



Release Notes for *Cisco Unified Intelligence Center Release 8.0(1)*

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Introduction

This document introduces Release 8.0(1) of the Cisco Unified Intelligence Center software.

Release 8.0(1) is the second major release of the Cisco Unified Intelligence reporting application. The initial release, named Cisco Unified Intelligence *Suite*, Release 7.5(x) includes both the Intelligence Center reporting application and the Archiver component. An upgrade to the Archiver component is not part of Unified Intelligence Center, Release 8.0(1).

Release 8.0(1) is offered for new deployments only. At this time, it is not possible to migrate from Unified Intelligence Suite Release 7.5(x) to Unified Intelligence Center, Release 8.0(1).

Unified IC Applications

Cisco Unified Intelligence Center (Unified IC) offers both a web-based Reporting application and an Administration interface.

Unified IC Reporting (all nodes)

The Unified IC reporting application is designed for use with report templates that are populated by the report databases of Cisco Unified Contact Center Enterprise, Release 8.0(1) and Cisco Unified Customer Voice Portal, Release 8.0(1).

Users who are authenticated at login can perform various functions based on their User Role(s) and object permissions.

Standard Unified IC Reporting features include:

- A set of 21 pre-installed stock UCCE reports that display in tabular (grid) and graphical (chart) formats. Users can filter, run, print, and schedule the stock reports and can display them on dashboards.
- The ability to clone (“Save As”) the stock reports and to then rename, move, and hide fields, to insert additional available fields, to set thresholds, and to create new views for the reports. Additional views can be created in tabular format (as grids) or in graphical format (as gauges and pie, line, and column charts).
- The ability to import reports, including custom reports and the report templates that are installed with Unified CVP.
- The ability to export a report to Microsoft Excel and to export a report xml file.
- Three installed data sources:
 - one for the local Unified IC/ CUIC database that stores configuration data on each node and is replicated across the cluster.
 - one for the Unified CCE Historical 8.0(1) database that populates historical reports.
 - one for the Unified CCE Realtime 8.0(1) database that populates realtime reports.
- Functionality to create dashboards that contain reports, scheduled reports, web widgets, URLs, and sticky notes.
- Stock value lists for Agents, Agent Teams, Call Types, Enterprise and Peripheral Services, Enterprise and Peripheral Skill Groups, and Trunk Groups. These Value Lists are automatically updated daily and their values can also be updated (refreshed) manually at any time.

- The ability to create Collections (subsets of Value Lists) to control the amount of Value List data shown to specific users and user groups.
- Functionality to import UCCE Report Supervisors who become Unified IC users with Report Designer and Dashboard Designer roles.
- Highly configurable permissions for users and for objects.
- Seven User Roles that the Security Administrator can grant singly or in combination.
- The ability for a Security Administrator to Run As any user to simulate that user's system access.
- A user interface that is localized in sixteen languages in addition to English.
- The ability to implement load balancing across the cluster, using the ACE Load Balancer.
- Access to a Command Line Interface.

The **Premium** license must be purchased and adds these Reporting features:

- Access to the Report Definition for all report templates.
- The ability to clone (Save As) the stock Report Definitions and to create new Report Definitions.
- Within a new or cloned Report Definition, the ability to create or modify the SQL query for a report.
- Within a Report Definition, the ability to create drilldowns for a report.

Unified IC Administration (Controller node)

The Administration application supports the Operations, Administration, Maintenance, and Provisioning (OAMP) of the Reporting application and offers these features:

- The ability to add Admin Users (Super Users).
- A device configuration interface for adding member nodes and reviewing their names, descriptions, and IP Addresses.
- Configuration of Log and Trace settings.
- A Control Center interface where you can review the status of each node, select and log into a node, and start, shutdown, and restart a node.
- An interface where you can configure the Active Directory Host.
- An interface where you can configure the SMTP Host and the email settings for the report scheduler.
- The ability to enable and to schedule the integration of UCCE reporting supervisors.
- An interface to download the license file and to review the license specifications.
- Access to Simple Network Management Protocol (SNMP) Community Strings.
- A tool to download the Real Time Monitoring Tool (RTMT).
- Access to Cisco Unified Serviceability, Cisco Unified OS Administration, and the Disaster Recovery System.

Unified IC Platform

Unified IC is installed on the Cisco Unified Voice Operating System platform. This is an appliance model or closed box and does not support navigation into, or manipulation of, the file system.

