



Cisco Unified Intelligence Center

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New Features

Accessibility Compliance

This release ensures that the Cisco Unified Intelligence Center reporting application complies with Web Content Accessibility Guidelines (WCAG) 2.0. For more information on the supported JAWS version, see Voluntary Product Accessibility Templates (VPAT) report for Contact Center at <https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html>.

Custom Logon Messages

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Maximum Session Count

If a Unified Intelligence Center user reaches the maximum configured session count, that user can log in to another session only after signing out from an active session or if an active session times out due to inactivity. The session timeout duration is configured by using the **set cuic properties session-timeout** command. The maximum session count is configured by using the **set webapp session maxlimit** command. For more information, see the *Command Line Interface* chapter in the *Administration Console User Guide for Cisco*

Unified Intelligence Center at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

Commands

The following commands have been introduced:

Allow External Links

The administrator can enable or disable the external links in Unified Intelligence Center dashboard using the **set cuic properties allow-external-links** {on/off} command.

CUIC Logging

In this release, the log trace setting in OAMP interface is removed. The administrator must use the **utils cuic logging** commands to set the log traces. To change the log level configuration on each node in the cluster, the command must be run separately on each node.

Report Query Timeout

The administrator can set the report query execution timeout value using the **set cuic properties report-query-timeout** number of seconds command. This command is applicable when you run the report using the interface and does not apply to scheduled reports.

For more information, see the *Command Line Interface* chapter in the *Administration Console User Guide for Cisco Unified Intelligence Center* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

Updated Features

SMTP Settings

If you select the **Use TLS** check box (**Cluster Configuration > SMTP Settings**), the communication between the Cisco Unified Intelligence Center and the mail server is encrypted with TLS. By default, SMTP TLS port 465 is used to connect to the mail server. For more information, see the *Cluster Configuration* chapter in the *Administration Console User Guide for Cisco Unified Intelligence Center* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

All Users Group Access

The administrator can enable or disable the parameter using the **set cuic properties allow-allusers-group-ui** command.

When this parameter is set to *on*, **AllUsers** group will be visible in the permission modal for non-administrative entity owners to assign permissions.

Important Notes

Allow External Links

After the upgrade, the external links in the Unified Intelligence Center dashboard will be disabled. If required, the administrator can enable the external links again using the **set cuic properties allow-external-links** command.

If enabled, the contents from external links are rendered within the HTML iFrame in the dashboard. This will include the `frame-src*` directive in the Content Security Policy of the Unified Intelligence Center web pages.

Gadget URL

JSP format is not supported for Unified Intelligence Center gadgets (Live Data and Historical). To change the JSP format references to XML format, the administrator must run the following commands on the primary Cisco Finesse server.

- **utils finesse layout updateCuicGadgetUrl 12.6.1+**—Updates the CUIC URL configured in the Cisco Finesse desktop layout to work with Release 12.6(1) and later versions. For more information, see the *Upgrade* section in the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.

Live Data

- If Cisco Unified Intelligence Center is upgraded to version 12.6(1) and your Live Data (standalone) server remains on an earlier version (11.6(1), 12.0(1), or 12.5(1)), ensure that you update the Live Data server with the latest ES for that release. This is required for the Live Data gadgets to work in Finesse desktop.
- Live Data 12.6(1) requires a new OVA for all deployments except the 2000 Agent deployment.

HTTP Access

Cisco Unified Intelligence Center is not accessible using port 8081 in any manner. From this release, port 8081 is disabled and does not redirect to HTTPS.

Deprecated Features

None.

Removed and Unsupported Features

Log Trace

In this release, the log trace setting in OAMP is removed. The administrator must use the **utils cuic logging** commands to set the log traces.

The following commands are removed:

- **set cuic trace**
- **show cuic trace**
- **utils cuic authorize_remote_node**

Internet Explorer 11

In this release, support for Internet Explorer version 11 is removed. Edge Chromium (Microsoft Edge) is the replacement. For more information about supported browsers, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

SNMP Object Identifiers (OIDs)

The following SNMP OIDs are removed:

- cuicGeneralInfoServerName
- cuicGeneralInfoServerDescription
- cuicGeneralInfoVersion
- cuicGeneralInfoStartTime
- cuicGeneralInfoTimeZoneName
- cuicGeneralInfoOpsConsoleURL
- cuicReportingTotalKickedOffHistoricalReports
- cuicReportingTotalKickedOffRealTimeReports
- cuicSchedulerStatus
- cuicSchedulerEmailServerStatus
- cuicSchedulerJobsCompletedCount
- cuicSchedulerJobsRunningCount
- cuicSchedulerJobsFailedCount
- cuicSecurityLoginFailedAttempts
- cuicThreadsMaxAvailable
- cuicThreadsRunning
- cuicQueuedTasks
- cuicQueuedTasksMax

Third Party Software Impact

None.