



Cisco Unified Web and E-Mail Interaction Manager Release Notes

For Unified Contact Center Enterprise

Release 4.4(1)
October 13, 2011

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Preface

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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 4.4 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

- ▶ [Enhancements and Changes](#)

Enhancements and Changes

Support for Virtual Servers

Cisco Unified EIM and WIM can now be deployed using virtual servers. For details about virtual server configuration see <http://cisco.com/go/uc-virtualized>.

Infrastructure

- ▶ **Logging Improvements:** Logging for both the EAAS and Listener services has been improved for better readability and diagnostic experience.
- ▶ **Support for additional browsers for Chat Customer Console:** The following browsers are now supported on customer desktops for the Customer Chat Console:
 - On Microsoft Windows 2003: Microsoft Internet Explorer 9.0
 - On Microsoft Windows 7, Microsoft Windows Vista, Microsoft Windows XP: Google Chrome 5.x, Google Chrome 6.x, Microsoft Internet Explorer 9.0
 - On Mac OS X (10.4, 10.5, and 10.6): Safari 5.x
- ▶ **Support for Sun JDK 1.6 Update 21:** Unified EIM and WIM messaging, application, and services servers have been certified with Sun JDK 1.6 Update 21.

Chat Autopushback for Integrated Agents

The chat autopushback feature that was available for standalone agents is now available for integrated agents. When the feature is enabled, autopushback moves chat activities that have been unattended for greater than a specific time interval – the default is 120 seconds – from the agent’s inbox back to the original queue for reassignment to other available chat agents.

For details about configuring autopushback, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Chat and Collaboration Resources*.

Transfer Activities to Queues in Other Departments

With Release 4.4, an integrated agent can not only transfer to integrated queues in the same department, but also transfer to integrated queues in a foreign department.

Three New Reports in Cisco Unified Intelligence Center

The following Unified EIM and WIM reports are also available in Cisco Unified Intelligence Center (CUIC).

- ▶ Chat Volume By Queue
- ▶ Email Volume By Queue
- ▶ Agent Work Summary

For descriptions of the Unified EIM and WIM reports available in CUIC, see the *User Guide for the Cisco Unified Intelligence Center Reporting Application*.

New Activity Notification and Assignment Improvements

When a new activity is assigned to an agent while the Agent Console window is out of focus or minimized, the application now provides a flash notification to inform the agent proactively that a new activity has been assigned to him.

When new email activities arrive in the application, the agent's inbox is refreshed automatically. The agent no longer needs to click the blinking **Refresh** button to see the new activities.

Solution for Microsoft Internet Explorer Tabbed Browsing Limitations

In previous versions, when an agent using tabbed browsing in Internet Explorer was working in a secondary Internet Explorer tab with the primary tab being used for Unified EIM and WIM, and a new activity notification tried to pop-up in the primary tab, a runtime error used to occur.

Unified EIM and WIM 4.4(1) addresses this problem by providing users with the option to launch the application in a new window when using Internet Explorer, and retaining the single window mode when using Cisco Agent Desktop.

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 4.4(1). For the latest information of all fixed caveats, access the Cisco Bug Toolkit as described in the section [Using Cisco Bug Toolkit](#).

Identifier	Severity	Headline
CSCtk36315	1	Unable to retrieve an email
CSCtq76471	1	Incorrect information is displayed in the Worked On column of the Agent
CSCtr18382	1	On loss of network connectivity, all logs stop writing to File Server
CSCtd44204	2	Changing ECC variables caused EIM and WIM to crash
CSCtf53864	2	Refresh button blinks always & " Now or Later" pop-up is missing

