



## **Cisco Unified Web and E-Mail Interaction Manager Release Notes**

**For Unified Contact Center Enterprise**

Release 4.3(1)  
May 14, 2012

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*Cisco Unified Web and E-Mail Interaction Manager Release Notes: For Unified Contact Center Enterprise. May 14, 2012*

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Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations. Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

Cisco Unified Web and E-Mail Interaction Manager for Unified Contact Center Enterprise can be installed in both stand-alone and integrated modes. This means that Unified EIM and Unified WIM can be installed with or without integrating with Cisco Unified Contact Center Enterprise.

## Introduction

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*Cisco Unified Web and E-Mail Interaction Manager 4.3(1) Release Notes* describes enhancements and a list of closed, resolved, and open caveats. It also includes information about the Bug Toolkit, documentation, and support resources.

The latest version of these release notes can be found on Cisco.com at the following locations:

- ▶ Cisco Unified E-Mail Interaction Manager:  
[http://www.cisco.com/en/US/products/ps7236/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html)
- ▶ Cisco Unified Web Interaction Manager:  
[http://www.cisco.com/en/US/products/ps7233/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7233/prod_release_notes_list.html)

## Obtaining a Product License

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Register for an EIM/WIM 4.3(1) license online at [www.cisco.com/go/license](http://www.cisco.com/go/license). You will need the following information to complete your registration:

- ▶ Product Authorization Key (PAK): You should have received this along with your order confirmation.
- ▶ MAC address: The MAC address of the machine on which Unified EIM/WIM will be installed. For distributed server installations with more than one machine, use the MAC address of the Services Server.
- ▶ Partition ID: The value of this field should always be set as **1**.

If you are upgrading to Unified EIM/WIM 4.3(1) from a previous version of the software, and using the same machines as your current installation, your existing license files will be automatically upgraded. If you are changing servers, send an email to [licensing@cisco.com](mailto:licensing@cisco.com) to get updated licenses for the new servers. Include the MAC addresses of both the current server and the new server for 4.3(1) in the email.

# System Requirements

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- ▶ For details about system requirements see, *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager* and *Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design Guide*.

## Required Engineering Specials of Unified EIM and Unified WIM

- ▶ You must install the following Engineering Specials (ES) after installing the Unified EIM and Unified WIM 4.3(1) software:
  - ES1: This ES is mandatory for all customers.
  - ES3 (ES3 includes ES2): This ES is mandatory if your installation includes only Unified EIM or Unified WIM. If your installation includes both Unified EIM and Unified WIM, then this ES is not mandatory, but recommended.
  - ES4 (ES4 includes ES2 and ES3): This ES is mandatory for all deployments that upgraded to Release 4.3(1) from Release 4.2(5).

## Required Versions of Unified Contact Center Enterprise

- ▶ Unified EIM and Unified WIM 4.3(1) is compatible with certain versions of Cisco Unified Contact Center Enterprise (Unified CCE). For information on which versions of Unified CCE are compatible with Unified EIM and Unified WIM, refer to the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide* available at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html)

- ▶ You must apply the relevant Engineering Specials (ES) to Unified CCE to address known defects. Refer to the following table for details about the ESs. For latest information about these ESs, make sure you get the latest version of the 4.3(1) Release Notes from Cisco.com.

ICM MR	ES Number	Node (Where ES needs to be installed)	CCO Link	Code	Issues fixed
7.2(7)	ES42	ROUTER	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	45394cea6fe7889f53c91279af882755	CSCsy74493
7.2(7)	ES72	CG, MR PG, AGENT PG (IPCC + AVAYA)	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	7c43b460a6e101b45563fd9950a46252	CSCta72423, CSCsz65466, CSCsz74968, CSCsz35952, CSCta37771
7.2(7)	ES86	MR PG	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	a75ab3e5b9c6d38590b507f505eed6ac	CSCtc20103
7.2(7)	ES90	AVAYA PG	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	d6dadcd275a6e1eb2343e74574fc86b9a	CSCtc30856
7.2(7)	ES95	ROUTER, AVAYA PG	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	88ef759ebacc26bc5fdc66b174e0037e	CSCtb41644, CSCtc81732
7.5(6)	ES8	AGENT PG (IPCC + AVAYA), MR PG	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	d3052aa7ce2c4a465d6de16a7c602d5e	CSCsz35952, CSCta37771, CSCtc30856
7.5(6)	ES13	ROUTER, AVAYA PG	<a href="http://www.cisco.com/cgi-bin/special.cgi">http://www.cisco.com/cgi-bin/special.cgi</a>	ffbeb1c71b95bee61f434353cf7e75b8	CSCtb41644, CSCtc81732

