



Release Notes for Cisco Unified Intelligence Center Release 8.5(3)

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Introduction

This document introduces Release 8.5(3) of the Cisco Unified Intelligence Center software.

This is the third maintenance release in the Cisco Unified Intelligence Center 8.5 release train. The initial release, named Cisco Unified Intelligence Suite, Release 7.5(x) includes both the Intelligence Center reporting application and the Archiver component.

Release 8.5(3) is offered for new deployments and upgrades from Release 8.0(1), 8.0(2), 8.0(3), 8.0(4), and 8.5(2).

For detailed steps on installing and upgrading to Cisco Unified Intelligence Center Release 8.5(3), see Installation and Upgrade Guide for Cisco Unified Intelligence Center.

Unified Intelligence Center 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/tsd_products_support_series_home.html:



Note

If you do not find a document for a specific release, use the document from the previous release. This indicates that the specific document that you are looking for has not changed for the given release.

- [User Guide for the Cisco Unified Intelligence Center Reporting Application](#)
- [Report Template Reference Guide for Cisco Unified Intelligence Center](#)
- [Administration Console User Guide for Cisco Unified Intelligence Center](#)
- [Hardware and System Software Specification \(Bill of Materials\) for Cisco Unified Intelligence Center](#)
- [Cisco Unified Intelligence Center Solution Reference Network Design \(SRND\)](#)
- Unified Intelligence Suite virtualization wiki, located at http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Intelligence_Center
- Online Troubleshooting tips, located at http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_IC_8.0

New and Changed Information

IP Address change

With Cisco Unified Intelligence Center Release 8.5(3), you can change the IP address of the subscriber and the publisher servers that are defined using:

- IP Addresses
- Host Name

Email attachment for Grid

The Cisco Unified Intelligence Center Release 8.5(3) system can now send the grid report as a zip file, that contains MS Excel file as an attachment to the specified email addresses which is set during a particular schedule.

You also have an option to send the email to the intended recipients with the scheduled report embedded in the email body.

Report viewer options - Print (Firefox) and Export support for Chart and Gauge

Cisco Unified Intelligence Center Release 8.5(3) allows you to export the report grid to a MS Excel file. In case of chart or gauge view, the system allows you to download and save the report - chart or gauge as an image (.jpg).

Audit Trails

Cisco Unified Intelligence Center Release 8.5(3) supports Audit Trail Logging. This feature allows you to view the sequence of audit records for each of the transaction or action that is performed on a Cisco Unified Intelligence Center server. You can view the audit trails using the audit trial reports. You can view the audit trial report under the Category Stock > Intelligence Center Admin.

Access criteria is same as stock templates except that non-administrators by default have no permission, even to Read.



Note

Only system administrators can access and view this feature.

Auto- Refresh disable

This feature allows you to enable or disable auto refresh for data displayed in a window.

This feature is available for the following windows:

- Dashboards
- Dashboard Pop out
- Reports

Stored procedure data types selection

This feature which was available for anonymous block reports until Cisco Unified Intelligence Center Release 8.5(2), is now available for stored procedures from Cisco Unified Intelligence Center Release 8.5(3).

You should select data type and test value of parameters for stored procedure reports.

Decoupling of Templates

Cisco Intelligence Center Release 8.5(3) provides the structure to import the reports along with their Report Template help and localization. This enables partners and customers to import reports and packages of reports from Cisco or other providers consistently. This means that new customers should download all reports from CCO software download area and developer.cisco.com/ccr.

Configurable Purge time through CLI

The parameters of the following two CLI commands is modified for this release:

- `set cuic-properties purge-time PARAMETERS <HH:MM > <AM/PM> <Interval (in minutes)>`
This command sets the time of day when the Cisco Unified Intelligence Center database will be purged and the duration (in minutes) after which the purge operation should be re-run. The default purge time is 12:00 AM and the default purge interval is 60 minutes. For interval, the minimum permissible value is 30 minutes and maximum permissible value is 1440 minutes.
- `set cuic-properties purge-retention PARAMETERS #number of days.`
This command sets the number of day(s) that data in the Cisco Unified Intelligence Center database is retained before it gets purged. Default is one day and the maximum permissible value is 31 days.

Scheduling PDF report

This feature allows you to send an email with a pdf file attachment. The pdf format of the report is generated based on the page orientation selection. Default page orientation is landscape.

Schedule CSV and Save to Remote location

The schedule CSV file is created and saved in a desired remote location during the scheduler execution. And the save to remote location has a separate section in the scheduler UI to set the properties for saving the CSV file.