Identifier	Severity	Headline
CSCtg80814	2	Passwords not encrypted while logging access logs
CSCti96782	2	Supervisor is able to pick activities processed by EAAS
CSCtj29070	2	Incorrect MR messaging from CIM when sticky agent feature is used
CSCtj57589	2	Deleting integrated queue timing out or failing
CSCtl22356	2	Listener process name is hard coded Listener-process
CSCtl48149	2	Supervisory loop failing
CSCtl90835	2	Data Discrepancies in CIM Report for chat activity
CSCtn10929	2	END_TASK_IND is not triggered for Alarm Workflow Activities
CSCtn16578	2	Supelooop activities are getting counted double in SKG and AGSKG reports
CSCto33139	2	CPU usage on APP server touched 100%
CSCto85701	2	Creating an integrated agent in new department throws a blank pop-up
CSCtq62525	2	Listener crashing with out of memory errors
CSCtq62544	2	Integrated agents able to transfer activities to other integrated agents
CSCts46829	2	EIM and WIM should not pull SG info from ICM for NIPTA agents
CSCtf09549	2	Emails route to exception queue if received email address is part of BCC field
CSCtg90171	2	EIM and WIM changes email attachments extension from .notebook to .note
CSCth80314	2	Emails routed to exception queue though a target inbound workflow exists
CSCti23203	2	New Activity popup notification cannot be disabled
CSCtj64903	2	Agent UI freezes after agent clicks on email activity
CSCtn96353	2	Purge jobs not picked up 24 hours
CSCtg62523	2	Knowledge Base Article could not be created - 4.3(1)
CSCtj46884	2	CIM Archive Failure
CSCtk68051	2	Purge job status shows as Started in the user interface but does not execute
CSCtl07621	2	Agent desktop locks with "Object does not support this property or method" error
CSCto10858	2	Not able to view KB articles
CSCtq76619	2	Email Age by Alias report shows incorrect number of open emails
CSCtq76675	2	New app server installed with incorrect settings; integrated users cannot log in
CSCtr15000	2	After multiple changes to workflow, rules cache becomes corrupted

Identifier	Severity	Headline
CSCsz68755	2	Cannot install new servers to existing deployment
CSCsq16853	3	All CTI strategies are displayed during Callback entry point creation
CSCta60804	3	Error message is observed in CTI server for NIPTA assignment
CSCtc14647	3	Transfer button gets enabled for Meet_Me activity
CSCtf34743	3	License not released after session inactive timeout & deletion time out
CSCtg06260	3	END_TASK_IND sent twice for BC activity When agent clicks on "Leave" Button
CSCtg17447	3	EIM and WIM unable to email scheduled reports
CSCtg49223	3	CIM UI allows to assign IPTA Skill group to CIM standalone queue
CSCtg84564	3	An exception was seen in the application server logs
CSCtg84569	3	Exceptions seen in BC Avaya call flow
CSCth09166	3	Application is not accessible through secondary web server
CSCth43499	3	EIM and WIM integrated supervisors cannot create various reports
CSCth67768	3	Creating Chat Template failed with custom call variable as a field
CSCth75000	3	Error message should be changed
CSCth78705	3	Integrated users, user groups and queues cannot be duplicated & shared across multiple departments
CSCti30782	3	Auto-responses have alignment issues
CSCti46192	3	Null point exception in listener service while processing OFFER_TASK_IND
CSCti57078	3	Agent state is not moved from reserved to ready after CMB failover
CSCti61333	3	Chat part of BC activity disappears from the agent's inbox upon receiving SessionErrorEvent from CMB
CSCti70527	3	EIM and WIM changes the extension of email attachment from .properties to .prop
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
CSCti93324	3	Activities stuck in 3000, 3100 state
CSCtj24626	3	Error message when searching for archived activities
CSCtj35955	3	Integrated supervisor cannot pull from Exception queue
CSCtk57140	3	RouterCallsQueueHalf shows incorrect values for total queued email tasks

