Release Notes for Cisco Unified Contact Center Express Release 9.0(2)SU2

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C O N T E N T S

Introduction

This release note describes the features and caveats for Cisco Unified Contact Center Express Release 9.0(2)SU2.

Enhancements in Unified CCX 9.0(2)SU2

The following list provides a high-level overview of these new features:

Upgrade to JRE 1.7 update 51:

The JRE versions in the Cisco Desktop Client components have been upgraded to JRE 1.7 update 51 which includes the fixes for the security threats reported in the previous updates of the JRE.

Note
- CAD 9.0(1) and 9.0(2) is compatible only with JRE 1.6 Update 31
- CAD 9.0(2) SU1 is compatible only with JRE 1.6 Update 45
- CAD 9.0(2)SU2 is compatible only with JRE 1.7 update 51 or newer

Cross-origin resource sharing:

Unified CCX 9.0(2)SU2 supports cross-origin resource sharing (CORS) which allows you to place requests to APIs configuration from another origin.

REST API support:

Unified CCX supports grammar, prompt, documents, and scripts REST APIs in the 9.0(2)SU2 release.

Upgrade to Unified CCX 9.0(2)SU2

For information about supported Unified CCX upgrades, see Compatibility Matrix for Unified CCX wiki at docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX.

You can upgrade to Unified CCX, Release 9.0(2)SU2 if you are running any of the following versions on your servers:

- Unified CCX Release 7.0(2)ES03

- Unified CCX Release 8.0(2)SU4, 8.5(1)SU3, 8.5(1)SU4

- Unified CCX Release 9.0(1), 9.0(2), 9.0(2)SU1

You must install 7.0(2)ES03 to upgrade from 7.0(2) to 9.0(2)SU2 7.0(2)ES03 (Image name: 7.0.2-ES03_Build031.exe) can be downloaded from Cisco.com at http://www.cisco.com/cisco/software/ release.html?mdfid=270569179&flowid=5217&softwareid=28084057&release=7.0%282%29_ ES3&relind=AVAILABLE&rellifecycle=&reltype=latest

✎

Note   Obtain a media kit for 9.0(2) to support Unified CCX Release 7.0(2)ES03 Windows-to-Linux upgrade.

Obtaining Windows-to-Linux Upgrade Tool for Unified CCX 9.0(2)SU2

Step 1   Go to this URL: http://www.cisco.com/cisco/software/navigator.html?mdfid=278875240&flowid=5217

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

Step 3   Choose **Voice and Unified Communications > Customer Collaboration > Cisco Unified Contact Center Products > Cisco Unified Contact Center Express > Windows to Linux Upgrade Tool.**

Step 4   Choose **9.0(2)_SU2** in the left pane and download `CiscoUnifiedCCXPreUpgradeToolInstaller.exe`
　　　　　Note   The upgrade tool that you download is used for Windows-to-Linux upgrade for 9.0(2)SU2 only

Obtaining Unified CCX 9.0(2)SU2 for Upgrade

Warning   While doing a Linux-to-Linux upgrade -

Do not reboot the server until the switch version reports success or failure. Rebooting the system in the middle of a switch version may cause the system to enter an inconsistent state and possibly corrupt the configuration objects or database. If the switch version fails, record the error and open a TAC service request, without rebooting the server.

Step 1   Go to this URL: http://www.cisco.com/cisco/software/navigator.html?mdfid=278875240&flowid=5217

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

Step 4   Choose 9.0(2)_SU2 in the left pane and download the
`UCSInstall_UCCX_9_0_2_UCOS_9.0.2.11002-27.sgn.iso`
Note   Since the build `<TBD>` is a non-bootable ISO, it proves useful only for upgrades; this build cannot be used for new installations.

