Release Notes for Cisco Unified Contact Center Express 8.0(2)

Revised: October 03, 2012

These release notes describe new features, important information, and caveats for Cisco Unified Contact Center Express (Unified CCX) Release 8.0(2).

Release notes may be updated occasionally with new information. For the latest version of the release notes, and for other Unified CCX documentation, go to this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

Before you use Unified CCX, review the "Unified CCX 8.0(2) Installation Notes" section on page 7 and the "Important Notes" section on page 10.

For a list of the open, closed, and resolved caveats for Unified CCX 8.0(2) see the "Caveats" section on page 21.

Contents

Introduction

Unified CCX provides the 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 300 agents and 300 Unified ports.

New Features in Unified CCX 8.0(2)

Unified CCX 8.0(2) provides the following new features:

- The most significant change in Unified CCX Release 8.0(2) is the transition to Cisco's Unified Communications Operating System (UCOS). UCOS is based on Redhat Linux and follows the appliance model, thus providing more security. In the appliance model, the operating system, Unified CCX application, and other components are bundled together in Unified CCX and you need not install them separately.

- Unified CCX 8.0(2) supports integration with Cisco Unified Communications Manager (Unified CM) 7.1(4), 8.0(1) and 8.0(2); and Cisco Unified Communications Manager Express (Unified CME) 8.0(1).

- Support for Cisco Security Agent (CSA) Version 6.0(1) and Java Runtime Environment (JRE) 1.6[1].

- Supports upgrade only from CRS 5.0(2) SR2 or higher and Unified CCX 7.0(1) SR5 or higher to Unified CCX 8.0(1) and then from Unified CCX 8.0(1) to Unified CCX 8.0(2) in both single-node and two-node (high availability) deployments. For more information on tested upgrade paths, refer to the *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

  http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

- **High Availability Over WAN Deployment (HAoWAN):** Unified CCX supports High Availability (HA) over WAN to provide site redundancy. In this deployment, the Unified CCX servers are located in two different sites across the WAN.

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1. CSA and JRE are automatically installed as part of UCOS in Unified CCX 8.0(2).

- **Consistent look and feel:** Effective Unified CCX 8.0(1), Unified CCX Application Administration web interface is made consistent with other Unified Communications applications. This is also valid for Unified CCX 8.0(2). The following new web interfaces are available:
    - Cisco Unified CCX Administration
    - Cisco Unified CCX Serviceability
    - Cisco Desktop Administrator
    - Cisco Unified Serviceability
    - Cisco Unified OS Administration
    - Disaster Recovery System

- **Real-Time Monitoring Tool:** Unified CCX 8.0(2) supports Cisco Unified Real-Time Monitoring Tool (RTMT), which runs as a client-side application to monitor various counters, performance parameters, alerts, alarms, CPU and disk usage of the Unified CCX server.

- **Analysis Manager:** The RTMT installed with Unified CM in a Unified CCX 8.0(2) deployment includes the Analysis Manager solution tool. You can use the Analysis Manager to do solution wide monitoring, trace collection, and system call tracking.

- **Disaster Recovery System (DRS):** DRS provides full data backup and restore capabilities for all servers in a Unified CCX cluster. DRS allows you to perform scheduled automatic or user-invoked data backups and to restore data after a failure.

- A new tool, Cisco Unified CCX Desktop Client Configuration is introduced in this release. This tool must be run from the Unified CCX Administration > Plugins page before installing desktop clients. The tool must be run every time the following tasks are performed:
    - Fresh Install
    - Software Upgrade
    - Change of IP address
    - Add to Cluster
    - Moving from High Availability to Single node setup
    - Language change
    - SR/ES Install

- The Unified CCX Outbound Preview Dialer (Outbound) feature is available in the Unified CM version of the Unified CCX product. Outbound Feature licence is included as part of the Premium licence.

- **RT Phone Support:** Unified CCX 8.0(2) supports next generation phones such as RT and RT Lite in addition to Cisco IP Phone 79XX series.

- Supports new CAD/CSD enhancements such as Independent Client Configuration Package for automated deployment.

- **Node Locked Licensing:** In Unified CCX 8.0(2), all the licenses are node-locked, which means the use of the license is restricted to only one particular node based on the License MAC Address of that node.

- **Demo License:** Unified CCX 8.0(2) installation DVD contains four demo licenses, each for Unified IP IVR, STD, ENH, and PRE packages. The demo license will work for initial 30 days.

