



Cisco Unified Web and E-Mail Interaction Manager Release Notes

For Unified Contact Center Enterprise

Release 4.3(2)
June 23, 2011

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/web/siteassets/legal/trademark.html. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Cisco Unified Web and E-Mail Interaction Manager Release Notes: For Unified Contact Center Enterprise

Copyright © 2006–2011, Cisco Systems, Inc. All rights reserved.

Contents

- Preface5**
 - About This Guide 6
 - Document Conventions..... 6
 - Document Set 7
 - Obtaining Documentation, Obtaining Support, and Security Guidelines..... 8
 - Documentation Feedback 8

- Chapter 1: Enhancements and Limitations9**
 - Enhancements and Changes 10
 - Support for Multiple Agent Peripheral Gateways..... 10
 - Support for Multiple Unified EIM and WIM Connections to Single Agent PG. 10
 - Localized Versions 10
 - Localized Online Help 10
 - Support for Additional Languages for Knowledge Base Content..... 11
 - Support for Additional Browsers for User Desktops 11
 - Support for Additional Browsers for Chat Customer Console 11
 - Password Encryption Utility 11
 - Database Reindexing Scripts..... 11
 - System Console..... 12
 - Chat Sessions..... 12
 - Limitations 12
 - Unified EIM and WIM Does not Work With Link Aggregation 12

- Chapter 2: Caveats.....13**
 - Using Cisco Bug Toolkit..... 14
 - Before You Begin 14
 - Resolved Caveats 14
 - Closed Caveats 16
 - Open Caveats 17

Chapter 3: Installation Process.....19

- Preparing to Install 20
 - Verifying Release Numbers 20
 - Stopping Cisco Interaction Manager. 20
 - Installing Sun JDK 20
 - Creating Backup Copies of Databases 21
 - Verifying Available Disk Space on the Cisco Interaction Manager Servers 21
- Installing the Maintenance Release. 21
- Performing Post-Installation Tasks. 26
 - Installing Engineering Specials of Unified EIM and Unified WIM 26
 - Configuring ActiveDB Settings 26
 - Updating JDK Parameters. 27
 - Eliminating Usage of JBoss Hypersonic Database 27
 - Starting Cisco Interaction Manager. 28
 - Setting up User Desktops 28
- Uninstalling Release 4.3(2) on Cisco Interaction Manager Servers 28
 - Preparing to Uninstall 29
 - Stopping Cisco Interaction Manager 29
 - Backing up Cisco Interaction Manager Databases 29
 - Verifying Availability of Backed-up Databases 29
 - Uninstalling Updates 29
 - Uninstalling Release 4.3(2) From Cisco Interaction Manager Servers. 30
 - Restoring the Release 4.3(1) Database 30
- Troubleshooting Procedures 30
 - Viewing Log Files 30
 - Restoring the Cisco Interaction Manager 4.3(2) Installation 30

Preface

- ▶ [About This Guide](#)
- ▶ [Document Conventions](#)
- ▶ [Document Set](#)
- ▶ [Obtaining Documentation, Obtaining Support, and Security Guidelines](#)
- ▶ [Documentation Feedback](#)

Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations. Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

Cisco Unified Web and E-Mail Interaction Manager for Unified Contact Center Enterprise can be installed in both stand-alone and integrated modes. This means that Cisco Interaction Manager can be installed with or without integrating with Cisco Unified Contact Center Enterprise.

About This Guide

Cisco Unified Web and E-Mail Interaction Manager 4.3(2) Release Notes describes enhancements and a list of resolved, closed, and open caveats. It also includes information about the Bug Toolkit, documentation, and support resources.

The latest version of these release notes can be found on Cisco.com at the following locations:

- ▶ Cisco Unified E-Mail Interaction Manager:
http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ Cisco Unified Web Interaction Manager:
http://www.cisco.com/en/US/products/ps7233/prod_release_notes_list.html

Document Conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
Monospace	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.

Document conventions

Document Set

The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

The document set contains the following guides:

- ▶ *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*

User guides for agents and supervisors:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide*

User guides for Knowledge Base managers and authors:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide*

User guides for administrators:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Routing and Workflows*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Chat and Collaboration Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Email Resources*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide*
- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html

- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

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>

Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:
ccbu_docfeedback@cisco.com

We appreciate your comments.

1 Enhancements and Limitations

- ▶ [Enhancements and Changes](#)
- ▶ [Limitations](#)

Enhancements and Changes

Support for Multiple Agent Peripheral Gateways

- ▶ Unified EIM and WIM now supports integration with multiple Agent Peripheral Gateways (Agent PG). A maximum of four Agent PGs can be integrated with Unified EIM and WIM. Each Agent PG and Cisco Media Blender (CMB) connect to a unique Listener instance in Unified EIM and WIM. For configuration steps, see the *Cisco Unified Web and E-Mail Interaction Manager Deployment and Maintenance Guide*.