*List of Engineering Specials*

## New and Changed Information

### Reliability, Availability, and Serviceability (RAS)

RAS is critical in an environment where customers expect companies to be open for business 24x7. Several improvements have been made to ensure non-stop operations and minimize downtime.

- ▶ **Restarting servers in a distributed-server configuration:** A component that goes offline can be quickly brought back online by starting the server again or by using a failover server. There is no need to restart other components.
- ▶ **Restarting the Services Server:** Improvements have been made to reduce the impact of an unavailable Services Server. If the Services Server is stopped or goes offline:

- Users will be able to continue using the application uninterrupted, and can even log out and log in again.
- Users will be able to continue working on the emails and chats assigned to them.
- Users will be able to manually pull emails from queues.

Once the Services Server is restarted, all functionality will become available.

- ▶ **Database failover:** Unified EIM and Unified WIM is now certified with SQL Server 2005 cluster. The clustering ability allows adding database failover capabilities to a configuration to boost the availability of SQL Server.
- ▶ **Chat sessions:** The chat messaging infrastructure now uses the Bidirectional-streams Over Synchronous HTTP (BOSH) algorithm for message delivery. This improves the ability to deliver messages over slow Internet connections.
- ▶ **Agent Console reliability:** The Agent Console has been made more reliable and stable. Data inconsistency scenarios have been eliminated to provide agents with constantly valid and reliable information. The console also identifies any occurrences of UI hangs, and enables users to preserve work and then log in again.
- ▶ **Services for Unified CCE integration:** Integration components such as EAAS and Listener Service have been made more reliable and resilient. Additional improvements have been made to handle network latency issues and unexpected failures respond gracefully.

## Work Distribution

For efficient work distribution, the email and chat assignment engines have been optimized to eliminate work starvation and improve assignment reliability.

- ▶ The email assignment engine has been enhanced to additionally consider conditions such as work requests coming across queues, agent availability, load, etc.
- ▶ In chat, for deployments having multiple queues, the agent assignment engine extends FIFO (first in, first out) order of assignment across all queues.

## Agent Productivity

- ▶ **Refreshed Agent Console:** Various usability enhancements have been made to improve agent productivity and reduce training time by as much as 25%.
  - Buttons now include text as well as images.
  - Only frequently used commands are displayed in toolbars; other commands are part of a “More” option.
  - The Chat Console has a rich text editor to make it easier to communicate and share links with customers.
  - Agents are notified when chat messages are sent to them.
  - Agents are notified when new emails are pushed to them.
  - Emails include an attachment count indicator.
- ▶ **Single Sign-On and Single Sign-Off for Blended Agents:** Single Sign-On provides the ability for blended agents to login to all media queues with a single click from an external utility that is configured to post the login URL with blended parameters. Inversely, Single Sign-Off results in blended agents getting logged out from all media queues, upon a single click of the **Logout** button.

# Customer Experience

## Better Chats

- ▶ **Chat templates:** The Chat Console now features a rich text editor, allowing customers and agents to:
  - Share clickable hyperlinks.
  - Format messages, even include emoticons, for richer conversations.
- ▶ **Support for dynamic variables in customer web forms:** This feature, also known as Dynamic Run Application Script Request (DRASR), provides the means for dynamic data to get passed back from the application to the customer chat window. For example, customers can be shown how long they have to wait before they are connected to an agent.

## Additional Localized Versions

The Unified WIM and EIM user interface is now available in the following additional languages:

- ▶ Swedish
- ▶ Russian
- ▶ Danish
- ▶ Canadian French

This is in addition to Dutch, French, Italian, German, Spanish, and Brazilian Portuguese.