  For detailed information on licensing, refer to the Cisco Unified Contact Center Express Installation Guide available at the following URL:

  http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installatio n_guides_list.html

- **Troubleshooting Wiki:** The Unified CCX system provides the Troubleshooting Tips tool as a way for you to search the troubleshooting wiki page for suggestions on how to solve problems that may arise in the performance of your Unified CCX system. See the Unified CCX Troubleshooting Wiki page available at:
  http://docwiki.cisco.com/wiki/Category:Unified_CCX%2C_Release_8.0

- **Support for Windows 7.0 Ultimate (32-bit):** Unified CCX 8.0(2) provides support for HR Client and Editor to run on Windows 7 Ultimate (32-bit) platform in addition to currently supported client platforms, which are Windows XP and Vista. For more information, refer to *Cisco Unified CCX Software and Hardware Compatibility Guide*, available at this URL:

  http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_devic e_support_tables_list.html

- **Support for Virtualization:** Unified CCX 8.0(2) offers support for virtualization on UCS B-Series servers (UCS-B200M1-VCS1). A VM must meet the following minimum system requirements:

  - One vCPU
  - 2GB vRAM

- One 146GB SCSI disk at SCSI ID 0:0
- If you have a 2nd SCSI disk configured at scsi id 0:1, it must be at least 146GB.

However, follwing constraints apply in order to validate a VM on a UCS B-series server:

- Unified CCX Release ahould be 8.0(2) or higher
- No oversubscription of RAM
- Running on ESXi 4.0
- Running a vSphere VM using Hardware Version 7
- Running in a VM configuration that meets the minimum VM configuration requirements as mentioned.

For more information, refer to the *Cisco Unified Communications VM Doc Wiki* at the following URL:

http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization

Related Documentation

Table 1 provides references to related documentation. In addition, you can obtain online help from the Unified CCX Administration web pages, the Cisco Unified CCX Editor, the Cisco Agent Desktop, the Cisco Supervisor Desktop, the Cisco Desktop Administrator, and the Unified CCX Historical Reports client interface.

Table 1   *Related Documentation*

Related Information and Software	Document or URL
Cisco Unified CCX documentation overview	*Cisco Unified CCX 8.0 Resources Card* in your product package.
Cisco Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Cisco Unified CCX Software and Hardware Compatibility Guide	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

Table 1　　　　*Related Documentation (continued)*

Related Information and Software	Document or URL
Cisco Unified CCX Solution Reference Network Design	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html
Voice and Unified Communications information	http://www.cisco.com/en/US/products/sw/voicesw/index.html
Operating system documentation	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_installation_guides_list.html
Virtual Network Computing (VNC) documentation	http://www.cisco.com/en/US/products/sw/netmgtsw/ps2255/tsd_products_support_series_home.html
Cisco MCS hardware specifications	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html
Cisco Unified Communications Manager documentation	http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
Cisco Unified CME Administration Guide	http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html
Telepresence Software	http://www.cisco.com/en/US/products/ps7074/tsd_products_support_maintain_and_operate.html
Cisco Unified CCX Troubleshooting Wiki	http://docwiki.cisco.com/wiki/Category:Unified_CCX%2C_Release_8.0

Unified CCX 8.0(2) Installation Notes

Before you perform fresh installation of Unified CCX 8.0(2), refer to the *Cisco Unified CCX Installation guide*, available at the following URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Note　As the outcome of defect CSCua80125, customers are especially recommended to upgrade directly from UCCX releases 5.x, 7.x, or 8.0(x) to UCCX release 8.0(2)SU2 and later. They may otherwise run the risk of losing their HR data. Refer to the *Cisco Unified CCX Installation Guide release 8.0(1)* available at the following URL, for instructions on applying a patch as a part of installation in

order to upgrade to an SU release:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_install ation_guides_list.html

Upgrade Paths to Unified CCX 8.0(2)

For information about supported Unified CCX upgrades, refer to *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_su pport_tables_list.html

Ordering the Upgrade Media

To upgrade to Unified CCX 8.0(2) from a release prior to 8.0(1), go through the ordering process to obtain a media kit and license or to purchase the upgrade from Cisco Sales.

Obtain Unified CCX 8.0(2) for Linux to Linux Upgrade

Because of its size, the UCSInstall ISO file, UCOS_8.0.2.10000-41.sgn.iso, comprises two parts:

- UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part1of2
- UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part2of2

Step 1 Go to this URL:

http://software.cisco.com/download/navigator.html?mdfid=270569179&flowid= 38662

Step 2 Type your Cisco.com username and password in the text boxes, then click **Log In**.

Step 3 Choose **Customer Contact > Cisco Unified Contact Center Products > Cisco Unified Contact Center Express > Cisco Customer Response Solution Software Releases > Unified CCX 8**.

Step 4 Download the two UCSInstall files.

Step 5 To combine the two files, execute one of the following commands.