Support for Multiple Unified EIM and WIM Connections to Single Agent PG

- ▶ Release 4.3(2) is certified to work with Cisco Media Blender (CMB) 7.1(2). CMB Release 7.1(2) supports multiple CMB servers connecting to a single peripheral. The supported peripherals are Avaya ACD and Cisco Unified Communications Manager (Unified CM).

This new feature requires configuration changes to the CMB and ICM scripting. This feature supports appropriate routing of the callback and blended collaboration requests in cluster based environments, where multiple CIM application instances connect to multiple CMBs. The CMBs are in turn connected to a single ACD peripheral.

For more information about this feature and related configuration, see the Cisco Media Blender Administration Guide, Release 7.1(2)

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cisco_interaction_manager/im_43/user/guide/cmb71adminGd.pdf

Localized Versions

In addition to the languages outlined in *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*, the Unified EIM and WIM user interface (UI) is available in the following languages:

- ▶ Chinese (Simplified)
- ▶ Japanese
- ▶ Korean

The localized UI requires user desktop operating systems in the corresponding languages.

Localized Online Help

Online help is now available in the following languages:

- ▶ Brazilian Portuguese, Canadian French, Chinese (Simplified), Danish, Japanese, Korean, Spanish, and Russian.

Support for Additional Languages for Knowledge Base Content

Content in the KB can now be created in the following additional languages:

- ▶ Czech
- ▶ Greek
- ▶ Turkish
- ▶ Chinese (Simplified)
- ▶ Chinese (Traditional)
- ▶ Japanese
- ▶ Korean

Support for Additional Browsers for User Desktops

In addition to the browsers outlined in *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*, the following browser is supported for user desktops.

- ▶ On Windows XP, Windows Vista, and Windows 7: Internet Explorer 8

Support for Additional Browsers for Chat Customer Console

In addition to the browsers outlined in *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*, the following browsers are supported on customer desktops for the Customer Chat Console:

- ▶ On Windows 7: Internet Explorer 8, Firefox 2.x, and Firefox 3.x
- ▶ On Mac OS X (10.4, 10.5, and 10.6): Safari 4.x
- ▶ On Windows XP, Windows Vista and Windows 2003: Firefox 3.5

Password Encryption Utility

- ▶ A utility is now available for encrypting passwords that are needed while adding new connection pools in the `Cisco_Home\eservice\config\dataaccess\egpl_ds_connpool_map.xml` file. This is needed while configuring JDBC data adapters that point to external systems. The utility can be accessed using the link: http://Web_Server_Name/system/web/view/platform/debug/encryptString.jsp

Database Reindexing Scripts

SQL scripts are now available to easily reindex the Unified EIM and WIM active database. The scripts are available in the `Utilities\Reindex Scripts` folder in the installation package of 4.3(2).

- ▶ For the active database on the Standard edition of Microsoft SQL 2005, run the `Reindex_Standard.sql` script.

- ▶ For the active database on the Enterprise edition of Microsoft SQL 2005, run the `Reindex_Enterprise.sql` script.

The active database should be reindexed on a weekly basis and during off peak hours.

System Console

- ▶ Additional features have been added to the logger configuration in the System Console. Users can now logically group loggers for processes based on functionality, like Email, Chat, etc. Logs for all the processes in a functionality group are written to a single log file.

Chat Sessions

The following enhancements have been made to the chat infrastructure to make it more robust.

- ▶ Auto-pushback feature is now available for chat. If an agent does not click on a new chat in 40 seconds, the chat is pushed back automatically to the queue from where it can be routed to other agents. The system can also be configured to make the agent unavailable after a chat has been pushed back from the agent's inbox. The auto-pushback feature is available only for standalone chat agents.
- ▶ The Agent Assignment Service (AAS) has been enhanced to monitor all application servers in a deployment. If an application server becomes unavailable, all agents logged in from that application server are made unavailable and no new chats are assigned to them.
- ▶ If the agent browser crashes, the agent is made unavailable after 120 seconds and no new chats are assigned to the agent.

Limitations

Unified EIM and WIM Does not Work With Link Aggregation

- ▶ Link aggregation, or IEEE 802.3ad, is a computer networking term which describes using multiple Ethernet network cables/ports in parallel to increase the link speed beyond the limits of any one single cable or port, and to increase the redundancy for higher availability. Other terms for this include Ethernet trunk, NIC teaming, port teaming, port trunking, EtherChannel, and Multi-Link Trunking.