Unified IC Licenses

Unified IC support four license types:

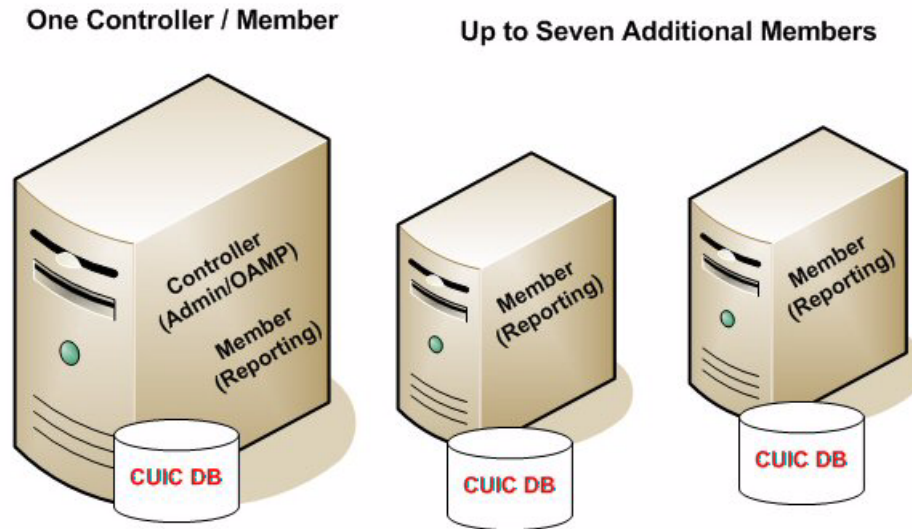
- Standard: 8 nodes, unlimited users, no expiration, standard feature set
- Premium: 8 nodes, unlimited users, no expiration, premium feature set
- Lab: 1 node, 5 users, no expiration, premium feature set
- Trial/Demo: 8 nodes, unlimited users, 90 days, premium feature set

Deployment

Unified IC can be installed as a *standalone* server or as a *cluster* of a maximum of eight server nodes. There is one mandatory publisher node (called the Controller) and up to seven subscriber nodes (called Members).

The Controller node includes a Member; thus a deployment can consist of a Controller only.

Each Member node has the Unified IC Reporting web application only.



All nodes must meet latency requirements as described in the *Cisco Unified Intelligence Center Solution Reference Network Design (SRND)* guide and must be running the same release and version of Unified IC.

Unified IC User Documentation

In addition to these Release Notes and the Reporting and Administration online help, the documentation for Cisco Unified Intelligence Center includes these documents, found at http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html

- *The User Guide for the Cisco Unified Intelligence Center Reporting Application*
- *The Report Template Reference Guide for Cisco Unified Intelligence Center*
- *The Administration Console User Guide for Cisco Unified Intelligence Center*
- *The Installation Guide for Cisco Unified Intelligence Center*
- *The Hardware and System Software Specification (Bill of Materials) for Cisco Unified Intelligence Center Release 8.0(1)*
- *The Cisco Unified Intelligence Center Solution Reference Network Design (SRND)*.
- Online Troubleshooting tips, located at http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Suite

System Requirements

You can find the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified Intelligence Center Release 8.0(1)* at this location:

http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html

The *Hardware & System Software Specification (Bill of Materials) for Cisco Unified Contact Center Enterprise, Release 8.0(1)* is posted at

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html

Important Notes

Localization

The user interface is localized in the following languages: Simplified and Traditional Chinese, Danish, Dutch, English, European and Canadian French, German, Italian, Japanese, Korean, Polish, Brazilian Portuguese, Russian, Spanish, Swedish, and Turkish.

In this release, the online help is English for all locales.

SRND Guide

The *Cisco Unified Intelligence Center Solution Reference Network Design (SRND)* will be posted within a month of the Unified IC 8.0 Release.

Open Caveats in This Release

Open caveats in this release of Cisco Unified Intelligence Center include these internally-found items that were identified and postponed until the first Maintenance Release:

Table 1 Open Caveats

Identifier	Component	Severity	Headline
CSCta01837	report-manager	4	Accessibility - CUIC inline errors not read to screen reader
CSCtb86640	grid	4	Grid vertical scrollbar scrolls whorizontal scrollbar
CSCtc05826	user-management	4	Accessibility Security User list Broken link/Coding Standards Errors
CSCtd40459	report-manager	4	Filtr page doesn't gvean option to proced on openng othr pages imediatly
CSCte53655	localization	3	Invalid characters in language list
CSCte64432	report-manager	3	CUIC Arabic language needs to write right-left & display R scrollbar L
CSCte90391	ui_server	3	Localization Display Overalp with Arabic Screenshots attached
CSCte93709	doc	3	"Help" does not have support in other language other than English
CSCtf01156	cues	4	Cannot Include specific special characters in Grid View Names
CSCtf04161	oamp	4	OAMP Webapp should give proper warning upon license expiry
CSCtf21435	report-manager	4	Advanced Filter position is inconsistent in Report footer
CSCtf23287	charts	4	Chart Display names w <> characters cause label to not work correctly
CSCtf30995	report-manager	3	Accessibility Violation on report definition edit page
CSCtf40171	cues	5	Gauge editor Min value decimal point rounds to high, Max keeps decimal
CSCtf42601	report-manager	3	Filter page slow with many thousands of collections
CSCtg25045	export-import	2	Importing a report based on a stored procedure fails.
CSCtf60665	data-access-layer	3	Sporadic DB access errors - StaleObjectException

