Release Notes for Unified Contact Center Enterprise & Hosted Release 10.0(1)

First Published: December 20, 2013

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CHAPTER 1

Release Notes for Unified Contact Center Enterprise & Hosted Release 10.0(1)

Introduction to Cisco Unified Contact Center Enterprise & Hosted Release 10.0(1)

These release notes describe new features and changes for Release 10.0(1) of Unified Contact Center Enterprise & Hosted (Unified CCE) software.

New and updated features

New features

The following sections describe new features that are pertinent to Unified CCE Release 10.0(1).

Increase in the maximum number of Monitor Mode connections for the CTI OS Server

For the CTI OS server, the maximum number of Monitor Mode connections that is allowed is increased to five. For more information, see the *Cisco Unified Contact Center Enterprise Design Guide* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.

Departmental access to Internet Script Editor

This release introduces support for Departments, whereby scripting authorization can be separated on a user, group, or role basis. A script Authorization Server determines which configuration objects are valid for a user in the Internet Script Editor (ISE). This feature is supported for the following Unified CCE deployment types:

- Unified CCE 12000 Agents Router/Logger

- Unified CCE 8000 Agents Router/Logger

- Unified CCE 4000 Agent Rogger

- Unified CCE 450 Agents Progger

The Departments feature is enabled by configuring an Authorization Server, such as Contact Center Management Portal (CCMP) or Exony VIM, in Web Setup on the Administration Workstation. If the deployment type is set to a type other than one of these, the feature is not available for you to enable in the Web Setup on the Administration Workstation.

The following objects are subject to access control as prescribed by the authorization server:

- Call Type

- Dialed Number

- Label

- Precision Queue

- Network VRU Script

- Scripts

- Skill Group

If you attempt to open a script that contains objects for which you are not authorized, an error appears; an authorized user may need to change the user authorization configuration or the script to allow access.

Use the Feature Control Set to enforce Quick Edit and limit node access for lower-level users. This will limit which nodes a lower-level user can modify.

When you enable the Feature Control Set feature by using Web Setup, users cannot use Route Select nodes or enable dynamic option in Precision Queue or Call Type nodes.

Access to scripts, labels, or dialed numbers by user

One of the benefits of the scripting authorization is that a script, label, or a dialed number that is authorized for a particular department is available only to that department's users, and no other users, in the Internet Script Editor.

Label nodes and Dynamic label nodes are affected by limiting the list of labels for which a user has authorization.

Reload button for Internet Script Editor configuration

The reload button in ISE is disabled for department administrators of Unified CCE.

Agent Request

The Agent Request feature allows you to initiate a request from the web to receive a return call from a Unified CCE agent. Cisco SocialMiner and Unified CCE work in concert to process the request from its inception through the receipt of the callback.

The SocialMiner Callback API allows callback applications (or application developers) to forward to CCE a customer request for a return phone call from a contact center agent (a call back). The API works in conjunction with the callback feed, campaigns, and CCE notifications.

For additional details about the SocialMiner Callback API, refer to the *Cisco SocialMiner Developer Guide* at https://developer.cisco.com/web/socialminer/documentation.

For additional details about Agent Request, refer to the *Cisco Unified Contact Center Enterprise Features Guide* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

Service level reporting for Agent Request

With this feature, customers can identify the service levels for the Agent Request scenario and administrators can manage queuing of calls more effectively.

When an agent initiates a call to a customer, the call is marked as "call answered" and when a customer answers the call, the call is marked as "call handled" in the database. The difference between the calls answered and the calls handled is the number of calls that were dropped (not answered by the customer).

CallingLineID support in Script Editor and Internet Script Editor

A variable CallingLineID is added to the call object under Set Variable node to Unified ICME Script Editor and ISE. This allows you to set the CallingLineID variable and changes the ANI of the Termination Call Detail records.

This change was made as part of the Agent Request feature to allow pre-prepending digits for use with Voice Callback.

Support for Cisco Unified Border Element with SIP Dialer

The SIP Dialer supports SIP Trunking using the Cisco Unified Border Element (CUBE) only when CPA is disabled.

SIP Dialer DTMF support with CUBE

SIP Dialer now advertises support for the RFC 2833 form of DTMF. Previously, the dialer used the SIP defaults. Even though the SIP Dialer does not have a need to consume DTMF, it is setting up the preferences for calls that are referred to Cisco Unified Customer Voice Portal (CVP) when used with CUBE; and RFC 2833 / RTP-NTE is acknowledged as the industry standard.

Vertical bar delimiter support for Outbound Option

Import files for Outbound Option now also support the vertical bar (| , also known as a pipe) as a delimiter. You can import a file using a vertical bar-delimited field, along with the current options of comma and fixed-length delimited fields. You access the Import File option in the Configuration Manager.

Limited shared line support for one agent

This feature allows an agent to have a common, shared secondary line for different phones at home and at work when multi-line agent control is enabled but the agent can log into only one phone at a time. The secondary line is typically used for Direct Inward Dial, voice mail, and/or personal calls.