**Note:** Online help localization for Release 4.3(1) is planned for a later Maintenance Release.

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## Infrastructure

This release has support for additional application server platforms and certification of recent versions of various software components:

- ▶ **Web Interaction Manager integration with Contact Center Enterprise and ICM (with Avaya):** This release supports the integration of Web Interaction Manager with Contact Center Enterprise and ICM (with Avaya), in addition to the existing support for EIM integration in prior releases. For both Unified CCE and ICM (with Avaya), key capabilities include:
  - Routing for email, chat, callback, delayed callback, and blended collaboration.
  - Integrated Reporting using WebView Reports.
- ▶ **New Application Server:** Unified EIM and Unified WIM is certified with the community edition of **JBoss Application Server 4.2.3 GA version**.
- ▶ User desktops support JRE 1.6.0\_10 and higher.
- ▶ Unified EIM and Unified WIM is certified with Microsoft SQL Server 2005 cluster, and supports JDBC Driver version 2.0.
- ▶ The Database Server now supports all database collation settings.

## Implementation, Administration, and Upgrade

Several improvements have been made across the product to enhance implementation, administration, and upgrade of an Unified EIM and Unified WIM deployment.

- ▶ The product licensing scheme has been modified. If you are upgrading your existing deployment to Unified EIM/WIM 4.3(1) *and* changing servers, you will need new license files. For details, see [Obtaining a Product License on page 4](#).
- ▶ The installation process has been simplified. All mandatory settings are now accepted as inputs during installation to minimize post installation steps.
- ▶ To facilitate simultaneous administering of development and production environments as well as migrating those, users are now allowed to log in to multiple Unified EIM and Unified WIM installations from the same desktop. This is also helpful for super users who need to access multiple consoles at the same time.
- ▶ To help administrators manage SLAs, pre-configured alarm workflows are created for each new department. This workflow sends notifications when emails are routed to the Exception Queue.
- ▶ An additional setting has been added to enable preferred agent assignment for integrated agents. By enabling the associated setting, Unified EIM and Unified WIM can now ensure that the same integrated agent that previously responded to the original email from a customer is the recipient of any future correspondence on the same case. This capability is in addition to the existing Preferred Agent Assignment support for stand-alone agents.

## Caveats

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This section outlines a draft version of the open, resolved, and closed caveats. The release notes enclosures for each issue have been automatically generated from the bug tracking system, and are in draft form. For any questions on specific defects, please contact CCBU.

## Using Cisco Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- ▶ All severity level 1, 2, and 3 bugs.
- ▶ Significant severity level 4 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

## Before You Begin

To access the Bug Toolkit, you need the following items:

- ▶ Internet connection
- ▶ Web browser
- ▶ Cisco.com user ID and password

### To use the Bug Toolkit:

1. Go to this URL to access the Bug Toolkit:  
<http://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs>
2. Log in with your Cisco.com user ID and password.
3. To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

The following table contains a list of caveats pending in Unified EIM and Unified WIM Release 4.3(1) at the time of release. For the latest information on these caveats, access the Cisco Bug Toolkit as described in the section “Using Cisco Bug Toolkit” on page 9.

Identifier	Severity	Headline
CSCtd58984	1	Integration wizard will not run without both email and chat licenses.
CSCtb88486	2	Agent cannot login after network fluctuation in LAN impacting services.
CSCtc49700	2	Archive is not archiving all completed activities and cases.
CSCtc79000	2	Out-of-Memory on application server while navigating to the Customer History pane.
CSCtc85540	2	Printing email with excel sheet pasted in it results in garbled text.
CSCtd19112	2	Permanent Session time-out does not trigger after configured interval.
CSCtd16363	3	BC agent configured to provide terminal ID cannot login on 1st attempt.
CSCtd81714	3	Supervisory queues are not created for mapped 4.2(5) email queues, after the 4.2(5) upgrade to 4.3(1). <i>Workaround:</i> <ol style="list-style-type: none"><li>1. For each MRD associated with a mapped 4.2(5) email queue, create a new queue on the upgraded 4.3(1) system with name in the format: &lt;MRD_NAME&gt;_&lt;DEPARTMENT_NAME&gt;, and map the new queue to the same MRD.</li><li>2. Modify the inbound workflow to direct emails to the new queue.</li></ol>
CSCtd87137	3	Custom call variable values are not seen in the NEW_TASK request to ICM, if the variable names contain upper case letters. <i>Workaround:</i> Use lower case letters when creating custom call variables.
CSCsz94300	3	Fields for Unified CCE agents not sorted alphabetically.
CSCta07317	3	Mapped user group cannot approve Knowledge Base suggestions in EIM/WIM.