Identifier	Severity	Headline
CSCtk75543	3	Integrated users with Administrator role cannot edit and save queues
CSCtl70501	3	DB deadlock on reply email event
CSCtn05567	3	Incorrect TCD when agent logs out or UI crashes with email activities
CSCtn07428	3	RESUME_TASK_IND is not triggered for supeloop activities
CSCtn09790	3	Outbound email reported incorrectly in skill group & call type real time table
CSCtn29516	3	Exception in listener logs when activity is rerouted
CSCtn47895	3	Spell checker will check every word with JRE 1.6.0_24 on 4.3.2
CSCtn48594	3	FAILURE_RESP received in listener logs when the agent logs in into the Agent Console
CSCtn49528	3	Agent stuck in RESERVED state for outbound email after CTI failover
CSCtn63171	3	Supervisor monitor for Queue does not show activity_sub_status 4105
CSCtn89770	3	Start_task_ind message is not seen in CTI server logs
CSCtn89878	3	PreviousTaskID not populated with autopushback NEW_TASK requests
CSCtq81621	3	4.3(2) ECC variable length causes issue in Click to Call feature
CSCtr73368	3	Incorrect message shown during agent login failure if no skill groups
CSCtl60263	3	Unanswered chat will be pushed back to the queue after 120 seconds
CSCtr38381	3	Chats are not being auto completed after customer leaves chat
CSCtr85701	3	DRASR feature - Web Form does not display message in chat
CSCtr49042	3	EIM and WIM cannot archive activities which are less than 8 days old
CSCtr49078	3	EIM Administrator's Guide to Routing and Workflows activity substatus
CSCts09082	3	Deployments Guide should say to disable AntiVirus Port Blockers
CSCts11194	3	Deployment Guide needs section on EIM-only integration
CSCtg08532	3	Swedish Localization doesn't work on CIM 4.3.1
CSCtg26915	3	Non-US-ASCII characters shown incorrectly when opening HTML attachment
CSCtg35923	3	Workflow gets corrupted after modification
CSCtg96437	3	EIM and WIM Agent Console strips some white spaces in HTML formatted emails
CSCth13114	3	Cannot set a future date on activities
CSCth26386	3	Outbound emails with incorrect email address not notified back to agents
CSCth80467	3	Email body appears truncated in the Activity Body pane

Identifier	Severity	Headline
CSCti26117	3	Agents getting error message when sending larger size emails
CSCti67771	3	Cisco workflow in EIM and WIM Administration Console displays an alert message
CSCtj09471	3	CIM Print button should be disabled when selecting multiple activities
CSCtj11670	3	Activity and Reply window From and To fields have wrong order
CSCtj60724	3	EIM server pulling emails from CUE without attachment
CSCtj84342	3	Run Time error while using the spelling checker
CSCtj92844	3	Notification is required for new activity
CSCtk13693	3	Installer shows incorrect message
CSCtl66548	3	HTML carriage returns being added to Monitor notification emails
CSCtl75037	3	Large email backlog causes report discrepancy in Email Volume by Queue report
CSCtn32268	3	Product interface to identify clear boundary limits in email body size
CSCto15125	3	When expanding a macro, the macro names in the article are being overwritten
CSCto50889	3	EIM changes name of attachments and removes the extension
CSCtq93873	3	Business calendar not working fine with Danish language
CSCtg73744	3	Some agents not showing up in supervision selected by supervisor
CSCtg78625	3	CIM Print Preview fails with "Error occurred while running the report"
CSCti04416	3	Agent UI not displaying saved email addresses for To field
CSCtj25692	3	Callback template (click to call) does not work after deleting "Full Name" attribute (ECC variable)
CSCtj67548	3	Agents logged in with non-english language unable use My Search option
CSCtk62936	3	End Wrap-up cannot be disabled for non-integrated agents
CSCtk96159	3	Message incorrect when no skill is assigned to supervisor
CSCto50496	3	Archive job does not complete
CSCto74077	3	Raw HTML code is displayed above the From field within the toolbar
CSCtq40890	3	Leading fax character in To: address disappears

Closed Caveats

The following table contains information about the known limitations in Cisco Interaction Manager Release 4.4(1). 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
CSCtq40523	3	Values of call variables are not populated with NEW_TASK / DTWT.
CSCtq51902	3	Browse button is not seen for inserting image in email Reply pane.
CSCtq52065	3	Outbound activity is not seen in agent UI if Send button is clicked
CSCtq54839	3	Call variable value not seen in NEW_TASK if variable name contains space
CSCtq80321	3	Agent UI freezes on tabbed browser when new email activity arrives
CSCtq99251	3	Queued activity not handled properly when messaging server goes down
CSCtq99262	3	In popup mode, Cisco Interaction Manager UI keeps on restoring to small sized window
CSCtr30573	3	Supervisor loop is not working if agent resubmits the email for the second time

Open Caveats

The following table contains the list of caveats currently pending in Cisco Interaction Manager Release 4.4(1). For the latest information of all fixed caveats, access the Cisco Bug Toolkit as described in the section [“Using Cisco Bug Toolkit”](#) on page 13.