Note that limited shared line support:

- Requires that multi-line be enabled on the CCE peripheral.

- Applies to any phone with more than one extension when multi-line agent control is enabled on the peripheral.

- Does not apply to Finesse, since Finesse supports only multi-line peripheral with phones configured with only one extension.

- Operates only if you set Agent Phone Line Control to All Lines in PG Explorer. Limited shared line has no effect if you set Agent Phone Line Control to Single Line.

Caller Specific Music On Hold

The Caller Specific Music On Hold feature is supported. For more information, refer to the *Cisco Unified Contact Center Enterprise Install and Upgrade Guide* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

E164 - plus sign support to dial an international number

Agents can call international numbers using the E164 format; prefix the dialed number's country code with a plus sign.

The Cisco Finesse desktop also supports this format.

Replication of Config_Message_Log Table in the AW Database

Data from the Config_Message_Log table is replicated from the Logger database to the AW database. The Config_Message_Log allows you to run the **dumpcfg.exe** command line utility to get a configuration audit log, which shows you what changes were made and by whom.

A purge mechanism is also introduced for the Config_Message_Log table in the AW Database. The default retention period is set to 90 days. To change the retention period, modify the following registry key:

```
Cisco Systems, Inc.\ICM\<instancename>\Distributor\RealTimeDistributor\
CurrentVersion\Recovery\CurrentVersion\Purge\Retain\
System\ConfigMessageLog
```

Note   In the registry key, `<instancename>` is a placeholder for the Unified CCE instance name.

For more information, see the applicable technical note at http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_tech_note09186a00806919d8.shtml.

Support for A-law Codec

A-law codec for mobile agent is supported. For more information regarding the configuration, refer to the *Cisco Unified Contact Center Enterprise Features Guide* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_maintenance_guides_list.html.

Virtualization support for SPAN-based Silent Monitoring

The SPAN-based silent monitoring service should be installed on UCS-C series servers. The supported hypervisor version for mobile and non-mobile agents is ESXi 5.1. For more information, refer to the *CTI OS System Manager Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod_installation_guides_list.html.

Install Administration Client on a different domain in a single forest

Installation of the Administration client on a different domain other than the Central Controller domain within a single forest is supported. For more information, refer to the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Unified CCE support with Cisco Unified Communications Manager

Unified CCE is supported with Unified Communications Manager (CUCM) 10.0. See the *Unified CCE Software Compatibility Matrix* at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE for additional compatibility details.

Provision Network VRU scripts in Cisco Unified Contact Center Management Portal

Network VRU Scripts can now be provisioned through the Cisco Unified Contact Center Management Portal (Unified CCMP) System Manager Tool.

Updated features

The following sections describe updated features pertinent to Unified CCE Release 10.0(1).

Database schema

The following changes have been made to the database schema.

New tables

The following database schema tables are new in this release:

- Department
- Department_Member
- Machine_Host

- Machine_Address

- Machine_Service

Data modifications

The following data modifications have been implemented in this release:

- Added BuiltinCalltype and BuiltinBucketInterval and set them as system defaults (if defaults were not previously assigned).

- Added Cisco_Chat, Cisco_Twitter, Cisco_Facebook, Cisco_RSS, and Cisco_Push, to Media_Class.

- Deleted unused entries for Cisco_Single_Session_Chat, Cisco_Multi_Session_Chat, Cisco_Blended_Collaboration, and Cisco_Email from Media_Class.

- Removed default cisco.cem.Category, cisco.cem.Priority, and cisco.cem.MessageKey entries from Expanded_Call_Variable table.

Table schema modifications

The following table schema modifications have been implemented in this release:

- Added RoutingType to Routing_Client.

- Added FutureUseInt fields to Agent Skill Group Real Time.

- Changed Import_Rule to support the vertical line (pipe) delimiter type.

- Dropped SlaveNICR from Logger_Type.

- Added DepartmentID to various tables in support of Departments.

- Added CustomerDefinitionID to Peripheral table.

- Increased Extension and ParamString sizes in Peripheral_Monitor.

- Added DateTimeStamp to every configuration table that contains ChangeStamp field.

Index modifications

- Deleted five unused indexes from Termination_Call_Detail, and re-ordered RouterCallKey/Day index to reduce fragmentation.

- Deleted two unused indexes from Agent_Interval.

- Deleted two unused indexes from Skill_Group_Interval.

- Deleted two unused indexes from Agent_Skill_Group_Interval.

- Deleted two unused indexes from Router_Queue_Interval.

For more information about fill factor and re-index reorganization updates, see Enhanced database performance, on page 6 for details.

Enhanced database performance

The following changes have been made to improve database performance:

- **Fill factor changes** -- Fill factor adjustments are made to the Unified CCE logger and Historical Data Server (HDS) / Historical Data Server-Detail Data Server (HDS-DDS) database tables to reduce fragmentation rates and increase performance. The change requires a one-time rebuild of the indexes and major tables affected by the update. Because the rebuild operation is resource intensive and may require multiple hours to complete (depending on data size), the process is handled in one of two ways.

