection for UCCX node
CSCty10519	UCCX db purge functionality works intermittently
CSCty19455	While performing RU - automatic switch version option is enabled
CSCty21094	During intial appadmin config CME is displayed as service provider
CSCty26571	http trigger fails
CSCty29660	UCCX Upgrade failed at switchversion.
CSCty41567	Login - connectivity issue with tunnel
CSCty43004	In HA,Chat contacts which are handled are marked as abandoned in UCCX db
CSCty45489	RTR shows longest handling and Avg handling times for Abandoned contact
CSCty57132	RMCM,JTAPI,AXL Related show/util commands failing selinux enforce mode
CSCty60864	Log in to chat supervisor desktop is not happening for below scenarioes
CSCty60893	Dynamically modification causing problem for CSD report
CSCty61689	Same contact getting allocated to different agents

Identifier	Headline
CSCty64405	SMTP Configurations done on Node1 are not getting replicated to Node2
CSCty79847	Inconsistency between two nodes RTR reports csq and Resource data.
CSCty79882	JMS clustering is not working with latest IR3 build.
CSCty79913	Auto redirect of agent URL is not directed to FQDN during fail scenerios
CSCty80484	Chat contact END button is not working for the contact during failover
CSCty80495	Contact token authentication is not working for the contact queued
CSCty81991	Agent logout is redirecting to wrong url which goes back to login screen
CSCty82237	Increment DB_SCHEMA_VERSION by 10 in UCCX90
CSCty83106	defect to checking chatuserform data persistance when DB is down
CSCty83155	Proper error messages for Invalid agent login scenerios
CSCty87837	CET tool is not exporting objects
CSCty88942	ASR functionality is broken with latest IR3 build
CSCty91353	Editor Version and copyrights is incorrect.
CSCty91453	Failed to retrieve config database size
CSCty91907	tomcat std error is incorrectly redirected to /&l
CSCty92494	UCCX: Unanswered Transferred Calls to Non-ICD Line Prevent Monitoring
CSCty93234	SysAppl not able to monitor running status of CUIC Reporting service
CSCty97749	SMTP config created from one node cannot be updated from another node
CSCtz00087	All the teams are not visible in IE8 in following scenario
CSCtz00210	Password for datasource gets encrypted
CSCtz04222	Unable to set the default voip monitor service in webCDA
CSCtz04270	sub version check should happen before app switch scripts are invoked
CSCtz04280	Switch version on pub with Sub in enforced mode fails
CSCtz04291	SELinux Violations while executing CUIC Switch Version

Identifier	Headline
CSCtz06446	Not able to setup W1 upgrade in 9.0
CSCtz08515	CSQ report shows blank after modifying team name.
CSCtz08518	Supervisor report doesnt display all modified CSQ
CSCtz09661	Memory leak in openfire leading to openfire server not responding
CSCtz11234	"show uccx components" throws ArrayIndexOutOfBoundsException
CSCtz11282	Not able to Configure SocialMiner in IE
CSCtz16944	Unable to make config changesthough Sub DB is up and replication is up
CSCtz17360	Appropriate serviceability logs for ChatSubsystem and openfire
CSCtz18045	Load test: CPU usage is above 70%, FCCServer is constatnly using 40% cpu
CSCtz20524	Restore fails on IR2->IR3 upgraded setup
CSCtz22531	CUIC set cuic properties purge-time CLI is available for users
CSCtz23507	HTTP contact steps forward,redirect and include fails to load the doc
CSCtz31209	L2 upgrade delete /common/cisco folder
CSCtz31809	Engine is in shutdown state
CSCtz34515	Can't able to launch editor in Windows 7 OS
CSCtz35084	Capture SELINUX violations for CUIC cli command execution
CSCtz37354	Node 1 / node2 install failure
CSCtz39896	agent force login: wrong reason code in HR and CAD reports
CSCtz40331	CAD is crashing While trying to log in
CSCtz40384	Reports executed in CUIC have first record with "---" characters
CSCtz40470	Remote Monitoring is not working with latest IR3 build
CSCtz40571	Report Execution fails when non-master db down/Node down/Island Mode
CSCtz42597	Chat GT Issue: Agent inconsistant state when accepting contact very late
CSCtz42604	chat GT issue:agent desktop not waiting for chat to complete for signout