Note Because the UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.build is a non-bootable ISO, it proves useful only for upgrades. However, you cannot use it for new installations.

a. If you have a Unix/Linux system, copy and paste the following command into the CLI:

```
cat UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part1of2
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part2of2 >
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso
```

b. If you have a Windows system, copy and paste the following command into the command prompt (cmd.exe):

```
COPY /B
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part1of2 +
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso_part2of2
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso
```

Step 6 Use an md5sum utility to verify that the MD5 sum of the final file is correct.

```
0407398e831edbf899be57e62c0cc2e6
UCSInstall_UCCX_8_0_2_UCOS_8.0.2.10000-41.sgn.iso
```

Step 7 Continue with performing the steps listed in the "Linux to Linux Upgrade Notes" section on page 9.

Linux to Linux Upgrade Notes

If you are doing Linux to Linux upgrade from Unified CCX 8.0(1) to Unified CCX 8.0(2), then apply the COP patch file "**ciscouccx.801upgradefix.cop.sgn**" which you can download from the download area on Cisco.com.

The COP patch file can be applied using GUI (graphical user interface) or CLI (command line interface).

Using GUI

If you plan to use GUI, do the following:

Step 1   On the **OS Administration** tab, choose **Software Upgrades > Install/Upgrade**.

Step 2   Enter the location on an SFTP server where you have stored the COP file.

Using CLI

If you plan to use CLI, run the CLI command "`utils system upgrade initiate`" command and enter the folder path where the COP patch file is located along with the SFTP server IP address.

> **Note**   To complete the Linux to Linux upgrade, continue with the rest of the steps listed in the *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available at:
> http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installatio n_and_configuration_guides_list.html

Important Notes

This section provides important information.

- **Supported products**—For current information about supported products for Unified CCX, refer to *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

  http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_devic e_support_tables_list.html

- **Importing Contacts for a Campaign**—While importing the contacts file for a campaign, use only a comma-seperated plain text file with a .txt extension.

> **Warning**   **Do not import a .doc file that has been renamed as .txt. The import of these converted files will create junk characters and result in invalid entries in the DialingList table.**

- **Using ASR/TTS applications**—Do not use the <prompt> element for playing the .wav files only.

  For example, do not use

    <prompt>

    <audio src="*.wav">

    </prompt>

This is not an efficient way as it involves overhead and can lead to distortion in the .wav file played.

Instead, use

    <audio src="*.wav">

This will preserve the audio quality.

Refer to the caveat, CSCsr28802, for details. To access this caveat, see the "Using Bug Toolkit" section on page 21.

- **Cisco Unified Communications Manager Auto-Register Phone Tool (TAPS)**—To know more about the working of TAPS, refer to the *Cisco Unified Communications Manager Bulk Administration Guide*, located at this URL:

  http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

- **Redirection to translation patterns not supported**—Unified CCX does not support the use of consult transfer/redirect step from scripts to a translation pattern that maps back to a route point.

  Refer to the caveat, CSCsk19574, for details. To access this caveat, see the "Using Bug Toolkit" section on page 21.

- **Conference Restriction for virtual agent**—A virtual agent cannot use the Conference feature on the Cisco Unified IP Phone 7970.

- **Detailed Call, CSQ, Agent report CPU resource consumption**—The Detailed Call, CSQ, Agent report can consume significant CPU resources. To avoid this issue affecting your call center operations, run this report for a small time range at off-peak hours.

- **End points not supported in hunt groups**—Do not assign agent phones, CTI ports, or route points that are used by Unified CCX to hunt groups.

- **Historical reporting sessions—**To avoid affecting call processing activities, do not run a historical report session with more than 100,000 records during peak hours.

- **Outbound calls processed more slowly—**The Unified CCX Outbound Preview Dialer uses the Unified CCX database for initiating and processing outbound calls. If other database-intensive operations, such as generating historical report or running custom queries, are also being performed, processing of outbound calls can be affected. As a result, agents could be in Ready state for longer durations before they are presented with an outbound calls.

- **Support for Cisco Unified Communications Manager Express (Unified CME)—**Unified CCX 8.0(2) supports Unified CME. Refer to the following documents for detailed information:

  - For information about installing Unified CCX for use with Unified CME, refer to *Cisco Unified CCX Installation Guide*.

  - For information about using Unified CCX with Unified CME, refer to *Cisco Unified CCX Administration Guide* and the *Cisco Unified CCX Getting Started Guides*.

  - For information about supported Unified CME releases, refer to *Cisco Unified CCX (Unified CCX) Software and Hardware Compatibility Guide*.

  - For information about using Unified CME, refer to *Cisco Unified Communications Manager Express System Administrator Guide*, which is available at this URL:

    http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html

    Also refer to the "Configuring Interoperability with External Services" chapter in this Administrator Guide.

- **Enterprise Server Data Subsystem**: Enterprise Server Data Subsystem on CRS 4.0 was used to populate enterprise data fields for the scripts written in CRS 3.0. However, in Unified CCX 8.0(2) this feature is not applicable.

