



## **Release Notes for Cisco Unified Contact Center Enterprise and Hosted Release 9.0(4)**

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## CONTENTS

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### CHAPTER 1

#### **Introduction to Cisco Unified Contact Center Enterprise 1**

New and updated information 1

    New information 1

    Updated information 2

Open caveats 2

Resolved caveats 2

Bug Search tool 7

Support 7

Documentation feedback 7





# Introduction to Cisco Unified Contact Center Enterprise

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Release Notes for Cisco Unified Contact Center Enterprise and Hosted describes new features and changes for Release 9.0(4) of Unified Contact Center Enterprise & Hosted (Unified CCE) software.

- [New and updated information, page 1](#)
- [Open caveats, page 2](#)
- [Resolved caveats, page 2](#)
- [Bug Search tool, page 7](#)
- [Support, page 7](#)
- [Documentation feedback, page 7](#)

## New and updated information

### New information

#### Limited shared line support for an agent

An agent who has a shared line can log in through any one of a unique extension of the shared line at a time. The change in behavior is as follows:

- An agent can log in to one of the phones using a unique extension.
- When an agent is logged in to a phone through a unique extension, another agent cannot log in to the unique extension of a second phone if a shared line exists between the two phones.
- An agent cannot log in to a phone using a shared extension.

**Accept pipe delimiter in import file**

Import a file using a pipe delimited field along with the current options of comma and fixed length delimited fields.

**300 Campaign support**

The number of Campaigns that you configure in an Outbound deployment with SIP dialers are increased from 100 to 300. This scalability of Campaigns is applicable for deployments having SIP dialer and deployments where router and logger are on separate machines. This is not applicable to SCCP dialers or Rogger deployment. For further details, refer to *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted* document.

## Updated information

The following section describes changes in Unified CCE Release 9.0(4).

**Change in user interface for Skill Group Selection tab**

The **Skill Group Selection** tab in Campaign Outbound Option is enhanced. Skill groups can now be added for a Campaign using **Peripheral** as a filter. The filter will only retrieve those skill groups that are associated with the selected peripheral. Skill groups can be retrieved based on the condition and value that is provided.

**UCCE 9.0(4) supports SQL Server2k8 SP2**

SQL Server2k8 SP2 is now supported from UCCE 9.0(4) along with SP1.

## Open caveats

The following table lists the defects that were resolved in Unified CCE Release 9.0(4). Defects are listed by identifier and component.

**Table 1: Open caveats in Unified CCE Release 9.0(4)**

Identifier	Severity	Component	Headline
<a href="#">CSCuj35170</a>	3	pg.opc	Incorrect call dsposition value observed during Multiline call flow

## Resolved caveats

The following table lists the defects that were resolved in Unified CCE Release 9.0(4). Defects are listed by identifier and component.

**Table 2: Resolved caveats in Unified CCE Release 9.0(4)**

Identifier	Severity	Component	Headline
<a href="#">CSCug51183</a>	1	db.logger	Logger Service is not becoming active on ICM 9.0(4)
<a href="#">CSCuf16886</a>	2	ctios.client	Memory leak in COM Cil using all calls monitor mode
<a href="#">CSCuf17548</a>	2	install	ICM Install on non-English OS does not add Firewall Exceptions
<a href="#">CSCuf55107</a>	2	router	DBAgent restarts when AW takes too long to send transaction
<a href="#">CSCuf73589</a>	2	db.logger	No Recovery from Logger A to B for Historical tables after B was down/up
<a href="#">CSCuf86217</a>	2	deployment	HCS 4k and 500 deployment does not provide actual values for few params
<a href="#">CSCuh35707</a>	2	outbound	Campaign Manager Crash observed in 450 campaign
<a href="#">CSCuh55638</a>	2	pg.opc	Access entire bug record in CDETS
<a href="#">CSCui04518</a>	2	deployment	Unable to set HCS4K deployment type
<a href="#">CSCui40393</a>	2	aw.tools	Peripheral is not listed under campaign manager-skill group selection
<a href="#">CSCtz81692</a>	3	serviceability.snmp	BA_SIP notification incorrect cccaEventState
<a href="#">CSCug29964</a>	3	outbound	Router reject large number of calls
<a href="#">CSCub13989</a>	3	pg.cucm	Agent gets stuck in Talking state
<a href="#">CSCub89201</a>	3	pg.cucm	Mobile Agent - logout reason code is wrong if call dropped while wrap up
<a href="#">CSCuc91232</a>	3	pg.cucm	Receive Control Failure When Completing Conference to PSTN
<a href="#">CSCtz83931</a>	3	pg.cucm.jtapi	Conf Controller wrong when PG fails when consult call in alerting 60s
<a href="#">CSCua02161</a>	3	scripteditor	Access to Script Editor becomes blocked when making API config changes
<a href="#">CSCua70692</a>	3	serviceability.snmp	BA_SIP notification has incorrect cccaEventState
<a href="#">CSCua83999</a>	3	router	Incorrect Correlation ID range results in reporting problems

