



System Release Notes for Cisco Unified Contact Center Enterprise: IP Communications System Test Release 4.5

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Overview

This document is the Cisco IP Communications (IPC) system test release notes for Cisco Unified Contact Center Enterprise (Unified CCE). The tested systems contain a suite of Cisco IPC components that were validated during the test. Some of the components are:

- Cisco Unified Communications Manager (Windows 2003 Operating System)
- Cisco Customer Response Solutions (CRS) (Windows 2003 Operating System)
- Cisco Unified Intelligent Contact Management Enterprise (Unified ICM)
- Cisco Computer Telephony Integration Object Server (CTI OS)
- Cisco Agent Desktop (CAD)
- Cisco Unified Customer Voice Portal (Unified CVP)
- Cisco Unified voice gateways
- Cisco routers



- Cisco Catalyst switches

It is standard methodology for Cisco Systems to perform testing of the Cisco IPC system and of each IPC product in the system. A major deliverable of the IPC system test is a recommendation of compatible software releases verified by the test.

Customers who have deployed or are planning to deploy multiple voice applications and voice-infrastructure products in a network can adopt the recommendations. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual voice applications or voice-infrastructure products.

Cisco IPT components for North America have also been tested. For additional information, see the *System Release Notes for North America IPT: IP Communications Test Release 4.5* at http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/gblink/system/gbst4x/index.htm

What's New In This Test

The Unified CCE System Test Release 4.5 includes the following upgraded components:

- Cisco Unified Communications Manager, Release 4.3(1)
- Cisco CRS, Release 4.1
- Cisco CTI OS, Release 7.1(2)
- CAD, Release 7.1(2)
- Cisco IOS Software, Release 12.4(7d)
- Cisco Catalyst 6000 Series Switch with Sup2 and MSFC2, Release 8.5(8)/12.2(18)SXF7
- Cisco Catalyst 3500-XL Access Switch, Release 12.0(5)WC16

The following sections contain the new or changed features of upgraded components tested. Not all of the upgraded components have new or changed features.

Cisco Unified Communications Manager (Unified IP IVR)

The following new or changed features were tested as part of the Unified CCE System Test Release 4.5:

- Retirement of the Microsoft Windows 2000 Operating System by enabling the migration of Cisco Unified Communications Manager to Microsoft Windows Server 2003.

For a detailed description of new and enhanced features and functionality for Cisco Unified Communications Manager, Release 4.3(1), see [Release Notes for Cisco Unified CallManager Release 4.3\(1\)](#).

Cisco Customer Response Solutions

The following new or changed features were tested as part of the Unified CCE System Test Release 4.5:

- Retirement of the Microsoft Windows 2000 Operating System by enabling the migration of Cisco CRS to Microsoft Windows Server 2003.

For a detailed description of new and enhanced features and functionality for Cisco CRS, Release 4.1, see the [Release Notes](#) index on Cisco.com.

System Requirements

This section provides information about the software versions of the Cisco components and the firmware versions of the Cisco IP phones used in system-wide testing of Unified CCE System Test Release 4.5. This section contains the following information:

- [End-of-Sale and End-of-Life Components, page 3](#)
- [Deployment Considerations, page 3](#)
- [Software Versions Matrix, page 4](#)
- [Firmware Version Matrix, page 6](#)

End-of-Sale and End-of-Life Components

Some of the components deployed in the Cisco Unified CCE test beds for Release 4.5 have reached end-of-sale (EOS) or end-of-life (EOL) status. The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale.

The EOL process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements, see the announcements at http://www.cisco.com/en/US/products/prod_end_of_life.html.

The following are the components deployed in the system test that have reached EOS or EOL:

- Media Content Server (MCS)-7845H-3000
- MCS-7835H-3000
- MCS 7825H-3000

Deployment Considerations

The tables in this section list the recommended software and firmware versions for Unified CCE. Not every rebuild is tested as part of the Unified CCE system test. Additional regression testing in a customer or Cisco specific certification lab is recommended before deployment.

When deploying the Unified CCE in a customer environment, consider the following guidelines:

- At a minimum, customers should deploy the software versions recommended in [Table 1 on page 4](#) and firmware versions in [Table 2 on page 6](#).

- For Cisco Security Agent (CSA), customers should use the latest engine and policy release. CSA software is available at:
<http://www.cisco.com/cgi-bin/tablebuild.pl/csa>
- For other software components, customers should use the most current rebuild of a maintenance release. For Cisco IOS software, information about the latest releases, including deferral advisories, is available at:
<http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
- If the recommended release has been deferred to a subsequent release, customers should use the subsequent release.

Before deploying a release, examine the open caveats in the chosen release to determine if any will impact your implementation. Open caveats can be viewed through the Bug Toolkit, located at:

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

- Deploy the chosen release in a lab environment that uses the same product components as the customer product components before moving it to a production environment.

Software Versions Matrix

Table 1 lists the software versions for the Unified CCE System Test Release 4.5.