2 Caveats

- ▶ [Using Cisco Bug Toolkit](#)
- ▶ [Resolved Caveats](#)
- ▶ [Closed Caveats](#)
- ▶ [Open Caveats](#)

Using Cisco Bug Toolkit

Known problems (bug) are graded according to severity level. These release notes contain descriptions of the following:

- ▶ All severity level 1, 2, and 3 bugs.
- ▶ Significant severity level 4 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access the Bug Toolkit, you need the following items:

- ▶ Internet connection
- ▶ Web browser
- ▶ Cisco.com user ID and password

To use the Bug Toolkit:

1. Go to this URL to access the Bug Toolkit:
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
2. Log in with your Cisco.com user ID and password.
3. To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Resolved Caveats

The following table contains the list of caveats fixed in Cisco Interaction Manager Release 4.3(2). For the latest information of all fixed caveats, access the Cisco Bug Toolkit as described in the section “[Using Cisco Bug Toolkit](#)” on page 14.

Identifier	Severity	Headline
CSCtb88486	2	Agent cannot login after network fluctuation in LAN impacting services.
CSCtc49700	2	Archiver is not archiving all completed activities / case.
CSCth74741	2	EIM/WIM sends NEW_TASK to UCCE with user.cim.activity.id as NULL.
CSCth80314	2	Emails routed to exception queue though a target inbound workflow exists.
CSCtf09549	2	Emails route to exception queue if received email address is part of Bcc

Identifier	Severity	Headline
CSCsy00673	2	New Categories do not Show Up in List or Tree View.
CSCti74762	2	Need to include port 1433 to be opened.
CSCtc70649	3	Not enough error/exception info logged on archive job failure.
CSCtd33978	3	Miscalculation for Open/Unassigned count in Email volume by Queue.
CSCtd63841	3	Passwords encryption fails for database user.
CSCte29092	3	CIM UI pops two modal dialogs per chat/phone call - blocks IE/CAD usage.
CSCtf17486	3	Queueing order not preserved after EAAS restart.
CSCtf34686	3	Reports - cannot drill down to interval start with IE 8. IE 7 compatibility mode works.
CSCtf34743	3	License not released after session inactive timeout & deletion time out.
CSCtf56186	3	Activity Pick in Search - window doesn't work after 4.2.5 to 4.3.1 upgrade
CSCtf65161	3	EIM 4.2(5) When - agents login session is expired immediately
CSCtg36861	3	Agent console gets 'Cannot connect to server' message
CSCtg47461	3	WIM 4.3 - Unable to view chat transcript after chat session completed
CSCth35778	3	Upgrade 4.2.5 to 4.3.1 ES1 has old version of egpl_casemgmt_f_close_case.
CSCth78984	3	Auto-save of unsaved email reply content is not enabled by default.
CSCth80341	3	Chat Volume By Queue report shows no data for a specific time period.
CSCth80467	3	Email body appears truncated in the activity body pane.
CSCtg68077	3	Documentation must be updated to state that Cisco Interaction Manager does not support NIC teaming.
CSCti30782	3	Auto-responses have alignment/content issues.
CSCti23321	3	CIM DB Maintenance scripts must be built into the product
CSCtc95375	3	Agent not alerted to "New Activity" when focus is on another application.
CSCtf09512	3	Completed activities go away until refresh is done.
CSCtf35959	3	Email volume by alias report and agent login report not working.
CSCtf71064	3	Error when attempting to change Chat-Max User Load.
CSCtf71678	3	Push routing does not work after 4.2.5 to 4.3.1 upgrade.
CSCtf82852	3	Need documented list of required open ports from web server
CSCtg53255	3	Memory not getting released after closing the attachments.
CSCth13546	3	Push Routing not working properly on CIM 4.3.1 (SQL Enterprise Edition).

Identifier	Severity	Headline
CSCth24217	3	EIM: out of memory at line:1454, while opening email activity.
CSCth43434	3	CIM Deployment guide gives incorrect instructions to copy CiscoMB folder
CSCth43490	3	Wrong RMI port specified in CIM 4.3 Deployment guide
CSCth48173	3	Vertical scrollbar of Agent console inbox gets disabled.
CSCtd51041	3	Transfer activity button displays maximum 200 queues.
CSCtg09334	3	HTTP 500 error when clicking Queue attribute in Modify Object node.
CSCti31505	3	Users unable to select the time for email volume by queue report.
CSCti73322	3	Quick Responses limit causes double scroll bar to appear in Chat Window.
CSCtd26327	3	SRND inconsistent with regard to file server component location.

Closed Caveats

The following table contains information about the known limitations in Cisco Interaction Manager Release 4.3(2). Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- ▶ The software functions as designed.
- ▶ The issue cannot be resolved.

Identifier	Severity	Headline
CSCth85145	1	JMS Exception in Application server logs during performance testing.
CSCtg96370	2	Wrong Peripheral number received for 12 activities in SessionAssignedEve.
CSCtg58123	2	For 5 activities Session Assign Events were not sent from CMB.
CSCtd87137	2	Custom call variable values not sent in NEW_TASK request.
CSCtf53864	2	Refresh button blinks always & "Now or Later" pop-up is missing.
CSCti24852	2	OutOfMemory (Java Heap space) observed in one of the application servers.
CSCth85857	2	JBOSS gets corrupted due to invalid line in localdb.script.