Identifier	Severity	Component	Headline
<a href="#">CSCub15762</a>	3	router	Campaign Manager asserts while executing get_config in RTTEST
<a href="#">CSCub44816</a>	3	tools	PG setup asserts with error message while editing pim
<a href="#">CSCub46502</a>	3	pg.opc	Unexpected CallType for Single Step Transfer Call after PG Failover
<a href="#">CSCub71954</a>	3	db.logger	Transaction log for database is full in 10mins during longevity
<a href="#">CSCub95062</a>	3	pg.cucm.jtapi	Call state not correctly reset when request to barge a conf call fails
<a href="#">CSCuc00400</a>	3	web.setup	Unable to remove Administration Clients in Administration Client setup
<a href="#">CSCuc12138</a>	3	router	PQ Gadget returns 0 agent counts while running agent bulk operation
<a href="#">CSCuc95164</a>	3	pg.opc	OnHold field is not updating correctly in Agent_Real_Time
<a href="#">CSCuf56325</a>	3	outbound	Date time in Dialer Detail table updating 1 hr lesser than the system time
<a href="#">CSCuf61041</a>	3	pg.cucm	Eagtpim Crash producing Mini dump during Longevity load
<a href="#">CSCuf93510</a>	3	reporting.webview	Showing incorrect value for Expanded Call Variables in admin page
<a href="#">CSCug43101</a>	3	pg.cucm.jtapi	conf. receiver CTIOS Desktop grays out upon Conference call flwd by trnf
<a href="#">CSCug48484</a>	3	pg.acmi	Extension field is not updating in Agent Logout table at parent side
<a href="#">CSCug78990</a>	3	pg.cucm.jtapi	Call Failures during load with CD-1
<a href="#">CSCug86619</a>	3	outbound	Callback Records with same DialingListID are considered as duplicate
<a href="#">CSCuh35887</a>	3	pg.acmi	Auto config is not working properly in Parent-Child deployment under cer
<a href="#">CSCue17962</a>	3	pg.opc	TCD.TalkTime incorrect



Identifier	Severity	Component	Headline
<a href="#">CSCue66943</a>	3	router	db agent periodically stops responding under heavy call load
<a href="#">CSCue68793</a>	3	pg.opc	Changes of Agent's Login Name at Child level are not updated at Parent
<a href="#">CSCue74661</a>	3	pg.tdm	ECS PIM asserts processing NEG_ACK for Monitor object
<a href="#">CSCue87569</a>	3	pg.cucm.jtapi	Starting a conference after an consult call alternation fails
<a href="#">CSCue89964</a>	3	scripteditor	Script Ed crashes for PQ configuraton when reload config button clicked
<a href="#">CSCue95184</a>	3	user_interface	CCEADMIN PCCE administration webpage fails to finish loading
<a href="#">CSCuf26798</a>	3	pg.opc	Calls in progress not matching actual calls
<a href="#">CSCuf30875</a>	3	pg.cucm.jtapi	Silent Monitoring gives only one way, when CLID is " " (empty)
<a href="#">CSCuf85983</a>	3	router	Route Selection for indirectly referenced target is failing under TR
<a href="#">CSCug17466</a>	3	cg.ctiserver	AGENT_TEAM_CONFIG_EVENT is not getting the correct AgentID
<a href="#">CSCug28709</a>	3	outbound	Dialer shows DIAL_ERROR for SIP resp 404 with cause20(SUBSCRIBER_ABSENT)
<a href="#">CSCug47452</a>	3	outbound	Dialer transfer fails if UPDATE arrives after SIP REFER
<a href="#">CSCug86619</a>	3	outbound	Callback Records with same DialingListID are considered as duplicate
<a href="#">CSCug97648</a>	3	router	Calls handled in CT not incremented when activity queued for long time
<a href="#">CSCuh52269</a>	3	web.config.ui	Webconfig timeout error making config changes when AD is slow
<a href="#">CSCui10023</a>	3	pg.tdm	Avaya PIM assert due to ACD (ASAI event) passing CId=(null)
<a href="#">CSCuh58124</a>	3	tools	Data access error pop up found on icmdba tool
<a href="#">CSCuh93210</a>	3	outbound	Dialer not setting the correct call result

Identifier	Severity	Component	Headline
<a href="#">CSCui00671</a>	3	pg.acmi	Agent State is not updating properly in Agent_Real_Time table at parent
<a href="#">CSCui27935</a>	3	outbound	CampaignManager stops pushing records to dialer after network failure
<a href="#">CSCui35767</a>	3	outbound	Dialer_Detail table CustomerTimeZone field is one hour off for 787 340
<a href="#">CSCui90947</a>	3	outbound	CampaignManager asserts in 300 campaign load with ACCESS_VIOLATION error
<a href="#">CSCuj27971</a>	3	aw.tools	Re-skilling Webpage not working after apply MR patch
<a href="#">CSCuh97879</a>	3	router	Router is asserting on executing get_config command through RTTEST
<a href="#">CSCue68549</a>	3	ctios.client	CTIOS 8.5(4) ctiosphone.exe won't run on Win7
<a href="#">CSCui20575</a>	3	ctios.client	CTIOS 9.0 Toolkit missing debug libraries
<a href="#">CSCug66731</a>	3	reporting	Agent Queue Interval shows incorrect Calls Handled and PctActive
<a href="#">CSCug22847</a>	3	reporting	CUIC transition reports do not address Precision Queue
<a href="#">CSCui39167</a>	3	web.config.ui	UCCE web login is allowed to Supervisors
<a href="#">CSCui51049</a>	3	reporting	Agent Queue Interval report incorrect data
<a href="#">CSCui58127</a>	3	reporting	Agent Skill Group Historical All Fields does not report Precision Queues
<a href="#">CSCuh44824</a>	4	web.config.ui	In agent gadget, pressing Ctrl-S in password field uses old value
<a href="#">CSCui32730</a>	5	web.config.ui	"Last Name" and "First Name" swapped in UCCE Admin Manage Agents screen
<a href="#">CSCud64554</a>	6	aw.tools	Delay during add/modify of Skill Groups in Campaign
<a href="#">CSCui30723</a>	6	db.logger	Auto growth implementation for Logger database

## Bug Search tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press return or click **Search**.

## Support

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