Table 1 Software Version Matrix for Unified CCE System Test Release 4.5

Component	Version
Cisco Unified Communications Manager	4.3(1)
Cisco Unified Communications Manager - Operating System	Windows 2003
Cisco CRS (Unified IP IVR) ¹	4.1
Cisco CRS (Unified IP IVR) – Operating System	Windows 2003
Cisco Unified ICM	7.1(2)
Cisco Unified ICM – Operating System	Windows 2003
Cisco CVP	3.1(0)SR2
Cisco CTI OS	7.1(2)
CAD	7.1(2)
ScanSoft Open Speech Recognizer (OSR)	2.0.9
ScanSoft Open Speech MRCP Server	2.0.4
Cisco 11500 Content Services Switch (CSS)	WebNs 7.50.1.5s
Cisco 3660 (VXML voice gateway)	12.4(7d)
Cisco 3745 (VXML voice gateway)	12.4(7d)

Table 1 **Software Version Matrix for Unified CCE System Test Release 4.5**

Cisco AS5400HPX (CVP VXML voice gateway)	12.4(7d)
Cisco AS5400HPX (PSTN Gateway)	12.4(7d)
Cisco AS5850 (PSTN gateway)	12.4(7d)
Cisco 3745 (HSRP gatekeeper)	12.4(7d)
Cisco 3660 (voice/data gateway)	12.4(7d)
Cisco 3725 (voice/data gateway)	12.4(7d)
Cisco 3745 (voice/data gateway)	12.4(7d)
Cisco 3845 (voice/data gateway)	12.4(7d)
Cisco 26xx, 37xx (core/access routers)	12.4(7d)
Cisco 7206 (voice/data gateway)	12.4(7d)
Cisco 2691 (core/WAN routers)	12.4(7d)
Cisco 7206 (core/WAN routers)	12.4(7d)
Cisco Catalyst 3550 (access switch)	12.1(25)SEC2
Cisco Catalyst 6506, 6509 (core switch, Supervisor 2)	Cat 8.5(8)/12.2(18d)SXF7
Cisco Catalyst 6506, 6509 (MSFC, Supervisor 2)	Cat 8.5(8)/12.2(18)SXF7
Cisco Catalyst Communications Media Module (CMM)	12.4(7d)
Cisco Security Agent Management Policy - Cisco Unified Communications Manager	4.5.1.645/2.0(4)
Cisco Security Agent Management Policy - Cisco CRS	4.5.1.645/2.0(4)
Cisco Security Agent Management Policy - Unified ICM	4.5.1.639/2.0(2)
Cisco Security Agent Management Policy – CVP	4.5.1.639/2.0(0)
AntiVirus - MacAfee	Enterprise 7.1.0
Cisco Unified Operations Manager	1.1
Cisco Unified IP Phones models 7912G, 7940G and 7960G	Bundled with Cisco Unified Communications Manager

1. Unified IP IVR Release 4.1 has reached End-of-Life and will be End-Of-Sale by 15 May, 2008. It should be replaced with Unified IP IVR Release 6.0 as part of IP Communications System Test Release 4.5.

Firmware Version Matrix

Table 2 lists the recommended firmware versions of the Cisco Unified IP Phones for the Unified CCE System Test Release 4.5.

Table 2 *Firmware Version Matrix for Unified CCE System Test Release 4.5*

Component	Version
Cisco Unified IP Phone 7910	P00405000700
Cisco Unified IP Phone 7912G	CP7912080001SCCP051117A
Cisco Unified IP Phone 7940G	P00308000100
Cisco Unified IP Phone 7960G	P00308000100
Digital Access SW-6608	D00404000023
Conference Bridge Hardware	C00104000001

Related Documentation

The following URLs provide access to documentation for related products:

- Cisco Unified Communications Manager
http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
- Cisco Unified ICM
http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html
- Cisco Unified CVP
http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html
- Cisco CRS
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
- CAD and CSD
http://www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html
- Cisco Unified IP Phones
http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Install and Upgrade Notes

Installation and upgrade information for components that have been tested and verified during system testing is provided in the following documents:

- Cisco Unified Communications Manager
 - [Release Notes for Cisco Unified CallManager Release 4.3\(1\)](#)
 - [Installing Cisco Unified CallManager Release 4.3\(1\)](#)
 - [Using Cisco Unified CallManager Upgrade Utility 4.3\(1\)](#)
 - [Upgrading Cisco Unified CallManager Release 4.3\(1\)](#)
- Cisco CRS
 - [Release Notes index](#)
- CTI OS
 - [Cisco Computer Telephony Integration Option Install and Upgrade Guides](#)
- Cisco IOS Software and Cisco Catalyst Switches
 - [Release Notes for Cisco IOS Release 12.2SX on the Catalyst 6500 Series MSFC](#)
 - [Release Notes for the Catalyst 2900 XL and Catalyst 3500 XL Switches, Cisco IOS Release 12.0\(5\)WC](#)
 - [Upgrading Software Images on Catalyst 6000/6500 Series Switches](#)
 - [Cisco Catalyst 3500 XL Series Switches Install and Upgrade Guides](#)
- Latest software upgrades for:
 - Cisco Unified Communications Manager, Cisco CRS, Cisco ICM, Cisco CTI OS, and CAD at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
 - Cisco IOS routers and gateways at <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml>
 - Cisco Catalyst switches at <http://tools.cisco.com/support/downloads/go/MDFTree.x?butype=switches>

For additional information on specific hardware recommendations or bills of material (BOM) for each product, refer to the documentation listed in “[Related Documentation](#)” section on page 6.