Unified CCX Supported Languages

Unified CCX supports these languages:

- Arabic (only prompts)
- Chinese (Simplified)

- Chinese (Traditional)
- Danish
- Dutch
- English
- Finnish (CAD/CSD and prompts)
- French
- French (Canadian)
- German
- Italian
- Japanese
- Korean
- Norwegian (CAD/CSD and prompts)
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish
- Swedish
- Turkish

The Cisco Agent Desktop, Cisco Agent Desktop - Browser Edition, Cisco Supervisor Desktop, 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

For a detailed list of languages that are supprted in this release of Unified CCX, refer to the *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_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/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/localization_matrix/guide/G11nMap.xls

Unsupported Configurations and Scenarios for Unified CCX

Unified CCX 8.0(2) does not support the following configurations or scenarios:

- 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.
- Using 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.
- Interface Bonding (NIC teaming).
- Consult transfer that is initiated from VRU script with ICM is not supported.

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**

Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Agent Desktop and for use by Cisco IP phone agents, refer to the *Cisco Unified CCX (Unified CCX) Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

- 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:

   a. Configure the Unified CCX extension on a single phone (not in a device profile).

   b. Associate that phone with each agent who will use that extension.

   c. 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.

> **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.

Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent's 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

The following Unified CM features are not supported by Cisco Unified CCX 8.0(2). These features are disabled by default and should not be enabled for 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 adhoc conference when creator leaves.

- Q Signalling (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.

Unsupported Features in Unified CME

The following Unified CME features are not supported by Cisco Unified CCX 8.0(2).

General Unsupported Features

- Third party agents cannot perform call control operations from CAD (answer, transfer, conference, place call).

- SIP and analog phones are not supported as agent devices. Only SCCP phones are supported as agent devices.

- Shared line and monitored DN are not supported on agent phones.

- Consult transfer step in the script is not supported.

- Supervisors cannot barge-in or intercept calls from CSD.

- Hardware conference only support ad-hoc feature, meetme and select join features are not supported

- SIP supplementary service for forward is not supported in some call scenarios (under voice service VOIP, no supplementary-service SIP moved-temporarily configuration is required).

- H323 is not supported.

- Only G711 Codec prompts are supported.

- Dialog authentication is not supported.

- High Availability not supported - only single node support.

- No support for Outbound Dialer.

- SRTP is not supported in call center solution.

- Deletion/Removal of handled calls from RTR (Real time reporting) is not supported on Unified CCX integrated with Unified CME.

- The association between the user and its extension is not validated. So an agent can log in with any extension.

- All phones that communicate with Unified CCX must be configured with dual line (even caller phones). Call transfer between phones with single-line DN will cause call monitoring to fail.

- Monitoring will not work on a Unified CME setup if any of the phone DNs (not only agent DNs) are not contiguous.

- Unified CCX qualification limits the solution to maximum 50 agent phones. For more information, refer to the Unified CCX 8.0 data sheet available here: http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/data_sheet_c78-588933.html

- Unified CCX will be unable to handle a call event that includes a DN that does not belong to an agent during transfer. It is a key-system feature that Unified CME makes a consult call with any available line which may not share the same DN/number as in the primary call. Therefore, it is recommended to configure the agent phone as a single button with dual line.

Extension Mobility unsupported scenarios

- Supported on SCCP phones with display only.

- Not supported on the SRST gateway.

- Works on phones within the same CME.

- Username and password are passed in Clear Text in XML (Encryption requires Phone Enhancement with HTTPS).

- One user can have only one profile.

- Accessibility Consideration: implementation may not suit sight or hearing impaired users. Fixed phone configuration is recommended in this situation.

Scalability Requirements

For information on maximum capacities for various Unified CCX 8.0(2) items, see
http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_device_support_tables_list.html

The supported call rate Busy Hour Call Completions (BHCC) on a given platform will depend 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 busy hour call completion (BHCC) rate on a server is limited by the number of configured CTI ports and the use of other features.

The Unified CME column shows maximum capacities for any Unified CME deployment. The actual capacity depends on the type of server on which Unified CCX is installed.

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

The following notes help clarify information regarding contact dispositions on various 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.

- 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, refer to *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

This section includes the following topics:

Using 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 Bug Toolkit, you need the following items:

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

Procedure

Step 1 To access the Bug Toolkit, go to
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

Step 2 Log in with your Cisco.com user ID and password.

Step 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

Table 2 lists Severity 1, 2, and 3 defects that are open in this release of Cisco Unified CCX.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 2 reflects a snapshot of the defects that were opened at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 21.