Open Caveats

The following table contains the list of caveats currently pending in Cisco Interaction Manager Release 4.3(2). For the latest information of all fixed caveats, access the Cisco Bug Toolkit as described in the section [“Using Cisco Bug Toolkit”](#) on page 14.

Identifier	Severity	Headline
CSCsm79102	2	Can create admin account from agent account.
CSCtd44204	2	Changing ECC variables caused EIM/WIM to crash.
CSCtg80814	2	Passwords not encrypted while logging access logs.
CSCtc85540	2	Printing email with excel sheet pasted in it results in garbled text.
CSCtg90171	2	EIM/WIM changes email attachments extension from .notebook to .note.
CSCti23203	2	New Activity popup notification cannot be disabled.
CSCti48408	2	Handle Leak observed in the application servers during longevity load.
CSCtg08532	3	Swedish Localization doesn't work on CIM 4.3.1.
CSCtg17447	3	EIM/WM unable to email Scheduled reports.
CSCth43499	3	EIM/WIM CCE Integrated supervisors cannot make various reports.
CSCth75000	3	Error message should be changed.
CSCti70977	3	Supervisor unable to run reports for users due to permissions issues.
CSCti77762	3	Alarm Workflow can Complete ICM queued activities.
CSCti88554	3	SQL deadlock exception is seen in application server logs. This has no functional impact.
CSCti90141	3	Auto-save even before OK/Cancel is clicked.
CSCti96624	3	Agent is not logged out from previous session after application network failure.
CSCtg26915	3	Non-us-ascii characters shown incorrectly when opening HTML attachment.
CSCtg35923	3	After modifying workflow it becomes corrupted.
CSCtg96437	3	EIM/WIM agent console strips some white spaces in HTML formatted emails.
CSCth13114	3	Setting Due date and Due on of an email activity to a future time fails.
CSCth26386	3	Outbound emails with incorrect email address not notified back to agents.
CSCti67771	3	EIM 4.3.1 ES3 - Ongoing Workflow Alarm received.
CSCtg73744	3	Some agents not showing up in supervision selected by Supervisor.
CSCth09029	3	Unsupported JSP files are visible to the end users in the EIM/WIM file system.
CSCti04416	3	Agent UI not displaying saved email addresses for To field.

Identifier	Severity	Headline
CSCti13359	3	Inbox list not automatically refreshed after outbound activity created.
CSCtg20595	4	Agent getting script error while logging into the application (Spanish).
CSCti92795	4	Incorrect pop-up is displayed after agent clicks on browser's X button.
CSCtl66588	6	Unified WIM chat auto-pushback feature should be available for integrated environment too.

3 Installation Process

- ▶ [Preparing to Install](#)
- ▶ [Installing the Maintenance Release](#)
- ▶ [Performing Post-Installation Tasks](#)
- ▶ [Troubleshooting Procedures](#)

The installation program for 4.3(2) should be used on systems that are on Release 4.3(1) or higher.

Preparing to Install

This section describes:

- ▶ [Verifying Release Numbers on page 20](#)
- ▶ [Stopping Cisco Interaction Manager on page 20](#)
- ▶ [Installing Sun JDK on page 20](#)
- ▶ [Creating Backup Copies of Databases on page 21](#)
- ▶ [Verifying Available Disk Space on the Cisco Interaction Manager Servers on page 21](#)

Verifying Release Numbers

To verify the release numbers:

1. Open the Cisco Interaction Manager Login window and click the **About** button.
2. Click the History tab and verify that the current version is 4.3(1) or higher by checking the following columns:
 - **Major Version:** 4
 - **Minor Version:** 3
 - **Service Pack:** 1
 - **Hotfix Number:** 0 or higher

Stopping Cisco Interaction Manager

- ▶ Stop the Cisco service on all application servers, services server, and then the messaging server.
- ▶ On each server, open the Windows Task Manager and verify that any `java`, `javaw`, and `rmid` processes are no longer present.

Installing Sun JDK

- ▶ Ensure that Sun JDK 1.5 Update 22 is installed on all machines where the messaging, application, and services server components are installed. In distributed-server configurations, these components may be on different machines. The installation program for JDK is included in the **Environment** folder of the 4.3(2) installation package.

Creating Backup Copies of Databases

You should back up the master (partition zero) database as well as all active, reports, and archive databases. These backup copies will enable you to restore the system if you encounter any problems while installing the update. The restore process for the databases is a manual process and you will need to have current backups of these databases to avoid the loss of customer data.

To create backup copies of databases:

1. Back up the master database. For example, if your master database name is *eGMasterDB*, that is the database you will need to backup.
2. Back up the active database. For example, if your active database name is *eGActiveDB*, that is the database you will need to backup.
3. Back up the archive database. For example, if your archive database name is *eGArchiveDB*, that is the database you will need to backup.
4. Back up the reports database. For example, if your reports database name is *eGReportsDB*, that is the database you will need to backup.