Table 1 Open Caveats

Identifier	Component	Severity	Headline
CSCtf71105	oamp	3	Non ascii characters should not be allowed in passwords
CSCtf76504	security	3	When AD configuration changes, CUIC restart is needed to login AD User
CSCtf76675	report-manager	3	Report Definition Fields are not displayed in French (Canada) locale.
CSCtf79024	charts	3	Legend Preferences Are Not Saved for Dynamic Dataset Charts
CSCtf99932	report-manager	4	Criteria Field in Report Def Does not Show "Display Name" for Filters
CSCtg04648	charts	4	ColumnLine chart previews no data when Axis MinMax values are selected
CSCtg11884	report-viewers	4	Improper error msg when running report with no permission on definition
CSCtg13383	report-manager	3	Dataset Error and Blank Error screen displayed uopn selecting YTD as opt
CSCtg13641	report-manager	3	Deleting grouped field from report definition causes Grid not to launch
CSCtg13958	grid	3	Thresholds fail to apply for "Date Time" datatype.
CSCtg14111	grid	4	Unable to save a drilldown applied on decimal datatype upon editing
CSCtg14114	user-management	3	Improve error message after deleting user logged on node2 from node1
CSCta01837	report-manager	4	Accessibility - CUIC inline errors not read to screen reader
CSCtb86640	grid	4	Grid vertical scrollbar scrolls whorizontal scrollbar
CSCtc05826	user-management	4	Accessibility Security User list Broken link/Coding Standards Errors

Resolved Caveats in This Release

This is an initial release, and there is no list of Resolved Caveats to present in this document.

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.



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:

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- 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.
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Third-Party Licensing Information

Below is a list of licenses for open source software used by Unified IC.

Component	Version	Supplier	Type
Apache Tomahawk	1.16	Apache Software Foundation	OPENSOURCE
Apache Tomcat	5.5.17	Apache Software Foundation	OPENSOURCE
apache-axis2	1.5.1	Apache Software Foundation	OPENSOURCE
com.oreilly.servlet	2000	J. Hunter	COMMERCIAL

Component	Version	Supplier	Type
cURL	7.15.1	cURL	OPENSOURCE
Cyrus SASL Library	2.1.19	Carnegie Mellon University	OPENSOURCE
Database	3.2.5ga	Red Hat, Inc.	OPENSOURCE
Email and Web Interaction Manager	4.3(1)	eGain Communications Corporation	COMMERCIAL
ENEANetbricks SUA (SCCP User Adaptation Layer)	1.14.0	ENEANetbricks	COMMERCIAL
GWT	1.5	Google	OPENSOURCE
H323Plus	1.1	Mozilla Foundation	OPENSOURCE
HTTP Server	2.0	Apache Software Foundation	OPENSOURCE
Informix	10UC	IBM Corporation	COMMERCIAL
Java JDK	1.6.0	Sun Microsystems, Inc.	COMMERCIAL
Java Mail	1.4.1	Sun Microsystems, Inc.	OPENSOURCE
Java Mail API	1.4.2	Sun Microsystems, Inc.	COMMERCIAL
Java Beans Activation Framework	1.1	Sun Microsystems, Inc.	OPENSOURCE
Java Beans Application Framework Version 1.1.1	1.1.1	Sun Microsystems, Inc.	COMMERCIAL
Java Server Faces	1.1.01	Sun Microsystems, Inc.	OPENSOURCE
JDBC Driver for Informix	3.5	IBM Corporation	COMMERCIAL
JDK	6	Sun Microsystems, Inc.	OPENSOURCE
JDK 6	1.6	Sun Microsystems, Inc.	COMMERCIAL
JRE	1.5 / 1.6	Sun Microsystems, Inc.	COMMERCIAL
log4cxx (Apache)	0.9.7	Apache Software Foundation	OPENSOURCE
MDAC	2.6	Microsoft Licensing GP (MSLI)	COMMERCIAL
NEC PIM	ICM 8.0(1)	NEC Corporation	COMMERCIAL

Component	Version	Supplier	Type
North American Local Exchange NPA NXX Database	Wire Center Edition	Quentin Sager Consulting, Inc	COMMERCIAL
OmniORB	4.1.0 / 4.0.5	OmniORB	OPENSOURCE
openssl	0.9.7d / 0.9.8c	OpenSSL Project	OPENSOURCE
Open SSL version	0.9.8c / 0.9.7f	OpenSSL Project	OPENSOURCE
Open LDAP	2.4.11. / 2/3/35	OpenLDAP	OPENSOURCE
pthread Version	2.8.0	Free Software Foundation	OPENSOURCE
Rhino Javascript for Java	1.6R2	Mozilla Foundation	OPENSOURCE
StingRay	2003	RogueWave Software, Inc.	COMMERCIAL
Sun JAAS	1.0	Sun Microsystems, Inc.	COMMERCIAL
Sun Servlet	2.2	Sun Microsystems, Inc.	COMMERCIAL
UDM	4.52	PB Educational Services Inc.	COMMERCIAL
VLC Media player and libraries	1.0.3	VideoLAN	OPENSOURCE
WinPcap	4.0	CACE Technologies, Inc.	COMMERCIAL
xmlbeans	2.3.0	Apache XML Project	OPENSOURCE
Zlib	1.2.3	Zlib	OPENSOURCE

Documentation Feedback

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

mailto:ccbu_docfeedback@cisco.com

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