



# Release Notes for *Cisco Unified Intelligence Suite, Release 7.5(1)*

---

August 12, 2008

## Contents

- [Introduction, page 1](#)
- [Related Documentation, page 3](#)
- [System Requirements, page 4](#)
- [Open Caveats in This Release, page 4](#)
- [Resolved Caveats in This Release, page 4](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 5](#)
- [Documentation Feedback, page 5](#)

## Introduction

This document introduces Release 7.5(1) of Cisco Unified Intelligence Suite software:

[Overview, page 2](#)

[Deployment Models, page 2](#)

[Installation and Configuration, page 2](#)

[User Documentation, page 3](#)

[A Note about Product Naming, page 3](#)



## Overview

Cisco Unified Intelligence Suite (Unified IS) is a web-based reporting platform for the Cisco Unified Communication products.

In this release, Unified IS is a separate reporting application with templates that can be used with Unified ICM/CCE 7.5. In a future release, Unified IS will replace WebView.

Unified IS consists of two components: the *Unified Intelligence Center (Unified IC)* and the *Archiver*. Each component requires a separate and dedicated server.

- **Unified Intelligence Center (Unified IC)** is the web application and user interface for reporting. It is installed with Cisco stock reporting templates. Unified IC is also the interface for creating users and user groups and for assigning roles to reporting users. Unified IC has a small database that stores metadata and configuration settings.
- **The Archiver** is an MS SQL Server data repository. It contains a normalized data schema and a set of stored procedures that pull data from defined data sources for use in reporting. The Archiver is configured to pull data from the Unified ICM AW/HDS. The Archiver houses three databases.

You can deploy Unified Intelligence Suite with or without the Archiver.

## Deployment Models

In the *simple* deployment model (one server), the Unified IC web server application and the Unified IC database are installed and configured on a single, dedicated Unified IC server. Unified IC is configured to connect to the Unified ICM/CCE Admin Workstation that houses the AW database (\_awdb) and the Historical Data Server (\_hds). The AW is the data source for real time reports. The HDS is the data source for historical reports.

In the *standard* deployment model (two servers), the Unified IC connects to the Unified ICM/CCE Admin Workstation (AW) and to the databases on the Unified IS Archiver.

All Unified IS databases—the Unified IC database and the Archiver databases—are configured on the Archiver server. Microsoft SQL Server is installed on the Archiver server.

As in the simple deployment model, Unified IC builds real time reports directly from the AW Database on the Admin Workstation. It is the responsibility of the Archiver to collect and aggregate historical data from the Unified ICM/CCE Admin Workstation HDS. Unified IC queries are run against the historical data that the Archiver has extracted from the HDS and are not run against the HDS directly.

The *scaled* deployment (multiple servers) is a variation of the standard deployment. In a scaled deployment, there is one Archiver server and there can be multiple Unified IC servers. The Unified IC servers can share the Archiver database, but they must have their own Unified IC databases. You can deploy a maximum of two Unified IC servers per AW/HDS. Cisco supports a maximum of four AW/HDSs.

## Installation and Configuration

Installation and Configuration are separate processes with different prerequisites.

You must install Unified IS before you configure its components.

The installation copies all files to the server on which you perform the installation. The components that become active on the server are the components that you configure.

## User Documentation

The documentation for Cisco Unified Intelligence Suite includes:

- These Release Notes
- *The Cisco Unified Intelligence Suite Bill of Materials, Release 7.5(1)*
- *The Unified Intelligence Suite Intelligence Center User's Guide, 7.5(1)*
- *The Cisco Unified Intelligence Suite Archiver User's Guide, 7.5(1)*

These documents are available online at cisco.com documentation:

<http://www.cisco.com/web/psa/products/index.html>

Select the category **Voice and Internet Communications**.

Select the sub-category **Cisco Unified Contact Center Products**.

Select the product **Enterprise Reporting**.

Then select **End User Guides**.

## A Note about Product Naming

Cisco IPCC Enterprise Edition is being renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE)

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed Cisco Unified Communications Manager.

These new names do not yet appear consistently throughout the user interface or documentation. The Cisco Unified Intelligence Suite documents use the new naming convention.

## Related Documentation

Documentation for Cisco Unified ICM/Contact Center (IPCC) Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at

<http://www.cisco.com/web/psa/products/index.html>

- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through (login required) <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

# System Requirements

For hardware and third-party software specifications for this release, refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted*, which is accessible from

[http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html)

You can also find a *Cisco Unified Intelligence Suite Bill of Materials, Release 7.5(1)* on the Enterprise Reporting page of Contact Center. Go to

[http://www.cisco.com/en/US/products/sw/custcosw/ps4145/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps4145/products_user_guide_list.html)

## Open Caveats in This Release

There are no open caveats in this release of Cisco Unified Intelligence Suite.

## Resolved Caveats in This Release

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tips**

---

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

---

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

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

## Procedure

To use the Software Bug Toolkit, follow these steps:

- 
- 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**.  
Alternatively, under “Select Product Category”, choose Voice and Unified Communications; or, under “Select Products” choose Cisco Unified Intelligent Contact Management Enterprise and then choose the “Software Version” you are interested in.
- For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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

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

## Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:

[mailto:cibu\\_docfeedback@cisco.com](mailto:cibu_docfeedback@cisco.com)

We appreciate your comments.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED “AS IS” WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration

Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0807R)

Copyright © 2008, Cisco Systems, Inc.

All rights reserved