For details on creating backups of databases, refer to the Microsoft SQL Server documentation.

Verifying Available Disk Space on the Cisco Interaction Manager Servers

- ▶ The installation program takes a back-up of the complete *Cisco_Home* directory. So, before running the update installation program, ensure that there is ample free disk space available on the drive where you are planning to run the installer. Ensure that the space available is more than the current size of the *Cisco_Home* directory.

In a distributed-server installation, you need to check the space on the file server, services server, and the application servers.

Installing the Maintenance Release

Complete this procedure on the machine where the file server is installed. You do not need to run the Updater on any other machine in the configuration.



Important: If your system includes customization, contact Cisco Support before installing the update.

To install the release:

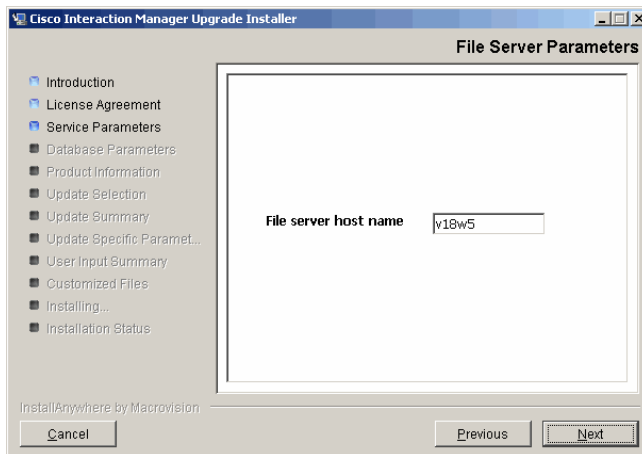
1. Create a temporary folder, *Temporary_Folder*. Please make sure that you do not use any special characters such as #, \$, %, ^, &, *, (,), [, {, }, in the name of the folder.
2. From your installation package, copy *CIMInst_432.exe*, *CIMInst_432.properties*, and *CIMInst_432.zip* into *Temporary_Folder*.
3. Double-click *CIMInst_432.exe* to launch the Cisco Interaction Manager Updater.

4. When the Introduction window appears, read the installation instructions. Click **Next**.
5. In the License Agreement window, review the licensing terms and select the **I accept the terms of the License Agreement** option. Click **Next**.



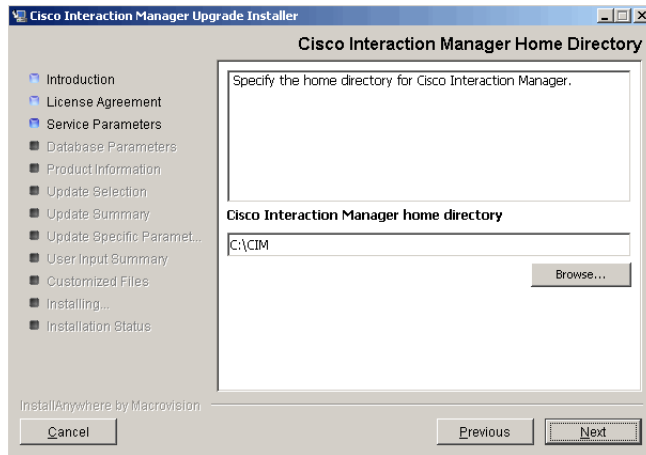
Read and accept the terms of the License Agreement

6. In the File Server Parameters window, type the name of the file server. Click **Next**.



Provide the name of the file server

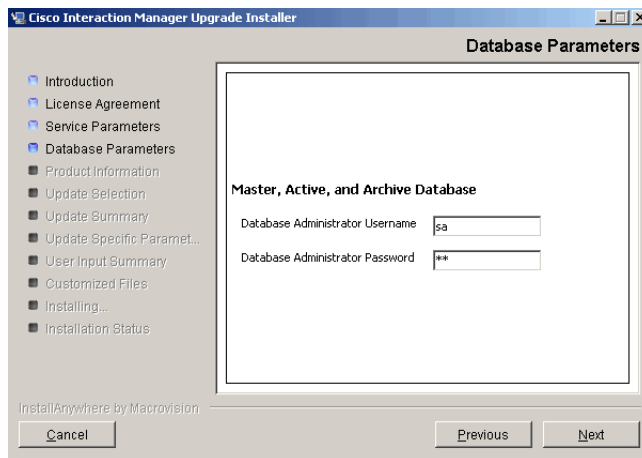
7. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. Click **Next**.