Step 5   Use an md5sum utility to verify that the MD5 sum of the final file is correct.
80487bffbf2a2275ea18de5249e5b45d

`UCSInstall_UCCX_9_0_2_UCOS_9.0.2.11002-27.sgn.iso`

What to Do Next

To complete the 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 here:http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Important COP for Upgrade to 9.0(2)SU2

For upgrades from Unified CCX 8.x to Unified CCX 9.0(2)SU2, apply the Cisco Options Package (COP) patch file `ciscouccx.refresh_upgrade_v1.2.cop.sgn` (reconfirm) ??? before starting the upgrade process. To access the latest software upgrades for all versions of Unified CCX, go to the Cisco website: http://www.cisco.com.

Note   You may experience a delay in the services to start during the first restart of the Unified CCX system post the switch version. This is due to the application of Security policies post upgrade. This delay will not appear in subsequent restarts.

Note
- You can apply this COP patch file using CLI (command line interface). For more information, see *Cisco Unified Contact Center Express Install and Upgrade guide* available at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

- Ensure that you are on Version 8.0(2)SU4 or 8.5(1)SU3 or 8.5(1)SU4 to apply the COP patch file. If you are running on a lower version, you must upgrade to 8.0(2)SU4 or 8.5(1)SU3 or 8.5(1)SU4 and apply the COP patch file later.

- Before you start the upgrade, the COP patch installation is mandatory on both the nodes of a Unified CCX cluster.

- After you install the COP patch, you must restart the system.

Unsupported Servers for Unified CCX 9.0(2)SU2

Some of the servers supported by Unified CCX 8.x are no longer supported by Unified CCX 9.0(2)SU2. For information about the supported Unified CCX servers, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available at:

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

Note
Unified CCX requires a minimum of 4 GB of RAM. MCS-7816-I4-CCX1 and MCS-7825-I4-CCX1 servers will require a RAM upgrade to at least 4 GB in order to upgrade to Unified CCX 9.0(2)SU2.

If you have an unsupported server and plan to upgrade to Unified CCX 9.0(2)SU2, see the "Replace Server Hardware" section in the *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(2)SU2* available at:

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

Unsupported Configurations and Scenarios for Unified CCX

Unified CCX 9.0(2)SU2 does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.

- Expansion servers are not supported, except for automatic speech recognition (ASR) or text-to-speech (TTS), which must be separate, dedicated servers

- Consult transfer that is initiated from VRU script with ICM

- ICD call answer/transfer using any third-party attendant console desk software is not supported with Unified CCX

- Using the "place call" step to generate a call and thereafter placing this call in a queue within the same script

- SIP REFER between a switchboard and Unified CCX is not supported if the transfer is completed after the call has been answered on the Unified CCX CTI port because of media reestablishment issues

- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left

- Using consult transfer/redirect step from scripts to a translation pattern that maps back to a route point is not supported. Refer to the caveat, CSCsk19574, for details.

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 Unified IP Phone agents, see the *Cisco Unified CCX Software and Hardware Compatibility Guide*.

Following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).

- A Unified CCX extension that is 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:
  - Configure the Unified CCX extension on a single phone (not in a device profile).
  - Associate that phone with each agent who will use that extension.
  - 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 phone that have the same extension but exist in different partitions.

- A Unified CCX extension that is 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 a Unified CCX extension in a single device profile is supported.)

- In the Unified Communication Manager 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 Communication Manager 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 Communication Manager intercom feature.

- Configuring the hold reversion feature.

- Agent extensions cannot be added to hunt lists/groups. If an agent has only one line, then the agent phone can not be part of a hunt list/group. In the case of multiple line, none of the monitored lines should be part of the hunt group. For more details on multiple lines support and number of monitored lines, see *Cisco Unified Contact Center Express Solution Reference Network Design*, available here: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.

- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco TelePresence EX 60 and EX 90 as agent phones:

  - Conference and transfer

  - Desktop monitoring and recording

  - Barge in and Intercept

  However, you can perform all the call operations such as conference, transfer, barge in and Intercept from EX 60/90 phones.

- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco Jabber for Windows as agent phone:

  ◦ Video

Unsupported Features in Unified Communications Manager and Cisco BE 6000

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and should not be enabled for Unified CCX. For more information about these features, refer to the Unified Communications Manager documentation.

- Block External to External Transfer

- DSCP IP CTIManager to Application service parameter

  You can enable this service parameter for Unified Communications Manager but it does not affect Unified CCX

- Advanced Ad Hoc Conference Enabled service parameter

- Drop ad hoc conference when creator leaves

- Signaling (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, you should turn them off for all route patterns in the Unified Communications Manager 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.

- 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.

Caveats

Open Caveats

Open Caveats

Table 1: Open Caveats for Cisco Unified Contact Center Express

Identifier	Headline
CSCuh81431	UCCX: Switch Version Fails Due to Duplicate Rows in Next Tables

Identifier	Headline
CSCum70497	Engine Heap does not clear MakeCall requests after Processing
CSCuh42960	Internal error while updating skills from mobile skill manager
CSCup18269	UCCX: HR IVR OBCampaignSummary includes data beyond specified end time
CSCup66824	Email Reports have Incorrect Date in CUIC
CSCul60511	CLI synctocuic command does not sync correctly to DB
CSCul78540	Cannot mix alaw and ulaw
CSCui88936	After recovering from "ISLAND" mode, the "SLAVE" node continues to update the LICENSEUTILIZATIONDETAIL table.

Resolved Caveats

This section lists all caveats that are resolved for this release.

Bugs are listed in order of severity by the bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled.

The following sections list caveats that are resolved in Cisco Unified Contact Center Express but that may have been open in previous releases.

Resolved Caveats

Resolved Caveats for Cisco Unified Contact Center Express

Identifier	Severity	Headline
CSCul87888	2	UCCX 9.0.2.10000-71 CAD emails are formatted incorrectly
CSCum57152	2	UCCX chat agent ID is showed in wrong encoding
CSCue38250	3	Next Email to be displayed on CAD says in process and does not load
CSCuh43032	3	UCCX Agents cannot login due to CAD version mismatch
CSCuh74081	3	UCCX email purge process fails with NPE
CSCuh83790	3	UCCX: Chat Server crashes with coredump
CSCui91418	3	When receiving new calls and if CAD window maximized, CAD resizes

Identifier	Severity	Headline
CSCuj05725	3	Unable to change home page of integrated browser in CSD on first tab
CSCuj13451	3	CAD always on top feature stops working if supervisor send team message
CSCul50390	3	CAD email not loading Spanish and Danish spell check dictionary
CSCul59158	3	CAD lockup due to Macro Execution on X64 bit systems
CSCul81512	3	CAD Chat only looks at agent's name not agent ID when loading teams.
CSCum12907	3	CAD 9.0(2) does not function with 10.x CUCM/CUP
CSCum15841	3	Dropping call on second line breaks WF-initiated recording on first line
CSCum69044	3	UCCX: Document CAD Agent Email Java 1.7.0 Update 51 Support
CSCuo02916	3	CAD randomly frozen for couple of min when an outbound call is presented
CSCuo25279	3	UCCX: 3 - 5 Second Delay on CAD When Answering New Call
CSCuo25580	3	UCCX: Agent PC Will Freeze Upon Macro Execution
CSCup30037	3	Outlook not releasing control to CAD
CSCuh89445	3	UCCX Scheduled Reports fail to run in CUIC
CSCui66811	3	Cyrillic characters garbled in UCCX CUIC charts
CSCul18667	3	CUIC doesn't purge JMX logs
CSCtt07947	3	Failed DRF backup leaves DB locked. Can't make config changes.
CSCua91628	3	CCDR report shows blank Originator DN for some calls in certain scenario
CSCub28829	3	UCCX: Changing Security Password Does Not Update Internal UCCX Users
CSCuc70764	3	CCX web services is in Shut Down mode.
CSCud56988	3	200 Msec of prompt is being cutoff at the end of the prompt