  For new installs, fill factor is applied at installation time. For upgrades (both tech refresh and common ground) where maintenance windows may be constrained, the process is not performed as part of the upgrade but rather deferred until such time as the system administrator elects. (The system will function without the fill factor change at reduced performance in the interim.)

  On new installs, a 70% fill factor is set for a few of the larger indexes for Agent_Interval, Agent_Skill_Group_Interval, Agent_State_Trace, Logger_Admin, Network_Event_Detail, Route_Call_Detail, and Termination_Call_Detail. Other indexes are set at 80%. A script is provided that you can run at your convenience during an appropriate maintenance window for upgrade scenarios.

  See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html for instructions about electively running the fill factor update following an upgrade.

- **Re-index reorganization** -- A new process is available to reorganize table indexes nightly, as need dictates. A scheduled job is automatically run that inspects each table and re-indexes those tables found to have a fragmentation rate exceeding 5%. Upgrade customers who perform the elective fill factor changes outlined above will notice significant benefits to the re-indexing process: a decrease in the rate at which fragmentation will occur and an increase in the efficiency of re-indexing those tables requiring it.

- **Database statistics update** -- A newly added nightly job allows the updating of database statistics (which Microsoft SQL Server 2008 R2 does not do by default).

DBLIB replaced with ODBC

DB-Library (DBLIB) is a database connectivity API that allows an application to interact with Microsoft SQL Server to perform data manipulation. The manipulation might occur on the database itself or on table data (for example, inserting, updating, or deleting data in a table). Microsoft has deprecated DBLIB support.

Unified CCE 10.0(1) supports Microsoft SQL Server 2008 R2 SP1 and SP2

Microsoft SQL Server 2008 R2 SP1 and SP2 are supported in Unified CCE 10.0(1).

MDS Synchronizer enabled side determination

An enhancement has been made to the MDS Synchronizer, a key function of the MDS process running on PG and Router nodes, that changes the way a duplexed Router or PG pair determines which side will negotiate the "master" (enabled) role used for message control.

In previous releases, the system assigned this role unconditionally to the A side of the Router or PG, to accommodate UCCE/ICM Hosted topologies where NAM and CICM shared a common private network path. This was necessary to ensure same-side message control was enabled should a private path failure fully segregate A from B in both NAM and CICM.

In Unified CCE 10.0, the MDS synchronizer role is determined dynamically based on network configuration and initialization sequence. The change optimizes message handling performance in certain circumstances

and also provides more efficient fault tolerant recovery processing. The majority of Unified CCE customers should see no functional change; however, hosted customers deploying a convergent private path as described above should review their deployment and the implications of the change prior to upgrading.

Siebel support on Microsoft Windows Server 2008 R2

Siebel is supported on Microsoft Windows Server 2008 R2. The Siebel version compatible with Windows Server 2008 R2 is 8.1.x.

Upgrading from 9.0(x) or earlier to 10.0(x) is not supported. You must perform a fresh installation of Siebel.

Improved Termination Call Detail purge

The Termination Call Detail (TCD) and Termination Call Variable nightly purge jobs have been tuned to run more efficiently.

Sprint Network Interface Controller qualification

Sprint Network Interface Controller (NIC) qualification is being reintroduced for Unified CCE 10.0(1).

Stock Cisco Unified Intelligence Center report templates

Performance improvements have been added to the stock Cisco Unified Intelligence Center (CUIC) report templates.

You can download the reports from the Cisco Contact Center-Cisco Unified Intelligence Center download site at http://software.cisco.com/download/release.html?mdfid=282163829&softwareid=284697222&release=10.0.1&relind=AVAILABLE&rellifecycle=&reltype=latest#.

ESXi 5.0 software requirements

In a Microsoft Windows Server 2008 R2 environment, disabling the Large Receive Offload (LRO) in ESXi 5.0 (and later) is no longer a requirement.

ESXi 5.1 support

Support for ESXi 5.1 is now available.

Uninstallation of Unified CCE

Unified CCE can be uninstalled using the Uninstall option in Add/Remove Programs.

Cisco Unified Contact Center Management Portal enhancements

The following enhancements are available in Cisco Unified Contact Center Management Portal (Unified CCMP):

- **Security** -- Unified CCMP 10.0 contains web application updates that improve security against a number of attack mechanisms. The main changes are hardening around individual pages to protect against XSS attacks (for example, encoding of parameters, etc.) and the implementation of CSRF protection, which embeds a token into every request to ensure it has been sent from a suitable source.

- **Logging** -- The platform-logging framework has been extended to provide protection from run-away logging. There is a new configuration parameter called MaxSizeRollBackups, which defines the number of log files to keep each day. When this limit is reached, the earliest log file for that day is deleted before a new one is created.

- **SNMP Traps** -- The Administration Guide has been updated to describe how to configure SNMP traps from Unified CCMP. This feature protects against a high volume of exceptions filling the disk in a short period of time.

- **Date Time Stamp Support** -- Unified CCMP 10.0 uses the new Unified CCE 10 config table column, which provides the date and time when a resource was last updated. The importer uses this to optimize resource importing, thus reducing import latency and AW load.