Provide the location of the Cisco Interaction Manager home directory

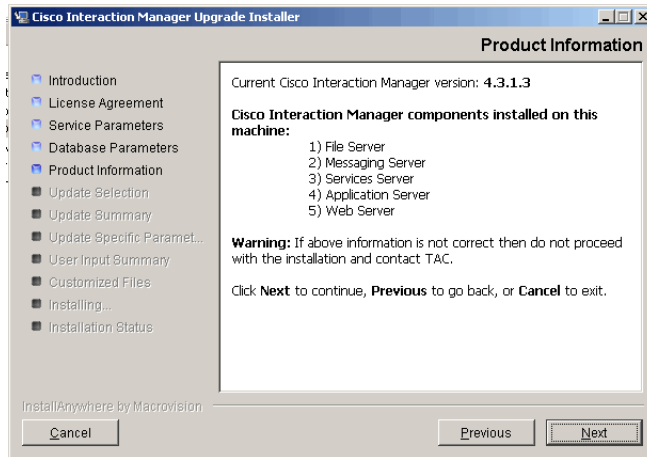
8. In the Database Parameters window, provide the login name and password of the database administrator. Click **Next**.

If Windows Authentication is used to connect to MS SQL Server, then this screen is not displayed.



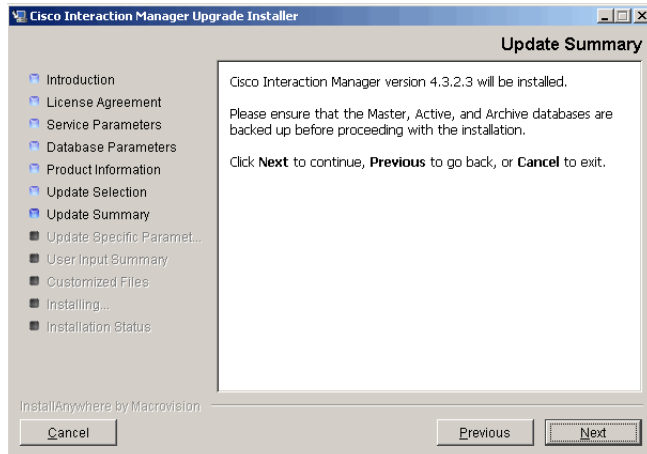
Provide the login name and password of the database administrator

9. In the Product Information window, check the current version of Cisco Interaction Manager installed and read the pre-installation requirements to make sure that you have complied with them. Click **Next**.



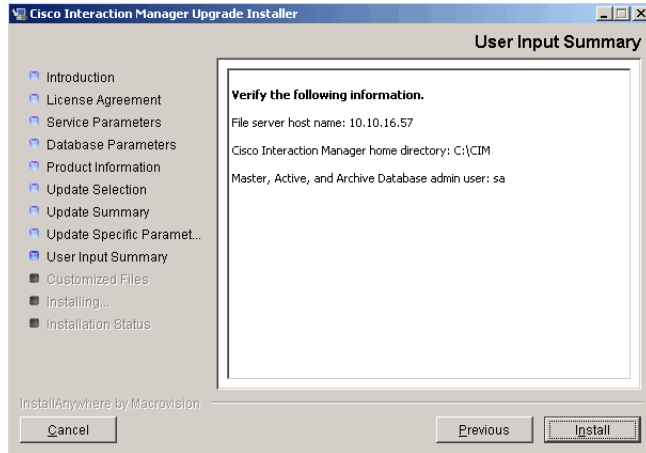
View the version information

10. In the Update Summary window, verify that the correct update has been selected. In the window, 4.3.2.3 refers to Release 4.3(2). Click **Next**.



View the update selection summary

11. In the User Input Summary window, verify the information entered by you during the upgrade process. Click **Install**.



View the information

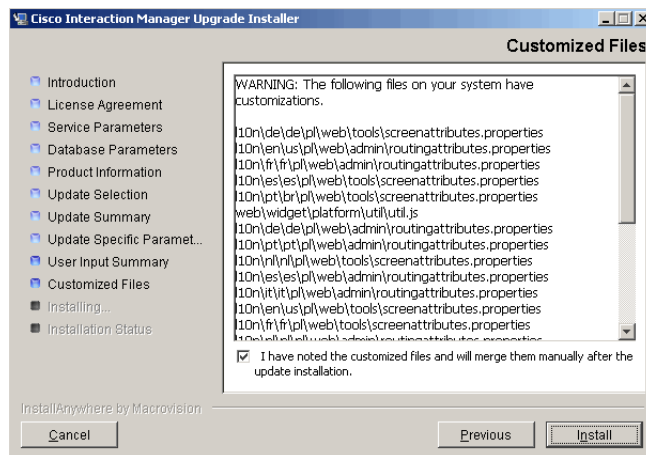
The installation program creates a backup of the file system at `Cisco_Home\Patches\Backup\CurrentVersion\File Server` and starts installing the update.

After you click Install, the Detecting Customizations window is displayed. It detects and lists all the customized files.



Important: If your system includes customization, contact Cisco Support before installing the update.