CUIC Log level Changes:

During upgrade to Cisco Unified Intelligence Center Release 8.5(3), the logs in the current version of CUIC server are removed as part of the upgrade process.

Before upgrading to Cisco Unified Intelligence Center Release 8.5(3), backup all the logs from the current CUIC version to a separate location by using the RTMT tool. Refer Chapter 7 of [Administration Console User Guide for Cisco Unified Intelligence Center Release 8.5\(3\)](#) for the procedure to download logs using RTMT tool.

To reduce the risk of log files becoming too large, Cisco Unified Intelligence Center Release 8.5(3) increases the log severity and reduces the number of log files for active services. If problems are suspected with the running services part of the Intelligence Center, increase the log levels or files to capture the issue.

System Requirements

The *Hardware & System Software Specification (Bill of Materials) for Cisco Unified Intelligence Center Release 8.5(3)* is posted at [Hardware and System Software Specification \(Bill of Materials\) for Cisco Unified Intelligence Center](#).

You can find the *Cisco Unified Communications Compatibility Tool* for the various UCS releases at this location: <http://tools.cisco.com/ITDIT/vtgsca/VTGServlet>

Important Notes

Upgrading VMWare Tools

This is applicable only for CUIC Systems running on UCS (virtualized) hardware. VMware Tools are specialized drivers for virtual hardware that is installed in the UC applications when they are running virtualized. It is very important that the VMware tools version running in the UC application be in sync with the version of ESXi being used. The various methods used by the UC Applications for upgrading the VMWare Tools are given in the [UCS Virtualization Wiki](#).

Cisco Unified Intelligence Center supports upgrading VMWare Tools using the COP file, only through the Command Line Interface (CLI). The command that you must use for this upgrade is:
utils system upgrade initiate.

To know more about the command syntax, refer to Appendix A: Command Line Interface in the [Administration Console User Guide for Cisco Unified Intelligence Center](#).

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, Finnish, Norwegian, and Turkish.

Open Caveats in This Release

No open caveats in this release.

Resolved Caveats in This Release

Resolved caveats in this release of Cisco Unified Intelligence Center include these internally-found and customer-found items that were identified and resolved in this Release:

Table 1 List of Resolved Caveats

Identifier	Component	Severity	Headline
CSCtr78570	install	2	Switchover to CUIC 8.5(3) from CUIC 8.5(2) fails

Table 1 **List of Resolved Caveats**

CSCtu39083	report-manager	2	CUIC v8.5(1) not sending snmp traps inline with the MIB
CSCtu71940	dashboards	2	Modification of dashboard widget by multiple users is not working
CSCtw72178	scheduler	2	Not able to add scheduler to dashboard
CSCtw72066	scheduler	2	Scheduler DB Sync - Primary and Secondary not working
CSCtt07487	security	2	CUIC 8.0 - Users cannot see reports
CSCtw75676	doc	3	CUIC migration guide has wrong link for cop file download
CSCtw88378	data-acces	3	CUIC leaks rowcount resource when running scheduled reports
CSCtw92190	report-vie	3	Sorting not working reports
CSCtt01319	cuic-informix	3	Audit Log Purge is not happening for the 1 month old data
CSCtu36172	cuic-informix	3	DST: Update CUIC to Olson TZ version 2011h
CSCtt31478	cuic-informix	3	UCCE User Integration fail after CUIC upgrade
CSCts07896	dashboards	3	Sticky note allows to paste big doc, truncated when it is saved
CSCtw51020	data-access-layer	3	Plain text in formula not validated during save
CSCtu06932	doc	3	CUIC uses ldapv2 which does not support all unicode characters
CSCtu18346	doc	3	cuic-properties CLI updates needs to be documented
CSCts69773	doc	3	Datasource for CVP reports should be documented in the CUIC Install doc
CSCtu77841	doc	3	Excel permalink stopped working on demo systems in Release 8.0(4)
CSCtu32228	export-import	3	CUIC Tomcat goes Out Of memory while importing a custom report
CSCts25815	export-import	3	Report definition -> Stored Procedure ; UI issues
CSCts63636	gauges	3	GaugeEditor: Numeric fields with footer should be in Field Dropdown menu
CSCtt40236	grid	3	Popout not working with stored procedure report without parameter
CSCtr76872	grid	3	Report Permalink fails to refresh first time in Finesse Gadget
CSCtr36084	i18n	3	Hard-coded English strings in CUIC user interface
CSCtu23419	install	3	Exceptions in CUIC logs for UID after Upgrade to 8.5(3)
CSCts22802	install	3	upgrade failed from 8.5(1) to 8.5(3)-build43