Deprecated features

Deprecated features are those for which no additional engineering development will occur. These features will be removed in a future release, and customers should therefore plan to transition from current use to the designated replacement feature. If you are implementing a new deployment, use the replacement technology described rather than the features targeted for deprecation.

The following features are being deprecated in this release.

Deprecated feature	Replacement
Skinny Call Control Protocol (SCCP) Dialer	Session Initiation Protocol (SIP) Dialer
Unified CCE/H and ICM/H (Hosted) deployments	Cisco Hosted Collaboration Solution (HCS) for Contact Center
On-Demand Licensing Model for Unified CCE	Cisco Hosted Collaboration Solution (HCS) for Contact Center
Agent Routing Service (ARS) PG	No replacement available
/LOAD Configuration Parameter	Agents will now set the agent to NOT READY on CTI disconnect (whether desktop or server). Agents can be forced to log out by the supervisor, or by implementing an inactivity timer in the agent desk settings configuration. **Note** This parameter was sometimes used in Unified CCE to force agents to log out on CTI failures.

Removed features

The following features are no longer available as of Unified CCE Release 10.0(1).

Feature	Replacement
Scheduled Target Manager	Use the Scheduled Target Explorer or update in the Script Editor.
ISE and Administration Client support on Microsoft Windows Vista and Microsoft Windows Server 2008 R2	Continue to use ISE and Administration Client on any supported operating system. Refer to the *Unified CCE Software Compatibility Matrix* at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE for details.
CTI OS support on Microsoft Windows Vista (Business and Enterprise)	Continue to use CTI OS on any supported operating system. Refer to the *Unified CCE Software Compatibility Matrix* at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE for details.
Localization for ISE online help	No replacement identified; localization for the Internet Script Editor help is no longer available.
Microsoft Terminal Services/Remote Desktop Services for CTI OS	No replacement identified. **Note** While multi-session support on a single VM or host is not supported, Remote Desktop Services for serviceability and remote administration are still supported.
Cisco Unified Customer Relationship Manager (CRM) Connector for SAP®	Refer to **Solutions Plus** at https://marketplace.cisco.com/catalog/companies/bucher-suter-ag for details about replacement connectors, such as the Multi Channel Adapter (MCA) for Siebel at https://marketplace.cisco.com/catalog/products/1304.
Cisco Unified Contact Center Express (UCCX) child with a Unified CCE parent in a parent/child configuration	Use an all-UCCE deployment.
Cisco Unified CRM Connector for Siebel	Refer to **Solutions Plus** at https://marketplace.cisco.com/catalog/companies/bucher-suter-ag for details about replacement connectors, such as the Multi Channel Adapter (MCA) for Siebel at https://marketplace.cisco.com/catalog/products/1304.
Aspect Spectrum PG (unavailable for new installations)	Use a Cisco Unified CCE PG with Cisco Unified Communications Manager or the Cisco Mobile Agent.

Feature	Replacement
Cisco 38xx Series Integrated Services Router Gateway	Refer to the **Cisco Integrated Services Routers FAQ** at http://www.cisco.com/en/US/prod/collateral/ routers/ps5853/qa_c67-631674.html for more information.
Quality of Service (QoS) support for the Silent Monitoring (SM) server	Perform the marking in the network switch rather than the application layer.
Support for multiple NAM	Cisco Hosted Collaboration Solution (HCS) for Contact Center.
MCI Network Interface Controller (NIC)	Use a supported IntereXchange Carrier (IXC) NIC compatible with your PTSN interface.

Limitations and restrictions

The following section provides information about limitations and other considerations related to Unified CCE Release 10.0(1):

- There is a limit of 300 simultaneous campaigns in Outbound Option.

- You can experience system instability when you launch ISE or other Unified CCE tools while running other applications that place heavy demands on CPU and usable RAM.

- As directed by Microsoft, use database maintenance activities such as database backup procedures and database monitoring. Modifications to the database structure, however (including views, tables, and indexes), are not supported.

System requirements

Before you start installation or upgrade activities, fully plan your Unified CCE contact center installation or upgrade. Ensure that the system is ready, and that all requirements for supported hardware and software are met.

This section provides a summary of the requirements for Unified CCE. If you have not confirmed all the information in this section, complete the planning phase before proceeding further.

Platform requirements

All deployments are required to be virtualized on Unified CCE.

Server selection for Unified CCE in a virtualized environment involves several factors, including:

- The server and all related hardware supported for use in a virtualized Unified CCE system

- Minimum specifications for processing, memory, and storage

- Whether you want a packaged and tested Cisco configuration (Tested Reference Configuration or TRC) or a configuration that you base on Cisco-defined minimum requirements (Specs-based Configuration)

- Compatibility requirements for all hardware, and Cisco and third-party software including the VMware required to run and manage a virtual environment

Confirm that your hardware selection is supported for Unified CCE and meets all minimum specifications:

Server	VMware required	For detailed requirements information, see
UCS B- or C-series (TRC):	• VMware vSphere ESXi • VMware vCenter (Optional)	Virtualization for Unified CCE Wiki at http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCE
UCS B- or C-series (Specs-based):	• VMware vCenter • VMware vSphere ESXi	
Third-party (Specs-based)	• VMware vCenter • VMware vSphere ESXi	

In addition to confirming that your servers meet minimum specifications, confirm that your server choice is compatible with all Cisco and third-party software.