Table 2   Open Caveats

CSCsu28806	UNKNOWN_PARAMTYPE is present in Process start/stop alarm
CSCsv36141	Remove 2nd Node, Removes JtapiUser of Publisher Node from CUCM
CSCsw64328	UCCX: Call stays in queue when Engine fails to allocate resource
CSCsw85306	Data resync fails on UCCX 7.0.1
CSCsz96938	If the RP DN is changed UCCX is not fixing the issue through Sync
CSCsz96977	If a RP is deleted from the CM UCCX is not able to create it back via Sync
CSCta91696	Call History is not correct for DT if call C2 (2nd call) survives
CSCtb14512	UCCX 5.0, 7.0 anonymous connections to LDAP is possible

Table 2   *Open Caveats*

CSCtc72667	If mouse is moved away while loading resource page page does not load
CSCtc80758	Agent2 CAD does not display Call History of Call1 during JAL
CSCtd03564	CAD Call History incorrect during Simple Join (C2)
CSCtd03595	Agent2 Call History incorrect after completing SJ (C2)
CSCtd15348	at midnight calls are rejected. trigger failure error in RTR
CSCtd16609	CAD gets unknown error message when login
CSCtd25235	CSQ Time incorrect(inconsistent) in CAD
CSCtd69011	Invalid message is seen when CAD BE is launched with Standby node URL
CSCtd77434	Called# and Alerting# incorrect during a JAL where Call2 Survives
CSCte04850	Unified CM Config doesn't allow AXL password with special characters
CSCte18985	UCCX: TrueUpdate (Update.exe) intermittently crashes when CAD is started
CSCte29249	Blind transfer of ACD call from non ACD line result in wrong calling
CSCte29266	Receive call connection clean when agent logout even if call still there
CSCte29283	Call from non ACD line shows in CSD with 1 call party
CSCte37830	IllegalArgumentException seen in ICD test.
CSCte38993	Trace profile: Errors seen when operations are done very quickly
CSCte49231	Calls failing under ICM load - User Busy
CSCte61678	The time zone conversion is not happening with LatestSyncTime
CSCte78633	High IOPS under load at certain hours
CSCte95350	After hard shutdown of UCCX servers, LDAP & BIPPA services are down
CSCtf06119	JTAPI resync does not exhibit the correct behavior
CSCtf06531	Inability to blank out Agent E-mail Settings
CSCtf11134	HR report for RNA high in CSQ Agent Summary side effect of CSCsg48136
CSCtf25138	UCCX: Delay in presenting Outbound contacts to agents
CSCtf25959	UCCX: CUPS login from CAD fails with special characters
CSCtf45756	Ready and Reserved state swapped in Supervisor desktop intermittently
CSCtf51311	Number of handled emails is lower than expected
CSCtf55468	Node-specific data for LAN if present, to be removed during L2 upgrade

Table 2 **Open Caveats**

CSCtf56320	Historical data store is not getting activated during Add to cluster
CSCtf60605	Not able to change WebAdminLib logging levels
CSCtf64587	VoIP Monitor Service core dumps during L2 Upgrade on Publisher node.
CSCtf69156	Default folders in document manager not present
CSCtf69594	UCCX does not wait for TermConnCreatedEv in SIP REFER call flow
CSCtf69821	W1 import fails at CAD config import when refresh button is pressed
CSCtf72525	UCCX: Calls get stuck in Received when CallCtlConnFailed received
CSCtf80605	MRCP TTS:Adding a custom provider sometimes fails
CSCtf81398	UCCX CTI Protocol Guide on SUPERVISE_CALL_REQ error
CSCtf84880	CAD crashes on chat dialog when Personal Contacts contain special char
CSCtf85754	ACMI events for non ACD lines are not posted to CTI clients
CSCtf85801	CAD reports display blank information
CSCtf86162	GT: offered o/b call to Agent throughs "operation failed" msg on Accept
CSCtf86185	After Failover CAD throws a LDAP error
CSCtf86187	CDATA not getting refreshed in IPPA
CSCtf86193	CAD logout throws error
CSCtf86216	CSD was not responding after Failover
CSCtf96833	Profiles and custom changes to the enabled profile
CSCtg03775	Upload Spoken name for Non-english User id - errors, encoding incorrect
CSCtg03780	Closing browser (CAD BE) does not trigger Logout reason codes
CSCtg04288	Tab name shows "no title" in CAD integrated browser
CSCtg06786	UCCX RTMT does not report Core dump files
CSCtg06802	SQL Exception error found in UCCX
CSCtg08488	Refactoring of stored procedures
CSCtg08494	OB answer button not getting enabled
CSCtg09763	iaqExtension Observer is closed inadvertently for Agent CAD
CSCtg12064	Extra call party in CallConferencedEvent after JAL
CSCtg19627	Remote appadmin has not been exported properly post L2

Closed Caveats

Table 3 lists Severity 1, 2, and 3 defects that are closed in this release of Cisco Unified CCX.