Identifier	Severity	Headline
CSCtr06794	2	Agent continues to be reserved when customer application server goes down Important Note: This item is scheduled to be fixed in an engineering special expected to be released within the next quarter.
CSCsy00685	3	"Failed to update departmental setting" error
CSCsy95574	3	CIM does not send ICMtaskID in QueueConnection request to CMB for BC
CSCta55180	3	UI allows approved words to be the same as blocked words
CSCtb16953	3	Email agent is assigned a task but cannot send/complete when email license is not assigned
CSCtb26708	3	System Monitor - not receiving alerts when "contains" condition is met

Identifier	Severity	Headline
CSCtb30033	3	HTML and Emoticons are not rendered properly in Chat report
CSCtb37531	3	Notification not sent to user for a unique system instance monitor condition
CSCtb58506	3	New_Task is received even though Agent Availability is set to Required
CSCtc81443	3	Unable to search for an archived activity from Agent Console
CSCtc81802	3	I18N_LIVE_LSM_WRAPUP_SESSION_FAIL_EXCEPTION Exception seen during longevity
CSCtf60010	3	SQL exceptions seen in the app server logs during BC Avaya load
CSCtg17184	3	CD 36 observed during CIM 4.3.2 longevity testing
CSCti47025	3	Inserting image in Email Agent reply pane does not display properly
CSCti52505	3	Error message displayed while uninstalling EIM/WIM
CSCti90141	3	Auto-save even before OK or Cancel is clicked
CSCti96624	3	Agent does not logout from previous session after app network failure
CSCtj63480	3	Discrepancy observed in CIM Reports [Email volume by Queue]
CSCtn05311	3	CIM EVBQ and EVBA reports are populating incorrect data in some fields
CSCtn55891	3	Completed field is not updated if a exception queue email is completed
CSCtn55961	3	Completed field in EVBQ is not updated for Non IPTA queue
CSCtn55981	3	In EVBQ Fields are not getting updated for exception queue
CSCto62736	3	Unable to assign KB folder permissions to integrated users/groups
CSCtq38793	3	Cannot specify group of integrated users in approval process
CSCtq40548	3	Reply button gets disabled after clicking on save draft button
CSCtq83530	3	Autopushedback chat activity gets assigned to the same agent
CSCtr31037	3	Discrepancy observed in Cumulative handle time and Handle time
CSCtr31043	3	'Agent efficiency report' is not populating chat data under activities
CSCtr47598	3	"Agent login summary " is populating wrong data in case of app fail
CSCtr47945	3	No data is seen in CIM reports if administrator tries to run the report
CSCtr74344	3	Additional Workflow Instance being at ERROR during the email load
CSCts38028	3	Logger of processes is saved with improper parameters
CSCts55380	3	Agent is not able to login again after logout using same extension
CSCts87742	3	Print preview of the activity is not generated immediately in ENT SQL ED
CSCtt01068	3	Improper message events in ARM interface for transfer of BC activity to

Identifier	Severity	Headline
CSCtk55660	3	Chat activities "serviced" by System User must be reported as "Abandoned"
CSCtq74526	3	Agent incorrectly told that chat session is active after app server failure
CSCts79818	3	CIM/EIM UI randomly freezes when switching between email and chat
CSCto40381	3	Recommended Tracing Levels and Log Collection guide needed for EIM and WIM
CSCtr86191	3	Instructions on how to control size and number of process log files
CSCtr94335	3	Add a chapter in EIM and WIM on CMB messaging
CSCts56182	3	Document procedure to rebuild Services Server after catastrophic failure
CSCts86019	3	Unable to re-login the BC agent in CIM UI once he logs out from CTIOS
CSCtt02099	3	Specify MRD limitation in Deployment and Maintenance Guide
CSCtj08600	3	Reporting data goes missing after re-summarization for more than 7 days
CSCtn39221	3	Total, Not Responded, and Response Time fields incorrect in EVBQ report
CSCtr17465	3	Cannot close case with multiple activities in the queue
CSCts70277	3	Reply window pane locks up when sorting column
CSCsu94329	3	Intermittently, the agent console takes a very long time to load
CSCsu94335	3	Reports show time from database timezone and not local server time.
CSCtg50921	3	Default user group should be locked down to prevent changes
CSCtg78598	3	Corrupt Logfile.1 prevents CIM from starting
CSCto62944	3	Trace level should revert to previous level after extensive logging
CSCtq78850	3	EIM and WIM integration requires SQL SA Password
CSCtr06655	3	Archive/Purge Process not working as expected
CSCtr06700	3	After timeout due to inactivity agent unable to log in
CSCtr87661	3	Wrong values in Supervisor's monitor
CSCtr94329	3	Unable to configure 192 IP address in CIM Listener for CMB Parameters
CSCtr99962	3	Due date time showing AM though the agent set it for PM
CSCts09478	3	Application Server should clean up unused files after installation
CSCts13301	3	Unable to Stop Listener Instance from SA Console
CSCts22570	3	Outbound Reply and Fwd type save Drafted Activities stuck in 3000/3200
CSCts99090	3	Docs need to clarify installing web servers in DMZ without joining AD