12. In the Customized Files window, verify the files which are customized. **Select I have noted the customized files and will merge them manually after the update installation option.** Click **Install**.



Verify the list of customized files

13. In the Installation Completed window, click the **Close** button.

If any error occurs while installing the update, see [“Troubleshooting Procedures” on page 30](#).

Performing Post-Installation Tasks

This section describes:

- ▶ [Installing Engineering Specials of Unified EIM and Unified WIM on page 26](#)
- ▶ [Configuring ActiveDB Settings on page 26](#)
- ▶ [Updating JDK Parameters on page 27](#)
- ▶ [Eliminating Usage of JBoss Hypersonic Database on page 27](#)
- ▶ [Starting Cisco Interaction Manager on page 28](#)
- ▶ [Setting up User Desktops on page 28](#)

Installing Engineering Specials of Unified EIM and Unified WIM

- ▶ Install the Engineering Specials (ES) after installing the Unified EIM and Unified WIM 4.3(2) MR.

Configuring ActiveDB Settings

- ▶ In order to ensure that select queries from the application execute optimally, and with the least possibility of encountering SQL deadlocks with other modification queries, it is required that the **Read commit snapshot** property is enabled for the Active database.

To enable this property:

1. Ensure that the database server is on SQL Server 2005 SP3 CU2 or 9.00.4211 hotfix level or higher. This is required to fix an intermittent error message from occurring when the application runs `UPDATE` statements on a database in which the **Read commit snapshot** isolation level property is enabled. Use this query to determine the product version and level:

```
select serverproperty('productversion'), serverproperty ('productlevel'),  
serverproperty ('edition')
```

Apply CU2 if required.

2. Ensure that Unified EIM and WIM is stopped completely. All distributed components such as the services server, all application servers and messaging server should be stopped. For these commands to succeed, there must not be any database connections to the `ActiveDB`.
3. Verify the current value of the **Read commit snapshot** property for the Active database by running the following select query:

```
select name, snapshot_isolation_state_desc, is_read_committed_snapshot_on from  
sys.databases
```

4. If the **Read commit snapshot** property is disabled, run the following query to enable it:

```
alter database Active_Database_Name set single_user with rollback immediate;  
alter database Active_Database_Name set read_committed_snapshot on;  
alter database Active_Database_Name set multi_user;
```

5. Verify that the **Read commit snapshot** property has been enabled successfully by running the following query.

```
select name,snapshot_isolation_state_desc,is_read_committed_snapshot_on from sys.databases
```

Updating JDK Parameters

The location of the JDK home directory needs to be updated in the `setenv_Server_Name.bat` files for the services server, messaging server, and all application servers. These files are available on the file server. In single- and split-server installations, this property needs to be updated in the `setenv_Server_Name.bat` file of the server where the file server is installed.

To update the JDK parameters:

1. On the file server, browse to `Cisco_Home\eservice\bin\platform\windows`.
2. Open the `setenv_Server_Name.bat` file in a text editor, and do the following:
 - a. Locate the property `SET JAVA_HOME`.
 - b. Replace the value of the property with the location where JDK 1.5 Update 22 is installed ([page 20](#)).

Update this property in the `setenv_Server_Name.bat` files for the services server, messaging server, and all application servers.

Eliminating Usage of JBoss Hypersonic Database

The default implementation of JBoss JMS MQ is that messages start getting persisted in the JBoss Hypersonic Database (HSQLDB) only when the JBoss JVM heap size exceeds 50 MB. Once the JVM heap size exceeds 60MB, all JMS messages are directly persisted in HSQLDB without maintaining any memory cache.

Messages persisted temporarily in HSQLDB are purged when all the registered subscribers of these JMS messages have consumed the message. Intermittently, it has been observed that regardless of the size of HSQLDB, the state of HSQLDB could get corrupted under highly concurrent load scenarios.

Therefore, in order to eliminate the usage of HSQLDB by JBoss, the following tasks need to be performed on the messaging server and all application servers.

To eliminate the usage of JBoss Hypersonic Database:

1. Make sure that the Cisco Interaction Manager application is stopped.
2. Open the `Cisco_Home\eservice\bin\platform\windows\setenv_Server_Name.bat` file in a text editor and note down the value of the property `JBoss_INSTANCE_NAME`.
3. Browse to the `JBoss_Home > server` folder. Do the following:
 - a. Delete the folder of the JBoss instance used by Cisco Interaction Manager. The name of the folder will be the same as the value of the property you noted in step 2.
 - b. Locate the folder **default**, right-click it, and select **Copy**.
 - c. Paste the folder in the same location, `JBoss_Home > server`.
 - d. Rename the newly copied folder. Use the same name as the value of the property you noted in step 2.