Identifier	Headline
CSCtz42611	GT Issues : HR report is showing negative values in 3 of the chatreports
CSCtz42646	RMCM and chat SS is taking more than 20 mins after engine restart
CSCtz43205	Error while restoring UCDB component
CSCtz43494	Services status shows as running from CLI with out licenses
CSCtz44031	AMC error messages in RTMT
CSCtz47363	Performance Issue with Reporting Configuration page in UCCX 9.0 appadmin
CSCtz49624	Can not able to do initial app admin config successfully
CSCtz51413	Blended Load test,desktop enterprise service is crashing,core file seen
CSCtz51867	Recording functionality Not working using Cisco Supervisor Desktop
CSCtz52058	Sub Master : OB Call goes to RNA as CAD is not able to accept the call
CSCtz52472	Copyright is not proper in editor help file
CSCtz52763	Convergence aft Island:CDS/HDS gets enabled though disabled deliberately
CSCtz54409	UCCX Components Missing during Intial Appadmin configuration on Node1
CSCtz55699	ISO name is not using the correct ISO PREFIX for 9.0 UCCX version
CSCtz57487	Chat agent is not getting sign out.
CSCtz57569	File open error at the time of login in HRC
CSCtz59379	SplkAxI support for CallManager version 9.0
CSCtz60370	Switch version fails for L2 upgrades in UCCX 9.0
CSCtz61077	Skills are deleted with out warning eventhough they are assigned toAgent
CSCtz61300	Subscriber config/hr datastore not listed after L2 upgrade
CSCtz61381	show status command not showing license MAC for UCCX
CSCtz61733	Help for new pages in appadmin
CSCtz65855	Chat Agent functionality is broken
CSCtz66268	After a RU, not able to switch to CUIC as Reporting client.

Identifier	Headline
CSCtz66370	Not able to change the password for root account after RU
CSCtz67552	Continous Respawning error comes after installation
CSCtz67554	After restore, Subscriber node gets dropped
CSCtz67734	Creating of chat CSQ is taking more than 10 minutes
CSCtz68742	TTS not working in 9.0 MainLine builds
CSCtz70698	Switch to CUIC fails after we try to remove a new node
CSCtz70737	removing 2nd node details from mmca tables
CSCtz72288	Chat RTR Reports in HA show status:Partially Connected
CSCtz72331	Supervisor does not logout during failover
CSCtz72350	Rest Call Failure During Log in and Agent State Change
CSCtz72497	Skillname with special characters Errors is not handled properly.
CSCtz72583	MS SQL 2k8 database connectivity fails
CSCtz72643	Must have icons, css packages pre-downloaded
CSCtz72651	Team-ID is show along with team name only in display page
CSCtz72673	Any URL's that says Unauthorized must be re-directed to Login page
CSCtz74863	Duplicate Skill name should not be created
CSCtz74981	port 554 is blocked in selinux
CSCtz75198	Chat reports are seen in HRC with Enhanced and standard License
CSCtz75311	After updating max DB conn the page shows incorrect reporting client
CSCtz75623	UCCX 9.0 upgrade: Class path setting got reset after the upgrade
CSCtz75664	Admin page indicate UCCX still on demo license after installing perm lic
CSCtz75683	No confirmation dialog when prompting to delete the license file
CSCtz75693	Custom class files access restricted to LDAP server due to SE Linux
CSCtz75958	Variable Length Dial String gets reset to NA Dial String in CDA