Network requirements

Network requirements for virtualized Unified CCE systems vary widely, depending on the size and type of Unified CCE solution deployment. Confirm that you have clearly established all network requirements before you install or upgrade a Unified CCE contact center.

For more information, see the latest version of the *Pre-installation Planning Guide for Cisco Unified ICM Enterprise and Hosted* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html.

Software license requirements

Cisco products

The following table lists the Cisco components that the Unified CCE solution comprises:

Components	License requirements
Cisco Unified Contact Center Enterprise	One server license for each of the following: Voice applications, E-Mail Interaction Manager applications, and Web Interaction Manager applications. One agent license for each concurrent user with different feature tiers.
Cisco Unified Communications Manager	One license for each Cisco Unified Communications Manager node, plus device licenses for connected devices.
Cisco Unified Customer Voice Portal	One CVP software license for each server that runs Call Server or VXML Server software (or both coresident), ports or redundant ports, or Call Director software. One CVP reporting license for each Reporting Server. No license required for Operations Console. Port license package required for ports used for simultaneous sessions requiring self-service or queuing (voice and video). Redundant port licenses required for each redundant port. One license for each developer machine running Call Studio. Upgrade licenses from IP IVR available.
Cisco Unified Intelligence Center	One license for each server.
Cisco CTI OS or CAD or Cisco Finesse	CTI OS or CAD: User licenses included with selected tiers of Cisco Unified Contact Center Enterprise user licenses. Finesse: User licenses included with selected tiers of Cisco Unified Contact Center Enterprise user licenses. One license for each server pair. One license for each Media Kit.
Cisco Unified Contact Center Management Portal	User licenses included with selected tiers of Cisco Unified Contact Center Enterprise user licenses.
Cisco MediaSense	Server licenses required for Primary and Secondary Servers. Expansion Server Software licenses required for extra capacity. Session licenses (base, and either audio or video) required for each user.
Cisco SocialMiner	User license included with Unified CCE Premium Agent License. One server license for each SocialMiner server.
Cisco EIM/WIM	One agent license for each concurrent user with different feature tiers. One server license for each Email Interaction Manager and Web Interaction manager application.

Third-party products

The following table lists the third-party software products that work with Cisco components to comprise a Unified CCE solution:

Software	Version	Notes
Microsoft Windows Server 2008 R2 Standard Edition	Service Pack 1	For server applications
Microsoft SQL Server 2008 R2 Standard Edition	Service Pack 1 or Service Pack 2	For applications that contain a database
Windows (client)	Windows 7	For Administration Client applications
Antivirus	One of: • Symantec Endpoint Protection 11.0/12.1 • Trend Micro Server Protect version 5.7/5.8 • McAfee VirusScan Enterprise 8.8i	For all applications that run on the Windows platform

Before you begin an installation or upgrade of any part of your contact center, confirm the following:

- That you have all the required software products.

- That all the software versions are compatible with each other.

- That all software versions are also compatible with all hardware and VMware.

Virtualization requirements

All deployments are required to be virtualized on Unified CCE.

For the latest information about virtualization requirements, see the *Virtualization for Unified CCE Wiki* at http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CCE .

Compatibility requirements

For the latest information about compatibility, see the *Unified CCE Software Compatibility Matrix* at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Caveats

Bug Search tool

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

This section contains a list of all defects that are currently pending in Unified CCE Release 10.0(1).

Identifier	Severity	Component	Headline
CSCul52657	2	pg.opc	OPC assert while updating agent configuration
CSCul83669	2	pg.opc	OPC crash due to getting a queued event for a call which was cleared
CSCul96375	2	ccmp	CCMP User Not Creating RoutingScript in SubCustomer Folders
CSCtr26877	3	web.setup	CTI OS client uninstall fails with an error
CSCui98226	3	outbound	Personal Callback stuck in Call Status 'A' with Call Result '0'
CSCum02102	3	documentation	Bulk config insertion limit of 1000 (max) not documented
CSCum03603	3	pg.opc	Negative TalkOtherTime value reported
CSCum03732	3	router	EWT Calculation becomes skewed when VRU PIM resets and recovers
CSCum11496	3	pg.acmi	Idle Acmi Pim Crashes whenever a Peripheral Target Removal happens

Resolved caveats

This section contains a list of resolved caveats (those that have been fixed since the last maintenance release).