4. Browse to `JBoss_Home > server > JBoss_Instance_Name > deploy > jms`. Do the following:
 - a. Locate and delete the `hsqldb-jdbc2-service.xml` file.
 - b. From the 4.3(2) installation package, from the `Post_Install\Null Persistence` folder, copy and paste the `null-persistence-service.xml` file in this folder.Repeat steps 2-4 on the messaging server and all application servers.
5. Start the Cisco Interaction Manager application.

Starting Cisco Interaction Manager

- ▶ In a single-server installation:
 - In the Windows Services panel, start the Cisco service.
- ▶ In a distributed-server installation:
 - First, on the messaging server, start the Cisco service from the Windows Services panel.
 - Next, on the services server, start the Cisco service from the Windows Services panel.
 - Then, on each application server, start the Cisco service from the Windows Services panel.

Setting up User Desktops

To set up user desktops:

- ▶ Clear the web browser cache on every user desktop. See *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide* for details of the procedure.

Uninstalling Release 4.3(2) on Cisco Interaction Manager Servers

The Cisco Interaction Manager update uninstallation program, uninstalls the Release 4.3(2) from the file server. The uninstallation of the release from the database is a manual process.

The update uninstallation program should be used only if Release 4.3(2) was installed successfully. If there were any issues while running the update installation program, and you want to restore the Cisco Interaction Manager installation, follow the steps in the section – [Restoring the Cisco Interaction Manager 4.3\(2\) Installation on page 30](#).

Before uninstalling, ensure that you have a backup of the database for Release 4.3(1) on which 4.3(2) was installed. You must manually restore the database after the uninstallation is complete.



Important: All data created since the time when the update installer was last run, will be lost.

This section describes:

- ▶ [Preparing to Uninstall on page 29](#)

- ▶ [Uninstalling Updates on page 29](#)

Preparing to Uninstall

This section describes:

- ▶ [Stopping Cisco Interaction Manager on page 29](#)
- ▶ [Backing up Cisco Interaction Manager Databases on page 29](#)
- ▶ [Verifying Availability of Backed-up Databases on page 29](#)

Stopping Cisco Interaction Manager

- ▶ Stop Cisco Interaction Manager. For details, see “[Stopping Cisco Interaction Manager](#)” on page 20.

Backing up Cisco Interaction Manager Databases

Before starting the uninstallation process, you should backup the databases.

To backup the databases:

1. Back up the master database.
2. Back up the active database.
3. Back up the archive databases.
4. Back up the reports database.

For details on creating backups of databases, refer to the Microsoft SQL Server documentation.

Verifying Availability of Backed-up Databases

- ▶ Before uninstalling Release 4.3(2), ensure that you have a backup of the database for Release 4.3(1) on which 4.3(2) was installed. You need this backup to manually restore the database after the uninstallation is complete.

Uninstalling Updates

This section describes:

- ▶ [Uninstalling Release 4.3\(2\) From Cisco Interaction Manager Servers on page 30](#)
- ▶ [Restoring the Release 4.3\(1\) Database on page 30](#)

Uninstalling Release 4.3(2) From Cisco Interaction Manager Servers

In a distributed-server installation, run the uninstaller on the file server.

To uninstall Release 4.3(2) from the Cisco Interaction Manager servers:

1. Browse to `Cisco_Home\Uninstaller\Patches`.
2. Double-click `update_uninstaller.exe` to start the uninstallation process.
3. In the Introduction window, read the information carefully and select the **I have reviewed the information provided on this screen and would like to proceed with the uninstallation** option. Click the **Uninstall** button.
4. In the Uninstallation Completed window, click the **Close** button to close the uninstallation program.

Restoring the Release 4.3(1) Database

To restore the Release 4.3(1) database:

- ▶ Manually restore the active, master, reports, and archive databases from the backup location. Make sure that you restore the backup of the database for the last version of the product, in this case, Release 4.3(1).

For details on restoring backups, refer to the Microsoft SQL Server documentation.

Troubleshooting Procedures

This section describes the troubleshooting tasks that can be performed if the upgrade process fails.

Viewing Log Files

- ▶ If any error occurs while installing the update, error messages are logged in the following file.
 - `Cisco_Home\eservice\installation\eg_log_file_server_upgrade-installer.log`

Restoring the Cisco Interaction Manager 4.3(2) Installation

If you encounter any problems while installing the Release 4.3(2), you can restore Release 4.3(1) and attempt to reinstall Release 4.3(2).

If the installation was done successfully, and you want to uninstall the release, you must use the update uninstallation program. For details, see the [“Uninstalling Release 4.3\(2\) on Cisco Interaction Manager Servers” on page 28](#).

To restore the Cisco Interaction Manager 4.3(2) installation:

1. Restore the Cisco Interaction Manager master, partition, reports, and archive databases from the backup copies you created in [“Creating Backup Copies of Databases” on page 21](#).

2. Restore the Cisco Interaction Manager 4.3(1) file system. The backup copies are available at *Cisco_Home\Patches\Backup\4.3.1.0\File Server*.