Table 1 List of Resolved Caveats

CSCts07490	localization	3	Japanese charcte is garbled when creatign Report Definition
CSCts60326	report-manager	3	8.5.3 GT-1 found mustfix issues (Total No 8)
CSCts27991	report-manager	3	Cannot a create a report definition with out any parameters
CSCtu32077	report-manager	3	CUIC shouldn't allow to save rep definition unless query validation pass
CSCtr77140	report-manager	3	Report definition with querytype as storedproc limiting max 3000 rows
CSCtr76003	report-manager	3	Save As from Report Definition has different behavior from Save As in Re
CSCtt41595	report-manager	3	Syntactical SQL Change Causes Report Definition Validation to Fail
CSCts13053	report-manager	3	ValueList: Enhance error message if more than 500 values are selected
CSCtr97652	report-viewers	3	Cannot View Pie Chart that Uses Boolean Field
CSCtw52059	report-viewers	3	Excel Permalink doesn't give proper error if its report is deleted
CSCtr06675	report-viewers	3	Incorrect Footer values for multiple columns in Agent Historical report
CSCts42767	report-viewers	3	Reports Always Shown In Local Timezone Regardless Of Setting in View
CSCtu42447	security	3	Auth for supervisors in CUIC fails if primary LDAP is unreachable
CSCts28701	security	3	CUIC AD Authentication Not Working with SSL enabled
CSCtu20870	templates_icm	3	Invalid template column names
CSCtt47130	user-management	3	CUIC doesn't prompt when creating duplicate valuelist namefor first time
CSCtu32248	user-management	3	UCCE User sync fails if STOCK reports are not imported in CUIC 8.5(3)
CSCtt17608	user-management	3	Unable to assign users to groups if group name has whitespace chars
CSCtr90233	user-management	3	Valuelist query validation should not save the valuelist
CSCts71680	templates_icm	3	French Locale : Anonymous block Hist reports return no data
CSCtt04569	doc	4	CUIC CVP datasource documentation needs to be better
CSCts50611	cuic-informix	4	CCM logs needs to be reduced
CSCts12805	dashboards	4	Create Dashboard item Widget with text starting with "<", it shows empty

Table 1 *List of Resolved Caveats*

CSCts08095	dashboards	4	IE: Edit & other options are enabled in Dashboard popout entities
CSCts07917	dashboards	4	IE: Edit Sticky note windows does not have ctrl-A to select everything
CSCts07705	dashboards	4	Permalinks for dashboard are not selectable in IE
CSCtr76073	datasource_manager	4	Timezone list is not sorted in Datasource and User creation pages
CSCtr96645	doc	4	Doc update for RTMT schedule feature and Active Dir support SSL
CSCts15191	grid	4	Thresholds to substitute text without a need to select background color
CSCtr81049	report-manager	4	Alphabetize Visible fields when creating a new report (Am. Century)
CSCts08151	report-manager	4	Big Filter number displays in 'e' (exponential) format in Report Footer
CSCtr81031	report-manager	4	Too much complexity when creating fields in Report Def(American Century)
CSCts49415	report-viewers	4	Delay in autoRefresh display in Report Viewer Popout
CSCtu23133	report-viewers	4	Template help link can be disabled for reports without a valid help file
CSCtw71502	scheduler	4	UI Issues in Scheduler
CSCts56989	security	4	CUIC doesn't pick default port no 8081 while login to CUIC with only IP
CSCtt32157	serviceability	4	RTMT A worker thread encountered a hibernate exception
CSCtr56913	ui_server	4	Need to reduce default CUIC log file size and CUIC log directory
CSCtu47676	user-management	4	Select All button disabled in User Groups page
CSCtu08465	security	6	CUIC should use ldapv3 to support all Unicode characters
CSCtr42719	ui_server	6	This defect is to correct raw-config-spec in 853 branch

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 Intelligence Suite and Intelligence Center 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.
-

Downloading the Unified Intelligence Center Installation File from the Cisco Website

You can download the installation ISO file and UCCE Stock Templates from <http://www.cisco.com/cisco/software/release.html?mdfid=282163829&flowid=5228&softwareid=282377062&release=8.5.3&rellifecycle=&rebind=AVAILABLE&reltype=latest> on Cisco.com.

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