A Closed caveat would mean that the bug is valid but a conscious decision is made by management NOT to fix it.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 3 reflects a snapshot of the defects that were closed at the time this report was compiled. For an updated view of closed defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 21.

Table 3   *Closed Caveats*

CSCsm18827	Replace dlconcurent to java.util.concurent
CSCsr45271	THRESHOLD settings in Agent, Supervisor Config files are not retained
CSCsu54699	NPE occurs during L2 upgrade
CSCsw24969	Dactyl Installer shows 7.0 Installation instead of 8.0
CSCsx20612	Component Activation Page shows compts as Activation when Node is down
CSCsx31710	Aborted call shown as handled in CCDR and DCCAR reports.
CSCsx34548	Not able to browse the grammar file from editor
CSCsx43472	Editor Uninstallation fails to delete some registry entries
CSCsy75530	Refresh DB schema take long time / hang for big DB table access
CSCsy79080	Editor gives unmarshalling return error when SQL conn is unavailable
CSCsz00897	DB SS goes to PARTIAL SVC only 5 minutes after DB connectivity is lost
CSCta05430	The warning message which popsup while collectiong RTMT logs does not go
CSCta08229	JAL-C2 surviving-CCDR-Start Time is incorrect
CSCta08376	Restarting AppAdmin does not refresh all the objects in tomcat JVM
CSCta25845	Session to be killed if logged in user traverses back to login screen
CSCta39251	Agent call Log Display report in CAD shows CTI port # instead of ICD RP

Table 3   *Closed Caveats*

CSCta61772	SessionIncompatibleException in case of SJ, DT
CSCta92715	Add on Time Limited License does not show expiry date appropriately
CSCtb15380	Scheduled Name Grammar is not generated while system is in Island Mode
CSCtb31397	Dactyl recovery doesnot perform the complete file recovery
CSCtb35854	Active OB Contacts get set to unknown after engine mastership changes
CSCtb36815	Some of the Supervisor preferences are lost after W1 upgrade from 5.0-8.
CSCtb40979	HTTp trigger is executed ,Internet sites are not opening
CSCtb43858	Wrong message is displayed when second instance of CAD is installed
CSCtb47353	The value for MaxDBConnectionsforReportClientSession is lost post W1Upg
CSCtb51372	Agent E-mail Applet & Java Applets do not load in CAD/CSD Browser
CSCtb65611	RTR display problem (flickering) while load run
CSCtb86205	Agent login fail when the associated agent phone has 6 lines
CSCtc04925	RT: Call surv after JAL on sec ext not shown on CAD when agent logs in
CSCtc12761	The word UCCX should be replaced by Unified CCX in all DRS pages
CSCtc23115	JAL with c2 surviving creates extra inbound call in CAD call report
CSCtc40124	Backup is very slow when sftp server has inadequate free space
CSCtc53635	Agent2 CAD displaying Call History even before completing the transfer
CSCtc63779	Remove CUCM specific ceontents in UCCX OS admin GUI pages
CSCtc67446	uccx failover, cad is in confusing state after manual CAD failover
CSCtc84300	Talk time and Hold times are incorrect for JAL Scenarios
CSCtc86487	Problem with JAL - Agent detailed report does not show Agent2 conf call
CSCtd08009	Unified CCX Editor installation issues seen in Unified CCX 8.0(1)
CSCtd12774	Simple Join::Missing Agent2 talk time for internal call in SJ (C2)
CSCtd44238	Outbound reject code + contact disposion for cancel reservation wrong
CSCtd94146	Engine Master discrepancy seen between UCCX Serviceability and LDAP
CSCte12100	CSQ agent summary report and AgentStateDetail report for RNA mismatch
CSCte56249	CCDRs in two nodes are different in HA due to FcrASSvr database full

Resolved Caveats

Table 4 lists Severity 1 and Customer-Found defects that are Resolved in this release of Cisco Unified CCX.

A Resolved (R) caveat indicates that the bug is fixed. The assigned engineer moves the bug to this state when testing is complete.

✎

Note   In certain rare circumstances, we are unable to fix the bug in all version in which it is found. The defect will still be in state 'R'. Please contact the TAC if you are being impacted by a defect in this condition.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 4 reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the "Using Bug Toolkit" section on page 21.