Identifier	Severity	Component	Headline
CSCua26918	2	pg.opc	OPC out of sync condition results in a crash following failover
CSCuc01457	2	web.config.ui	Unable to save using CCE Admin tool after changing distributor host name
CSCuc06023	2	tools	Java gateway not coming up after Tech refresh
CSCuc66153	2	db.logger	Need to improve the daily purge performance.
CSCuh35875	2	pg.opc	OPC does not set LinesOnHold while processing CSTA_HELD

Identifier	Severity	Component	Headline
CSCuj39376	2	pg.opc	opc process asserts during automation runs
CSCuj71141	2	pg.opc	Incorrect login and RT data from OPC
CSCuj77377	2	ctios.server	Supervisor sees wrong agents talking time
CSCua18913	3	pg.opc	Agent PQ assignment wrong if Attribute changed shortly after PQ change
CSCua76128	3	tools	Diagnostic Framework Portico output garbled (Japanese Windows 2008 R2)
CSCub49578	3	install	Error seen in ICM Install due to missing '}' in statement block
CSCub64195	3	scripteditor	Call Tracer can't be launched with Japanese language pack
CSCuc56691	3	documentation	ICRCallKey is more than 250 million
CSCuc71825	3	documentation	10 Digit limit on some Dialer option fields
CSCud07517	3	documentation	CTIOS Dev Guide tracing registry key incorrect
CSCud79679	3	documentation	lICM CTI Server Protocol Guide SET_AGENT_STATE forced flag=2
CSCud95796	3	documentation	Port Utilization guide needs to specify ports of Dialer with SIP Gateway
CSCue11477	3	documentation	AgentOutCallsTalkTime definition incorrect in schema guide
CSCue32327	3	documentation	ICM guides do not contain information about localization
CSCue40960	3	documentation	Changing hostnames on UCCE servers is not supported and not documented
CSCue55413	3	install	AT command to purge logs on CTIOS server is not working on Spanish m/c
CSCue97878	3	documentation	SRND - CAD recording should not be used for compliance recording
CSCuf02521	3	outbound	Campaign Manager asserts when attempting callback from deleted campaign

Identifier	Severity	Component	Headline
CSCuf21051	3	router	Agent Attr change during 5 min logout timer causes inconsistent behavior
CSCuf21672	3	tools	Dumplog is showing incorrect time after DST
CSCuf27005	3	documentation	Cisco Unified CCE Resource Calculators
CSCuf27042	3	documentation	CTI OS Dev Guide - MakeCall Authorization Code usage needs clarification
CSCuf52315	3	documentation	Staging guide lacks support for AD 2003 under Domain Requirement section
CSCuf56775	3	documentation	Ctios localization documentation
CSCug38194	3	documentation	NetworkVRUType information needs to be updated separately for IPIVR CVP
CSCug40129	3	documentation	Personal callback behavior not as documented
CSCug54449	3	documentation	ICM low- and high-priority traffic should take the same path.
CSCug78904	3	documentation	Some fields of t_Dialer_Detail table are used but not documented
CSCug78964	3	documentation	SIP Dialer documentation for 183 Session In Progress
CSCuh01432	3	documentation	UCCE Reporting Guide and Schema Guide need to include Finesse sys code
CSCuh16754	3	documentation	ICM Dialer "Capture Options" registry setting must be "i", not "I"
CSCuh64305	3	documentation	Calls in progress are lost if /LOAD 1 is used with Mobile Agent and CAD
CSCui45486	3	install	badialer service status is always 3 (stopped), even if it's running
CSCui51440	3	documentation	TP support for CSTA_SNAPSHOT_DEVICE comes to PIM instead of OPC fill in
CSCui53554	3	web.setup	PCCE RouterQueue retention setting is set for 14 days after installation
CSCui53567	3	pg.acmi	ServiceSkillTargetID show in Parent TCD on outbound call that of Inbound

Identifier	Severity	Component	Headline
CSCui86644	3	documentation	ISE System Requirements do not account for load on the workstation
CSCui95819	3	documentation	AW doesn't support several users account working simultaneously
CSCuj42246	3	router	ICM Sprint NIC gets unresponsive if transaction table fills up
CSCuj44874	3	documentation	The Cisco Unified ICM ACD Supplement guide procedure correction
CSCuj48150	3	install	Auto growth implementation for AW, Outbound and HDS databases
CSCuj49561	3	outbound	Outbound Option BAimport Process Crash with mini dump
CSCuj51375	3	documentation	Limited Shared Line support
CSCuj55253	3	outbound	SIP Dialer sending CANCEL before second UPDATE with SitMT
CSCuj72419	3	documentation	Remove ACD references for multi-channel in ICM Configuration Guide
CSCuj72870	3	pg.cucm.jtapi	Mobile Agent Connect Tone is not heard consistently
CSCuj83493	3	outbound	Dialer does not correctly handle SIP 127 result codes in 183 message
CSCuj85662	3	outbound	RPUT tool fails to assign few area codes to their subgroups (states)
CSCuj91861	3	pg.opc	Call Variable Value Change Seen From RCD to TCD
CSCuj94842	3	documentation	SQL 2008 R2 Server disables Computer Browser
CSCuj95293	3	reporting	CallType Queue Interval All Fields - SL column wrong
CSCull3244	3	documentation	Duplex Sip Dialer with Duplex MR PG deployment Configuration
CSCull8166	3	documentation	Allow customers to upgrade Java and Microsoft patches on UCCE9.0 JRE 1.6
CSCul38068	3	documentation	IPCC Agent performs Single Step Transfer, Peripheral Variables not sent

Identifier	Severity	Component	Headline
CSCul69613	3	documentation	UCCE 9 Security Guide points to Staging guide for SQL domain user config
CSCul90125	3	documentation	Finesse 9.1(1) dialer mode support not mentioned in 9.x outbound guide

Documentation Changes

Documents for this release have staggered release dates. Updated versions of some documents are not available until after the initial product release date. We will update this *Documentation Guide* and re-release it when additional updated documentation is available.