3 Installation Process

- ▶ [Preparing to Install](#)
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- ▶ [Performing Post-Installation Tasks](#)
- ▶ [Uninstalling Release 4.4\(1\)](#)
- ▶ [Troubleshooting Procedures](#)

The installation program for 4.4(1) 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 22](#)
- ▶ [Stopping Cisco Interaction Manager on page 22](#)
- ▶ [Installing Sun JDK on page 22](#)
- ▶ [Creating Backup Copies of Databases on page 22](#)
- ▶ [Verifying Available Disk Space on the Cisco Interaction Manager Servers on page 23](#)

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.

If the current version is 4.3(2) ES 9 or higher, do not upgrade to 4.4(1). This upgrade path will be supported when the first engineering special (ES 1) for Release 4.4 is available.

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 1.6 Update 21 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 4.4(1) 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 *all* the machines where the following Cisco Interaction Manager components are installed: file server, application server, messaging server, services server, and web server. You do not need to run the Updater on the database server machines.

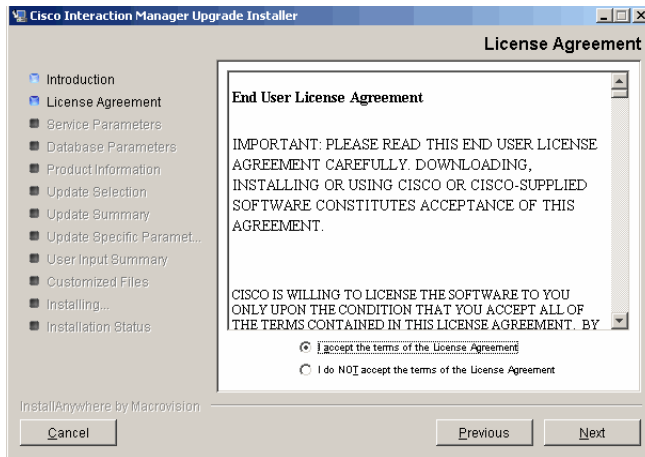


Important: If your system includes customization, contact Cisco Support before installing the update.

To install the release:

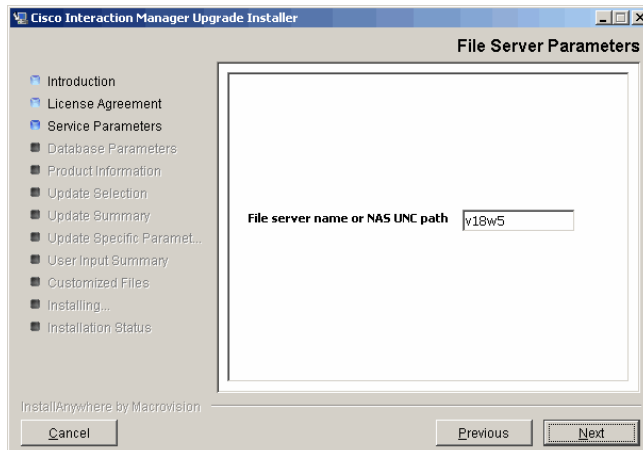
1. Create a temporary folder, *Temporary_Folder*. Please make sure that you do not use any special characters such as #, \$, %, ^, &, *, (,), [, {,], } in the name of the folder.
2. From your installation package, copy *CIMInst_44.exe*, *CIMInst_44.properties*, and *CIMInst_44.zip* into *Temporary_Folder*.
3. Double-click *CIMInst_44.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**.