Identifier	Headline
CSCtz76039	during failover, agent logout info is missing in historical reports
CSCtz76837	CDA: synchronize directory service failed:inconsistent team info
CSCtz76924	JRE download pop-up appearing on login to CSD
CSCtz77360	CAD -BE hangs on ringing state
CSCtz77620	Chat Resource RTR report is not aligned with Voice Resource Report
CSCtz78020	CVD restart is not able to start all the services.
CSCtz78116	No proper error message when non chat Agents login to Chat Agent desktop
CSCtz78207	No proper error message when the SM ip is all single digit and Public ip
CSCtz79594	Large chat supervisor reports fail to show in Mozilla Firefox
CSCtz79606	No scroll bar is seen on Chat supervisor report when opened in CAD
CSCtz79978	Cad relogin failed & CSD is not showing agent after agentlogin(failback)
CSCtz81209	UCCX 9.0 Install guide needs update on appadmin link page
CSCtz83601	Kernel:IpVms:Error:Unable to get free ICMPEventAppID in High Call Vol
CSCtz83905	UCCX SM config fails, if SM username is less than 5 characters
CSCtz84973	Non Chat supervisor are able to login to supervisor desktop
CSCtz85147	Not able to login with IE and integrated browser with latest build
CSCtz85155	Force login gets contact when in Not Ready state
CSCtz85180	Unable to fetch resources on appadmin during concurrent sessions test
CSCtz85405	Normal supervisor signout is giving Technical Issue error
CSCtz87318	Chat UI Changes suggested by SM Team
CSCtz88047	call forward from agent nonipcc xtn to agent nonipcc xtn, agent notready
CSCtz88243	Chat Agent summary report gives " Field Name unknow" Exception
CSCtz88480	Outbound SIP port not getting migrated during L2
CSCtz88916	Force logging of stuck agent is not working on GT testbed

Identifier	Headline
CSCtz89443	Supervisor desktop is logging out when SM goes down
CSCtz91224	Error: While deleting Outbound contacts from campaign page
CSCtz93251	SU3 to 9.0 Upgrade - Issues in mograting from HRC to CUIC
CSCtz93408	Platform OS admin page menu is broken in IE8
CSCtz93648	Mobile Skill Manager can add more than 150 skills
CSCtz93659	Mobile skill manager can assign more than 50 skill per agent
CSCtz94617	No Data validation when SM config is out of sync
CSCtz96001	Upgrade liceneses(say CR to QM) is not properly updating the seats
CSCtz96344	Stock reports are not listed after restore
CSCtz97062	TUP.ini missing
CSCtz97375	RU cop overwrites files with old versions of scripts and jars
CSCtz97453	cad component restore fails
CSCtz98382	Inactive agents in CUCM which are not deleted in UCCX,creates duplicate
CSCtz98578	sealert after L2 upgrade
CSCtz98638	FIPS command to be removed for UCCX
CSCtz98924	Unable to retrieve resources since the query is case sensitive.
CSCtz99153	If 2nd node details is added as host name error is seen in appadmin page
CSCua00935	Chat Supervisor URL is redirected to Chat Agent URL on Service unavailab
CSCua00944	Too many confirmation messages while signing out on a incoming Chat
CSCua01784	CAD appears in non-English language
CSCua01886	db corruption recovery doesn't work for 9.0
CSCua01996	Scheduling reports are not getting saved in proper format
CSCua02657	Manual backup fails in CCXComponent
CSCua12139	Avg Talking time in "Agent summary report" shows as zero - outbound call