Table 4   Resolved Caveats

CSCsg48136	CSQ-Agent Report Missing RNA if Agent Handles 0 Calls
CSCsj21566	HRC should be started with "General" Tab after log in
CSCsj72043	Redirected to incorrect page to grant HR privileges from HRC
CSCsj97216	Search for Help On" not working in Historical Reports client.
CSCsk38713	Prompt the user to relauch the HRC application once packges are assigned
CSCsl32339	English strings on localized HRC client
CSCsq58324	Updating Trace level when backup is in progress. Error msg needs change
CSCsq81222	Incomplete def for reason code 32752 in agent state detail report
CSCsv45011	Log message is printed on CLI console
CSCsz47643	Report Generated time stamp does not have description
CSCta22967	CRS 5.0(2) RMCM exception thrown every minute
CSCta79859	User exception thrown when accessing users with Administrator capability

Table 4   ***Resolved Caveats***

CSCta85558	In Cisco CDA > Delay action cannot be added to a task button
CSCta88828	Database step should resturn No connection when all connections over
CSCta97451	UCCX: 'Unknown offering type' should be logged as ERROR in CSD debugs
CSCtb05623	Logging from Dactyl Prototype needs to be removed for production
CSCtb51337	RTR:edbs related parameters are not correctly displayed
CSCtb51416	ECC Array Variable Field Names are changed after 70 to 80 upgrade
CSCtc26081	Enterprise server has a small leak
CSCtc29606	Outbound call fails with no "call back number"
CSCtc51090	Web based CDA >VOIPMonitor devices not getting displayed after L2Upgrade
CSCtc86782	CCDR report: 2nd chart: headline is wrong
CSCtc90471	OB calls getting timed out
CSCtd04467	Failed switch-version stops UCCX Node
CSCtd07402	Master engine restart does not transfer mastership from Node 1 to Node 2
CSCtd33737	Spelling mistake in CAD Error Message
CSCtd46752	In UCCX 7.0(1) SR4 CDA shows agent team as "DEFAULT" after team change
CSCtd62974	Original Calling Number not available in German CAD Work Flow Admin
CSCtd71165	Non-English characters are not getting displayed in User Mgmt Pages
CSCtd73024	"# of handled emails is lower than expected"
CSCtd74983	Call handled by script after Dequeued is not marked as Calls of Others
CSCtd75911	Sync Server is a glue node on both LDAPs
CSCtd87821	Synch to LDAP fails and call history not displayd in CAD
CSCtd93395	GT - Agent real time reports were not updated
CSCtd94036	"Directory Services" Sync from CDA and Web based CDA is throwing error
CSCtd98533	License page shows expiry date deflated by a day for time-limited lics
CSCte02243	Dump Thread Trace icon is missing in UCCX Serviceability
CSCte04762	After agent xfer back to same IVR script, no CED sent in result
CSCte05941	LDAP corrupted after changing the CAD language to Turkish in Enhanced
CSCte06517	On Failback N2 to N1 CADBE showed "Agent has no workgroup specified"

Table 4   *Resolved Caveats*

CSCte12574	Failback of CAD fails during network cable pull intermittently
CSCte16652	JTAPI related DEBUG parameters shouldnt be shown in UCCX Serviceability
CSCte28762	Not all data get purged due to record is locked
CSCte33599	Serviceablity shows uptime for services that are not running
CSCte35570	Alarm message is logged, but no corresponding msg appears in the service
CSCte37356	Agents who have not handled calls are not displayed in CSQ-Agent Summary
CSCte37817	Port field for Custom TTS providers is disabled if selected on load
CSCte38902	In Unified CCX with CME, Synchronize Data option should be removed
CSCte41951	UCCX: Intermittenlty agent email function sends multiple auto-replies
CSCte45404	invalid product_id with cm_cmi_post script during l2 upgrade
CSCte45854	Switch version process status message to be finetuned
CSCte46093	Shared lines error with Extension Mobility profile when CIPC is shutdown
CSCte47464	Unified CM Telephony is in Partial Service on Node 2 Only
CSCte48861	FCCServer has a leak
CSCte48889	Passwords not migrated after Unified CCX 8.0(1) software upgrade
CSCte49398	IPPA dumps core on FCS build
CSCte50096	RMCM sybsystem is in initializing state and telephony sybsystem OOS.
CSCte51859	Changing CUCM cluster from appadmin does not work in HAoWAN deployment
CSCte51888	AXL IP Address change does not work with CLI in HAoWAN
CSCte51983	VOIPMON SRV going Out of Service after fresh install.
CSCte53101	CET is missing some configuration objects
CSCte54027	2460% is show as restore progress while upload SQL data files
CSCte54746	Constraint violation after Publisher only restore
CSCte60121	10 digits Blind transfer action button acts like supervised transfer
CSCte61677	TUP.ini error in client config tool after L2 upgrade from build 24 to 27
CSCte65519	CAD Call History not seen for calls intermittently
CSCte65540	Default / pre-populated # of OB seats not accepted during post install
CSCte66338	RTR help For this page is not working