In addition, the updated documents will be listed under Collaboration in *What's New in Cisco Product Documentation* at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html. This service lists new and revised Cisco documentation since the last release of this monthly publication. You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: http://www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml

The following tables show the documents that changed for release 10.0(1).

New documents in this release

This table lists new documents introduced in this release.

Document	Notes
Cisco Unified Contact Center Enterprise Installation and Upgrade	We transformed this document to be task-based, customer-centric, and concise.
Cisco Unified Contact Center Enterprise Design Guide	We transformed the following chapters to be customer-centric and concise: • Deployments • Design considerations for high availability • Unified CCE desktop deployment scenarios The remaining chapters of the document reflect changes in technology and practices, such as virtual deployment.
Cisco Unified Contact Center Enterprise Features Guide	This document includes the new Agent Request feature as well as content previously contained in separate guides for Agent Greeting/Whisper Announcement, Precision Routing, and Mobile Agent. New content in the Mobile Agent section includes A-Law support.

Document	Notes
Cisco Unified Contact Center Enterprise Reporting User Guide	This document includes reports previously documented in the Cisco Unified Intelligence Center Report Template Guide and conceptual information from the Cisco Unified Intelligence Center Reporting User Guide. It also documents approximately 60 report templates.

Documents retired in this release

This table lists the documents that are retired in this release.

Document	Notes
Hardware and System Software Specification Bill of Materials for Cisco Unified ICM/Contact Center Enterprise & Hosted	This content moved to: • *Virtualization for Unified CCE* Docwiki • *Compatibility Matrix for Unified CCE* Docwiki • *Cisco Unified Contact Center Enterprise Design Guide* • *Pre-installation Planning for Cisco Unified ICM Enterprise and Hosted.*
Installation and Configuration Guide Cisco Unified Contact Center Enterprise	The transformed *Cisco Unified Contact Center Enterprise Installation and Upgrade* replaces this document.
Installation Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted	For ICM installation, see *Pre-installation Planning Guide for Cisco Unified ICM Enterprise and Hosted* and *Staging Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted*.
Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted	The transformed Cisco Unified Contact Center Enterprise Installation and Upgrade replaces this document.
Agent Greeting and Whisper Announcement Feature Guide for Unified Contact Center Enterprise	This content moved to the *Cisco Unified Contact Center Enterprise Features Guide*.
Mobile Agent Guide for Cisco Unified Contact Center Enterprise and Hosted	This content moved to the *Cisco Unified Contact Center Enterprise Features Guide*.
Precision Routing Docwiki	*This content moved to the Cisco Unified Contact Center Enterprise Features Guide*.
Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted	This content moved to *Administration Guide for Cisco Unified Contact Center Enterprise & Hosted*.

Document	Notes
ARI Deployment Guide for Cisco Unified Intelligent Contact Management Enterprise & Hosted	Product is at end of life.
Cisco Unified CRM Connector for Siebel	Product is at end of life.
Cisco Unified ICM ACD Supplement for Aastra PointSpan Agent Routing Integration	Product is at end of life.
Cisco Unified ICM ACD Supplement for Alcatel 4400	Product is at end of life.
Cisco Unified ICM ACD Supplement for Avaya Agent Routing Integration	Product is at end of life.
Cisco Unified ICM ACD Supplement for NEC NEAX 2400/7400 (OAI/Infolink Interface)	Product is at end of life.
Cisco Unified ICM ACD Supplement for Nortel DMS-100/SL-100	Product is at end of life.
Cisco Unified ICM ACD Supplement for Rockwell Spectrum	Product is at end of life.
Contact Center Enterprise & Hosted Multiple NAM Setup and Configuration Guide for Cisco Unified Contact Center Enterprise	Product is at end of life.
CTI Product Description Guide for Cisco Unified CCE	Product is at end of life.
Multiple NAM Setup and Configuration Guide for Cisco Unified ICM Hosted	Product is at end of life.
Security Agent Installation and Deployment Guide for Cisco Unified Contact Center Enterprise	Product is retired for Unified CCE.
Support Tools User Guide Online Help	Product is at end of life.

Document	Notes
SS7 Gateway Configuration Tool User Guide Cisco Unified ICM	Product is at end of life.

Documentation wikis

This table lists the documentation wikis that are updated in this release.