Note

System upgrade information for a single-stage upgrade is provided in the [System Upgrade Manual](#).

The latest software license for CAD, Release 7.1(2), deployed in the Unified CCE System Test Release 4.5 is at <http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html>.

Limitations and Restrictions

This section includes the following topics:

- [Important Notes, page 8](#)
- [Resolved Caveats, page 9](#)
- [Open Caveats, page 9](#)

The Bug Toolkit requires that you are a Cisco partner or a registered Cisco.com user with a Cisco service contract. Using the Bug Toolkit, you can find caveats for any release. To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Important Notes

This section includes important notes related to the testing of the Unified CCE System Test Release 4.5.

BARS Restore Failure

The BARS restore process is blocked because of an TCP communication error. Restart the IIS.

CTI OS Unresponsive to Agent Desktops

The CTI OS server becomes unresponsive to agents when a large number of agents are logging on or there is another issue with the network. The only workaround is to restart the server.

An emergency patch has been developed and is undergoing testing. If you are not directly experiencing this problem, we encourage you to wait for a formally tested fix in an upcoming service release (six to eight weeks).

Installing any interim patch on a your production system poses a risk of instability due to the specific and targeted testing it receives. See the following URL for the CTI7.0(0), SR2, ES13 patch. Be sure to read the release notes before running the patch installer.

<http://www.cisco.com/cgi-bin/special.cgi?thisstep=2&swpath=ICM4762648803>

Loss of Connectivity Between JTAPI Clients and Cisco Unified Communications Manager Cluster

When BARS is running, some of the services between Cisco Unified Communications Manager and the Unified CCE components were disconnected and were not recovered.

Backup and Restore System Upgrade

When a Backup and Restore System (BARS) upgrade is stopped in the middle of the process, the backup is interrupted. If an uninstall and reinstall is attempted to correct the issue, an error message is displayed. The registry key at \HKLM\Software\Cisco Systems\BARS\Information\Appstatus must be changed from BACKUP to IDLE and then the system rebooted.

Hot Standby Router Protocol in CVP Deployment

Hot Standby Router Protocol (HSRP) is not supported in a CVP deployment if the VIP address is in a different subnet than the IP address on the interface.

Microsoft Internet Explorer (IE) and Security Hardening of the Support Tools Server

After security hardening is applied to the Support Tools server, IE disables the JavaScript and the Support Tools user interface requires JavaScript. There are two workarounds. The first is as follows:

1. In the IE Tools pull-down menu, click Internet Options.
2. Click the Security tab.
3. In the Security tab, click the Internet icon in the zone window.
4. Click the Custom Level button and scroll down the list to Active Scripting.
5. Click on Enable and click OK to save the changes.

The second method and the recommended one is as follows:

1. In the IE Tools pull-down menu, click Internet Options.
2. Click the Security tab.
3. In the Security tab, click the Trusted Sites icon in the zone window.
4. Click Sites and add the server name to the list of sites. The URLs for the HTTP and HTTPS also must be added to the trusted sites.
5. Click OK to save the additions.

Resolved Caveats

[Table 3](#) lists severity 1, 2, and 3 caveats related to the Unified CCE System Test Release 4.5 that are now resolved but the fix may or may *not* be included in the recommended component version. For more information about the caveat (including the version of software in which the fix is included), click on the Identifier. The Identifier is linked to the caveat in the Bug Toolkit.

Table 3 Resolved Caveats for the Unified CCE System Test Release 4.5

Identifier	Summary
CSCsh25508	Registry fails to display correct version when CTI OS Release 7.1 is installed.
CSCsh52164	Mobile agent hold function does not prevent caller from still hearing the agent's voice.

Open Caveats

[Table 4](#) lists severity 1, 2, and 3 caveats related to the Unified CCE, System Test Release 4.5 that were not resolved at the time this document was written. For more information about each caveat, click on the Identifier. The Identifier is linked to the caveat in the Bug Toolkit.

Table 4 Open Caveats for the Unified CCE System Test Release 4.5

Identifier	Summary
CSCma25978	Supervisor desktop memory leak on login/logout.
CSCsb20142	CTI OS setup when running the upgrade removes c:\icm\bin from the path.
CSCsb25280	CTI manager service terminates unexpectedly.

Table 4 Open Caveats for the Unified CCE System Test Release 4.5 (continued)

Identifier	Summary
CSCsd15983	CAD Admin. installation with Agent Desktop erases registry configuration.
CSCsh30785	BARS restore process fails because of an unexpected TCP error.
CSCsh52164	Unified CVP mobile agent using H.323 gateway on-hold feature does not work. Caller on hold hears music and other voice traffic.

Troubleshooting

For information about troubleshooting the components of the Unified CCE System Test Release 4.5, consult the Troubleshooting chapter of the *System Test Architecture Reference Manual for Cisco Unified Contact Center Enterprise Release 4.4*.

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>

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