Identifier	Headline
CSCua13811	Switch Version Fail if there are any open connection to the database
CSCua14298	Config updates not happening after backup failure
CSCua14913	sealert seen during backup
CSCua14930	Trigger UCM Options
CSCua14984	UCCX DemoLicenses
CSCua15583	RTR takes longer time when any report is launched for the first time
CSCua15800	Issue with Chat Load : Chat Agents are stuck in busy state forever
CSCua15886	All the overview pages of CUIC are NOT Available (404 Error)
CSCua15943	RMI port not getting restored
CSCua15962	On Running Preview outbound load, Cisco Enterprise service crashes
CSCua16567	CVD service is restarted during CAD restore
CSCua16625	CLI cmd to recover DB Corruption should restore system to normal state
CSCua18352	utils uccx database dserver integrity CLI command failing
CSCua18530	Reset Replication doesn't work from serviceability UI
CSCua18564	Config Sync fails if there are any non-english char in the config
CSCua19264	Cad restore fails or doesn't restore configurations
CSCua20276	CVD DB_MGR shows OUT_OF_SERVICE when CDS is disabled in island mode
CSCua21002	switchversion of node2 fails
CSCua22458	Default Purge setting is not in sync with DB / UI
CSCua26040	Chat agent status is not changing : Found in GT
CSCua27823	After fallback , Chat Agent received a contact in Not-Ready state.
CSCua27957	chatTraffic Analysis report on load testbed gives Invalid summary data.
CSCua27977	Failover and Failback failed agent to logout in GT
CSCua28056	CUIC Traffic Analysis report shows in GMT and others show in IST

Identifier	Headline
CSCua28092	Agent ID with mixed character doesnt logout when session is killed
CSCua28487	Unable to switch report client to CUIC in 400 Agent HAoWAN load testbed
CSCua28537	Data discrepancy between HRC and CUIC for Traffic Analysis in non-GMT
CSCua28862	utils uccx modify remote_IPAddress Cli commad failed after Upgrade
CSCua30588	deadlock in Enterprise service during island mode (CSD haning)
CSCua30636	Cad autolog in failed and unable see agent from CSD after relogin
CSCua30863	CDS active when replication broken,HDS remains Unknown after repl reset
CSCua30877	Extension Mobility agent: outgoing call is not recorded in HR
CSCua31436	Prevent access to agentdesktop when IP addr in URL instead of FQDN
CSCua32815	Multi-byte skill,CSQ,resources are not displayed in HRC reports
CSCua33542	Services are not starting after change the ip address of node1
CSCua33709	Dynamic skill updates not getting reflected
CSCua34165	Appadmin page throws a blank page in firefox or IE
CSCua34330	HRC login continuously fails with 5051
CSCua34503	Document Not Ready Selection While In Call Doesn't Display Wrap-up Data
CSCua36373	Node2 cluster Remove/Add fails after RU with host name configuration
CSCua36432	CUPS integration with CAD not working after L2 upgrade
CSCua36482	Password shown in clear text in Agent debug file
CSCua36579	The document should clearly state how to access the chat webpage
CSCua37952	SELinux not allowing Update Statistics to run on CCX
CSCua38454	Mobile Skill Manager issues with Samsung Galaxy S series phones
CSCua39125	port CUCM defect CSCtz99522 to UCCX
CSCua39323	CCX: Cisco Desktop Admin Services not started after upgrade
CSCua46127	Config Not Shown In Master Node when DB down on Master for HA setup

Identifier	Headline
CSCua47133	CSD is hanging while launching first time after upgrade
CSCua49034	HR data is not been written under temp file when DB is down
CSCua49697	CAD hangs completely after fail back
CSCua54094	Chat reports are taking more time on load box
CSCua65147	"Offer Chat Contact When On Voice Call*:" setting is not working
CSCua30863	Duplicate ccg id is created after W1 upgrade

## Troubleshooting

For more information on how to troubleshoot issues that may arise in your Unified CCX system, see the Troubleshooting DocWiki page: [http://docwiki.cisco.com/wiki/Troubleshooting\\_Unified\\_Contact\\_Center\\_Express](http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express).

## Obtaining Documentation Obtaining Support and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources and is available at this URL:

<http://www.cisco.com/en/US/support/index.html>

In addition, if you have a valid Cisco service contract or Cisco Technical Assistance service contract, contact your reseller.

## Submitting a Service Request

The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