Identifier	Severity	Headline
CSCue37977	3	UCCX: RTCSQSSUMMARY Table update causes partial query results
CSCuf67036	3	UCCX 9.0 CUIC Report Footers Data Inaccurate
CSCuh09450	3	UCCX: W1 Restore Failure Due to Special Characters In Repository Items
CSCuh78751	3	UCCX: License Validation Should Occur Before Removing Previous License
CSCuh83917	3	Not able to create applications with user uploaded scripts using REST
CSCuh93953	3	Transfered call by route point is conferenced to route point
CSCui16007	3	UCCX: Failure to update variable results in stuck OB IVR campaign
CSCui31161	3	HRC- Failed to initialize report with error 5041
CSCui47852	3	Fix the self link issue for skill resource in response
CSCui60125	3	Column formatting is wrong in CUIC Agent Reason Code Report
CSCui76844	3	RESTAPI:500 Internal Server Error when PUT Request to Modifying Skills.
CSCui79825	3	Database Manager service is Out Of Service on the Secondary node of UCCX
CSCui96081	3	UCCX High CPU due to Name parameter length
CSCuj33354	3	CAD Crashes while in Phone book Editor
CSCuj34995	3	CCX puts 32 spaces in RTSP message with Russian text
CSCuj41598	3	After failover sometime master node (Node 2) Engine is taking 99% CPU
CSCuj58902	3	CAD freezes due to macro lockup.
CSCuj68708	3	IVR campaign gets stuck if GW terminates Asm calls before AsmT is send
CSCuj71560	3	After COP installation there is a message to specify Reboot not Required
CSCuj72496	3	Agent summary report will not run with scheduler

Identifier	Severity	Headline
CSCul53506	3	CSD, CAD not responding after attempting to barge-in
CSCul99618	3	Wrong license package causes LDAP restore to be skipped
CSCum09925	3	CCX: PUT Backup Fails With Null Fields in ContactCallDetail Table
CSCum24127	3	Agent state alternates between Reserved and Ready
CSCum77427	3	REST API returns incorrect value for campaign dial time
CSCum96585	3	UCCX: Unable to Login to UCCX Using Remote Support Account
CSCun42330	3	Create Generated Prompt makes incorrect prompts 40000 (Russian language)
CSCun96813	3	UCCX Second Node Redirects To HTTPS IP Instead Of FQDN
CSCuo14428	3	UCCX: Need more robust handling of RMCM init issues due to cnfg errors
CSCuo50547	3	UCCX Refresh Upgrade fails with "Internal Error" at step 8
CSCue84341	3	Agent state alternates between Reserved and Ready
CSCuj68965	4	Desktop Configuration and Upload Process logs not enable by default
CSCul90656	4	CAD email duplicates template
CSCuj97908	4	special Characters get garbled in the filter page for IE
CSCuh33046	4	Spanish Scheduled Reports timestamp not consistent with Manual Reports
CSCuh62985	4	Failed switch version causes issues with restart of server via the GUI
CSCui38021	4	CSQAgent Summary Report "Calls On Hold" field increases incorrectly
CSCum35585	4	UCCX: Prompt Template File Types Cannot Be Uploaded to AppAdmin
CSCuo00740	6	Resolved Agent Email CSQ Report Query Needs to be optimized
CSCua44484	6	Data discrepancy between HRC and CUIC for Traffic Analysis in non-GMT

Identifier	Severity	Headline
CSCul07773	6	Add new Signing keys generated for UCCX
CSCum69934	6	CORS surpport for Adminapi
CSCup56850	6	Porting of Files API in 902 SU2

Troubleshooting

For more information on how to troubleshoot issues that may arise in your Unified CCX system, see the Troubleshooting DocWiki page: http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express.

Obtaining Documentation 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.

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 or Cisco Technical Assistance 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