Table 4   *Resolved Caveats*

CSCte71041	ICM subsystem shows up in Control center after upgrading from IVR to ICD
CSCte71948	The Alarm help is not appearing on the right pane in the syslog message
CSCte71960	Alarm library still logging some info messages at error level
CSCte75785	Desktop Alarm libraries disabled.
CSCte76834	Agent E-mail Setting alerts every 30 minutes when email not configured
CSCte77322	Add to cluster failed with object error
CSCte77928	After L2 upgrade no email report is running : HRC error 5048
CSCte77953	sysApplInstallPkgDate and sysApplInst are wrong for UCCX database
CSCte78544	"show uccx tech dbserver integrity" should not modify the db
CSCte78751	cli: utils uccx jtapi-client update should indicate retart CVD/tomcat
CSCte79920	UCCX Failover CAD/CSD goes to partial service & recording doesnt work
CSCte83375	CET installation succeeds with a non fatal error
CSCte83658	Changing jtapi user in CM config page does not create user in CM
CSCte84144	Node 2 Activation displays an error on HA over WAN System
CSCte85874	Backup not working after removing node2
CSCte91103	Help for CM Telephony Call Control Group Configuration gives error
CSCte91552	Failed to create 300 CTI ports on node 2 with object error
CSCte95499	UCCX: CAD crashes during transfer from Dial Pad
CSCte99409	Error message when installing editor
CSCtf06404	Additional entries in sudoers file required for CAD
CSCtf06409	Cisco Supervisor Desktop Team Agent State Report Shows Duplicate Events
CSCtf17185	UCCX: Engine does not recognize JTAPI cause code for 486 Busy Here
CSCtf18827	Config changes are not allowed when back up is in progress
CSCtf19287	Desktop trace services and rec/mon under IVR license
CSCtf19546	UCCX:AppAdmin may not display Inactive Agents link
CSCtf21351	UCCX internal script name should not be shown on the CLI output
CSCtf21928	Adding log profiles
CSCtf22023	Installation on physical hardware fails with a critical error

Table 4   *Resolved Caveats*

CSCtf23186	Call Stuck in RTDM when ICD Call Conferenced to unmonitored destination
CSCtf24105	Cannot disable campaigns with special characters after W1 upgrade
CSCtf24125	Active outbound campaigns not working after W1 upgrade
CSCtf25162	UCCX: Agent Email sends auto replies although not configured to do so
CSCtf25959	UCCX: CUPS login from CAD fails with special characters
CSCtf28884	UCCX 8.0(2) version seen as 8.0(1) in system version
CSCtf35789	New CLI command "utils uccx database dbserver integrity"
CSCtf36679	Phase1 fails at hibernate data import
CSCtf38727	The UCCX version shown in Editor is incorrect
CSCtf41209	New trace elements (or sub-facilities) don't show up on the log profile
CSCtf44282	Import fails importing agent desktop configuration
CSCtf48195	RMCM and Telephony services seen down after fresh install
CSCtf48275	Editor incompatible with Windows 7 and Vista
CSCtf48278	Editor does not lauch for 8.0(2)
CSCtf48443	W1 backup fails if we run the tool several times
CSCtf51216	Adding support for Common RTMT for all products
CSCtf51371	During Add to Cluster, theUCM data should synch between node and cluster
CSCtf51528	During Remove Node, primary node/Cluster UCM config should be synched
CSCtf53840	Post L2 Upgrade, the license package is NONE
CSCtf55488	Switch version fails after L2 upgrade from 8.0(1) to 8.0(2)
CSCtf60652	Call Flow with Agent to RP Transfers Leads to Memory Leak
CSCtf64545	The Campaign name disappears from the campaign configuration page
CSCtf69177	OB calls not going though in load test bed
CSCtf77782	Add support for default OB seats on VM platforms
CSCtf80149	Abandoned and Aborted calls seen on ICD + OB load test
CSCtf81291	Exceptions in CLI window when utils uccx jtapi-client update is executed
CSCtf81398	UCCX CTI Protocol Guide on SUPERVISE_CALL_REQ error
CSCtf83632	Win 7:Editor doesn't launch after the first uninstall

Table 4   *Resolved Caveats*

CSCtf83777	TUP.ini of node2 has missing entries
CSCtf89652	Supervisor crashes when agent is logged in with an extension of more than 10 digits
CSCtf90737	License Package on subscriber node is NONE post L2 Upgrade
CSCtf90775	es_US and en_CA Prompt folders missing on install
CSCtf95370	No CLI syntax is available for "set uccx provider ip axl/jtapi/rmcm" cmd
CSCtg06763	Core dump files found in UCCX
CSCtg08984	Config deletion in HA not working as expected
CSCtg10856	WFO user does not have connect, resource permissions
CSCtg11504	forcedatasync fails after hardware change
CSCtg26890	Heapdumps on load testbed after running load for 2 hours

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and 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

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, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco 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

For more details, see the Cisco Unified CCX Troubleshooting Wiki available at:

http://docwiki.cisco.com/wiki/Category:Unified_CCX%2C_Release_8.0

Release Notes for Cisco Unified Contact Center Express 8.0(2)