Document	Notes
Compatibility Matrix for Unified CCE Docwiki	Updated to meet Unified CCE Release 10.0(1) requirements. New content areas in this document include telephone certifications, SIP Dialer using CUBE for SIP trunks, SIP Dialer DTMF support with CUBE, qualify Jabber 9.6 on Windows, and content moved from the *Hardware and System Software Specification Bill of Materials for Cisco Unified ICM/Contact Center Enterprise & Hosted*. To view the latest docwiki, see http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.
Virtualization for Unified CCE Docwiki	Updated to meet Unified CCE Release 10.0(1) requirements. Content changes include content moved from the *Hardware and System Software Specification Bill of Materials for Cisco Unified ICM/Contact Center Enterprise & Hosted* and details related to working with Unified CCE in a virtualized environment. To view the lastest docwiki, see: http://docwiki.cisco.com/wiki/Unified_Contact_Center_Enterprise.

Documents changed in this release

This table lists the documents that are updated in this release.

Document	Notes
Administration Guide for Cisco Unified Contact Center Enterprise & Hosted	Revised for Unified CCE Release 10.0(1). This document contains updated feature content as well as content from the retired *Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* document.
Cisco Agent Desktop User Guide for Unified Contact Center Enterprise and Hosted	Revised for Unified CCE Release 10.0(1). New content in this document includes security information.
Cisco Unified Contact Center Enterprise Developer Reference Guide	Revised for Unified CCE Release 10.0(1). New content in this document includes the Callback API.

Document	Notes
Security Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise	Revised for Unified CCE Release 10.0(1).
Database Schema Guide for Cisco Unified Contact Center Enterprise	Revised for Unified CCE Release 10.0(1).
Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted	Revised for Unified CCE Release 10.0(1).
Port Utilization Guide for Cisco Unified Intelligent Contact Management Enterprise & Hosted	Revised for Unified CCE Release 10.0(1). Removed obsolete content .
Serviceability Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise	Revised for Unified CCE Release 10.0(1).
Staging Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted.	Revised for Unified CCE Release 10.0(1).
CTI OS System Manager Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted	Revised for Unified CCE Release 10.0(1).
Integrating Cisco CTI OS into a Citrix XENAPP Environment	This document was renamed. The previous title was *Integrating Cisco CTI OS into Citrix MetaFrame Presentation Server/Microsoft Terminal Services Environment.*
Configuration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted	This document will be released post FCS.
Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise & Hosted	This document was renamed. The previous title was *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted.* Some of the task-based content that was previously part of this document moved to *Configuration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, the Administration Guide for Cisco Unified Contact Center Enterprise & Hosted*, and online help. This document will be released post FCS.
Installation Guide for Cisco Unified Automated Administrator for Avaya Aura Contact Center (AAS)	This document was renamed. The previous title was *Installation Guide for Cisco Unified Automated Administrator for Symposium (AAS).* This document will be released post FCS.

Document	Notes
Pre-installation Planning Guide for Cisco Unified ICM Enterprise and Hosted	This document will be released post FCS.
Setup and Configuration Guide for Cisco Unified Contact Center Hosted	This document will be released post FCS.
Setup and Configuration Guide for Cisco Unified IICM Hosted	This document will be released post FCS.
Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted	This document will be released post FCS.
Cisco Contact Center Gateway Deployment Guide for Cisco Unified ICME/CCE	This document will be released post FCS.
ICM-to-ICM Gateway User Guide for Cisco Unified ICM Enterprise and Hosted	This document will be released post FCS.
CTI OS Developer Guide for Unified Contact Center Enterprise	This document will be released post FCS.
CTI OS Supervisor Desktop User Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted	This document will be released post FCS.
CTI Server Message Reference Guide (Protocol Version 17) for Cisco Unified Contact Center Enterprise	This document will be released post FCS.
Cisco Unified ICM ACD Supplement for Aura Contact Center	Revised for Unified CCE Release 10.0(1). This document was renamed. The previous title was *Cisco Unified ICM ACD Supplement for Nortel Symposium*.
Cisco Unified ICM ACD Supplement for Aspect Contact Server	This document will be released post FCS.
Cisco Unified ICM ACD Supplement for Avaya Communications Manager	This document will be released post FCS.

Document	Notes
Cisco Unified ICM ACD Supplement for VRU Peripheral Gateway	This document will be released post FCS.
Cisco Unified Intelligent Contact Management (ICM) ACD PG Supportability Matrices	This document will be released post FCS.

Related documentation

The following information relates to product documentation for Cisco Unified Contact Center Enterprise 10.0(1).

Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to the Cisco Documentation Wiki and select the product or option with which you require assistance.

Obtaining documentation, support, and security guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, obtaining security guidelines, and also recommendations for 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.

For additional information

See these sources for Unified CCE product documentation:

- Latest version of these release notes
- Unified CCE documentation index on Cisco.com

Documentation for these products can be found at the Unified CCE documentation index:

- Cisco Agent Desktop (CAD)
- Cisco CTI Object Server (CTI OS)
- Cisco Unified Contact Center Management Portal (Unified CCMP)

Documentation feedback

You can provide comments about this document by sending an email to the following address: mailto:contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.