CSCtc70649	3	Not enough error/exception information logged on archive job failure.
CSCtc95036	3	Custom time format on agent desktop, reports, not shown in application.
CSCtd05812	3	Dynamic Run Application Script values not displayed to customer at times.
CSCtd08867	3	Clicking on completed chat task fails to show information pane activity.
CSCtc95375	3	Agent not alerted to "New Activity" when focus is on another application.
CSCtz64049	6	CIM: cfg Master Database Parameters requires max server name size. The error message says max limit is 50, but actual limit is 30 characters.

*List of open caveats*

## Closed Caveats

The following table contains a list of caveats closed in Unified EIM and Unified WIM Release 4.3(1). For the latest information on these caveats, access the Cisco Bug Toolkit as described in the section "[Using Cisco Bug Toolkit](#)" on page 9.

Identifier	Severity	Headline
CSCsq16894	2	Agent not set to busy state in PhantomNoCallRelease strategy after chat.
CSCta49378	2	Supervisory loop does not work for NIPTA agent if queue selected in start node.
CSCtb28363	2	Incorrect agent assignment when preferred agent disabled for standalone user.
CSCtb95077	2	Request for 5 activities not submitted to EAAS under load.
CSCtb99334	2	Database Server out of disk space: no e-mails routed, customer spammed.
CSCso82677	2	Email user is automatically assigned mails after refreshing user console.
CSCtb07489	2	PA Admin console hangs accessing users in department with 1800 users.
CSCtc57071	3	Customer gets blank page on chat entry point after reinstall+DB restore.

*List of closed caveats*

## Resolved Caveats

The following table contains a list of caveats fixed in Unified EIM and Unified WIM Release 4.3(1). For the latest information of all fixed caveats, access the Cisco Bug Toolkit as described in the section [“Using Cisco Bug Toolkit”](#) on page 9.

Identifier	Severity	Headline
CSCsz53964	1	Integrated queue configuration lost after AWDB connect failure.
CSCtc79135	1	Email and chat routing requests to ICM halt abruptly.
CSCso93718	1	Agent cannot login when userid more than 12 characters.
CSCsy74728	1	The SRND document is not up to date.
CSCsm79123	2	Agent can execute javascript on customer system with URL push.
CSCsr39412	2	Logging results in large amount of disk space consumption in short time.
CSCsx96339	2	Open Activities in Current folder/Inbox are not loading in Agent Console.
CSCsz89411	2	SMTP mail notifications that are set from monitors are not working.
CSCta89159	2	Agent unable to login via Appserver after its network cable unplugged.
CSCtb98517	2	Sticky Agent functionality broken.
CSCtb98732	2	EIM not routing emails properly and not marking activities completed.
CSCsx77051	2	Agents in multiple queues are not routed chats via the FIFO rule.
CSCsz66249	2	Customer chat rejected on Firefox 2.0 as unsupported.
CSCtc43826	2	IE8 not supported as customer browser.
CSCsx44705	2	EIM/WIM protocols supported must be documented (POP3 & IMAP only).
CSCsv16293	2	The Reply pane buttons are disabled for the first activity of the agent.
CSCsv17151	2	Clicking on "View" button does not open the attachment in the email.
CSCsy00685	2	"Failed to update departmental setting" error.
CSCsz08636	2	HTML code displayed while trying to print emails instead of actual text.
CSCsz55591	2	Attachments in emails are getting written into the email content.
CSCsu02380	2	EIM NT service shows starting state while database shows running state.
CSCsz68755	2	Cannot install new servers to existing deployment.
CSCta10246	2	Cannot get the Archive schedule to run.