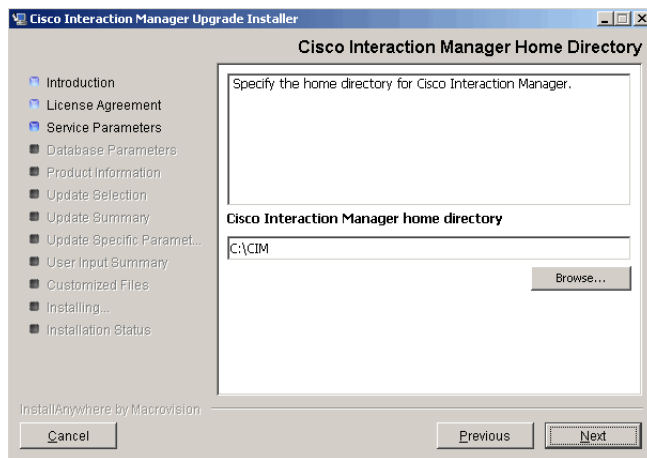
Read and accept the terms of the License Agreement

6. In the File Server Parameters window, type the name of the file server. Click **Next**. Support for the NAS UNC path is not available in this release of Cisco Interaction Manager.



Provide the name of the file server

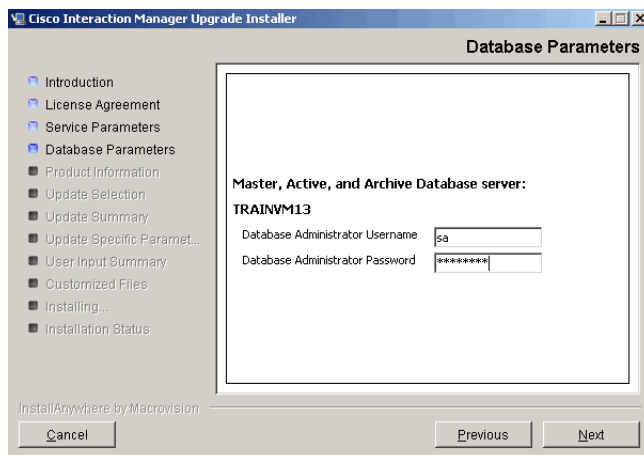
7. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where Cisco Interaction Manager is installed. This screen appears only when you are installing the update on the file server, application server, services server, or the messaging server. Click **Next**.



Provide the location of the Cisco Interaction Manager home directory

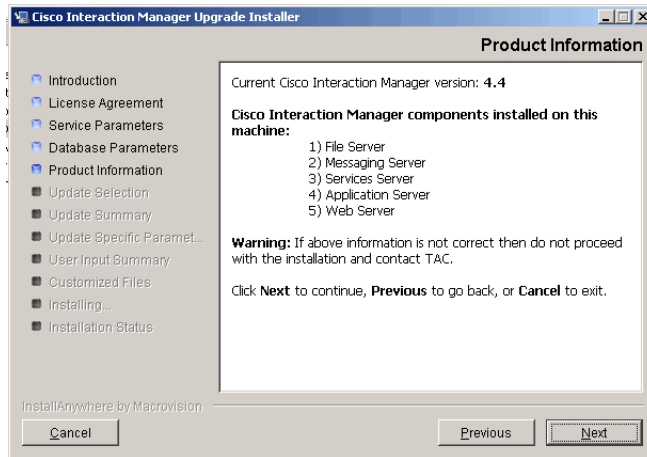
8. In the Database Parameters window, provide the login name and password of the database administrator. This screen appears only when you are installing the update on the file server. Click **Next**.

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



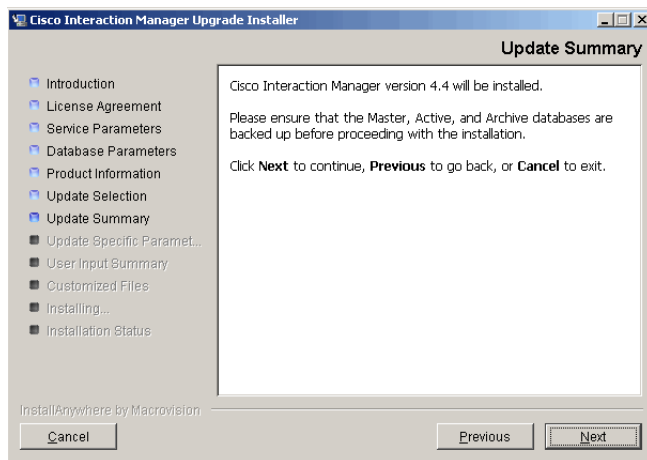
Provide the login name and password of the database administrator

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**.