CSCsq38122	3	EIM/WIM not responding to heartbeat requests causing MRPIM state change.
CSCsz27074	3	Activities do not queue automatically when EAAS MR/PIM link reconnected.
CSCsz89785	3	Cannot delete integrated queue.
CSCta02931	3	Availability issue with integrated agents.
CSCta06611	3	Intermittent 'System Failure' message after completing a task.
CSCta32840	3	Permissions should be reset when converted to UCCE integrated Agent.
CSCta17279	3	Consultation with third party results in new case ID creation.
CSCta17299	3	EIM drops & misformats text intermittently (html tags show up).
CSCso67586	3	Using Windows shortcut keys causes issues with chat entry point.
CSCsz53065	3	Agent unable to use scrollbar in chat window.
CSCsz87743	3	Agent chat and window focus user interface behavior inconsistent.
CSCsr60263	3	Report notification URL incorrect - without fully qualified domain name.
CSCsx75768	3	Changing IIS configuration settings not documented.
CSCsx93196	3	Description of "Mail user max load" does not relate Personal Activity.
CSCsy32230	3	Media Class name case-sensitivity is not documented.
CSCsy46065	3	'User Node' is not available in outbound workflow.
CSCsy84664	3	System requirements need updating with all supported browsers.
CSCsz09391	3	Integrated Agent Reporting not documented in the EIM/WIM Reporting Guide.
CSCsz38547	3	Web server should be allowed outside of domain when in DMZ.
CSCsz85914	3	Standalone agent username must be unique when integrated with ICM.
CSCsv04697	3	EIM/WIM monitor once closed cannot be opened again.
CSCsx73448	3	Using Save Draft before Send/Complete stops email push to agent.
CSCsx75326	3	Reply pane does not reflect changes made to reply type.
CSCsx97981	3	SQL error encountered when Agent clicks on "Pull Next" button.
CSCsy33822	3	Agent unable to Pin or Unpin actions for Pull activities.
CSCsz27093	3	Agents intermittently stop getting assigned activities.
CSCsz27112	3	Activities getting queued incorrectly.
CSCta14954	3	New case ID created for activity already having case ID in subject line.
CSCta23257	3	Characters missing in KB articles after SAVE - after upgrade to 4.2(5)a.

CSCta27449	3	Email body getting truncated in emails.
CSCsv04794	3	Modifying the department attribute settings shows spurious popup.
CSCsx01430	3	EIM-WIM removes \$ sign from password.
CSCsx48215	3	Supervisor Console: Monitor headers do not reorder correctly.
CSCsx55340	3	KB Article formatting changed during save.
CSCsy80483	3	Alarm workflow UI hangs when clicking on start node having 248 queues.
CSCsy84453	3	Inbox list not automatically refreshed after outbound activity created.
CSCsy98987	3	Unable to remove classification assigned to activity through KB article.
CSCsz25116	3	Archive jobs are not executing.
CSCsz97828	3	Unable to create additional SA level users.
CSCtc97778	3	EIM users under team folder are not alphabetical.
CSCtz64049	6	CIM: Master Database Parameters requires max server name size. Error message says limit is 50 characters, but actual limit is 30 characters.

*List of resolved caveats*

## Troubleshooting

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For troubleshooting tips, see the *Cisco Unified Web and E-Mail Interaction Manager Troubleshooting Guide*.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

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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>

### Related Documentation for Unified EIM and WIM

Unified Web and E-Mail Interaction Manager documentation is available on CCO. It includes the following documents:

- ▶ *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervisor's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Reports Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console*
- ▶ All Unified EIM documentation can be found online at  
[http://www.cisco.com/en/US/products/ps7236/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html)
- ▶ All Unified WIM documentation can be found online at  
[http://www.cisco.com/en/US/products/ps7233/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html)
- ▶ In particular, Release Notes for these products can be found at  
[http://www.cisco.com/en/US/products/ps7236/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html)
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to  
[http://www.cisco.com/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html)

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