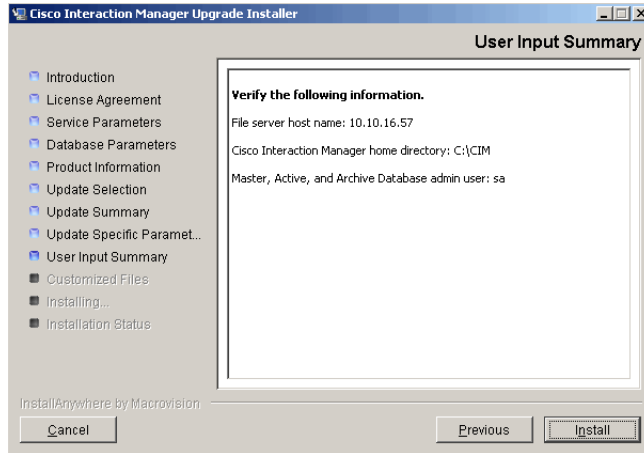
View the version information

10. In the Update Summary window, verify that the correct update has been selected. 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

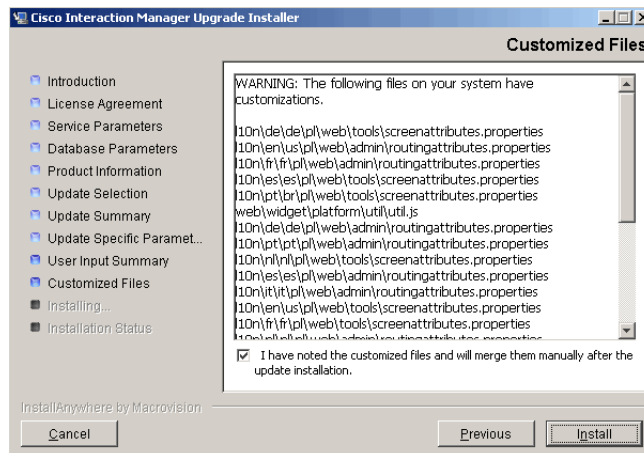
The installation program creates a backup of the file system at `Cisco_Home\Patches\Backup\CurrentVersion\File Server` and starts installing the update.

After you click Install, the Detecting Customizations window is displayed. It detects and lists all the customized files. This window is also displayed if any hotfixes, patches, or other updates have been manually applied to the deployment.



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.

Repeat this procedure on *all* the machines where the following Cisco Interaction Manager components are installed: file server, application server, messaging server, services server, and web server.

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 28](#)
- ▶ [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 4.4(1).

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 4.4(1)

The Cisco Interaction Manager update uninstallation program is used to uninstall Release 4.4 from the file, application, messaging, services, and web servers. The uninstallation of the release from the database is a manual process.

The update uninstallation program should be used only if Release 4.4 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 Installation on page 30](#).

Before uninstalling, ensure that you have a backup of the database for the Release on which 4.4 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 is 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 22](#).

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 4.4, ensure that you have a backup of the database for the Release on which 4.4 was installed. You need this backup to manually restore the database after the uninstallation is complete.

Uninstalling Updates

This section describes:

- ▶ [Uninstalling Release 4.4 From Cisco Interaction Manager Servers on page 30](#)

- ▶ [Restoring the Database on page 30](#)

Uninstalling Release 4.4 From Cisco Interaction Manager Servers

In a distributed-server installation, run the uninstaller on the file, application, messaging, services, and web servers.

To uninstall Release 4.4 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 Database

To restore the 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.

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 Installation

If you encounter any problems while installing the Release 4.4, you can restore the Cisco Interaction Manager installation and attempt to reinstall Release 4.4. The installation can be restored back to the release for which you have backed up the database.

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 4.4\(1\)” on page 28](#).

To restore the Cisco Interaction Manager 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 22](#).
2. Restore the Cisco Interaction Manager file system. The backup copies are available at *Cisco_Home\Patches\Backup\CurrentVersion\File Server*. For example, for the backup files of 4.3(2), restore the files from the backup folder – *Cisco_Home\Patches\Backup\4.3.2\File Server*.