



Cisco Unified Web and E-Mail Interaction Manager Release Notes

For Unified Contact Center Enterprise

Release 9.0(2)
April 08, 2014

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Cisco Unified Web and E-Mail Interaction Manager Release Notes: For Unified Contact Center Enterprise. April 8, 2014

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Preface

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

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 9.0(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

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>

Related Documentation

Unified Web and E-Mail Interaction Manager documentation is available on CCO. It includes the following documents:

- ▶ *Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervisor's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Author's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Administration Console*
- ▶ *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 Offers Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Data Adapters*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Reports Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to System Console*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Tools Console*
- ▶ 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

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We appreciate your comments.

1 Enhancements and Changes

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

Enhancements and Changes

Infrastructure

Support for JRE 1.7 on User Desktops

- ▶ This release provides support for JRE 1.7 (Updates 11 to 17) on user desktops, in addition to JRE 1.6 (Updates 30 to 43). The application will use the highest version of JRE that is present on the desktop.

Support for Internet Explorer 10 for All Consoles

- ▶ All user and customer consoles are now supported on Internet Explorer 10 on the Windows 7 and Windows 8 (Desktop mode) operating systems.

Support for SSL For Finesse Gadget

- ▶ SSL support ensures security when the Unified EIM and WIM user interface is integrated into a Finesse gadget.

Agent Experience

Work on Emails While on the Phone

- ▶ Agents can now work on emails in their Main Inbox while servicing a customer on the phone. This capability is configured using a new department setting, **Service Email and Phone Activities at the Same Time**. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide*

Wait Time Indicator for Chat Activities

- ▶ A new column “Time waiting for reply” is added to the Chat Inbox which records the time since the last message was sent by the agent or the customer. This time restarts as soon as a message is sent. Also, a new visual indicator has been added in the Chat Inbox which highlights the chat activity that has been waiting the longest for the agent’s response. For details about using this feature, see the *Cisco Unified Web and E-Mail Interaction Manager Agent's Guide*.

Offers

Limit the Number of Re-Offers

- ▶ Using new configuration options, administrators can limit the number of times the same offer is presented to the customer after the customer accepts or rejects the offer. For details see the *Cisco Unified Web and E-Mail Interaction Manager Administrator's Guide to Offers Console*.

Email Administration

Force Agents to Select a From Email Address for Composed Emails

- ▶ In previous versions of the application, the default email alias is selected as the From email address for composed outbound emails. With this release, the application no longer requires a default email alias. When no default alias is selected, the application prompts the agent to select a From address before sending a composed email.

As part of this enhancement, a new department level setting **Set “From” email address for email activities transferred between departments** has been added. The value of this setting determines the behavior for email activities that are transferred between departments. Administrators can choose from the following options.

- **Do not change**
- **Use default alias of destination department**
- **Force agents to select “From” email address.**

Chat Administration

Updates to Chat Templates

- ▶ Administrators can now add multi-select dropdown fields to the Chat Customer Console Login page. As a post-installation task, you need to update your custom chat templates, to use this feature in your custom chat templates. For details, see [“Updating Custom Chat Templates” on page 44](#).
- ▶ New and improved styling is available for the chat transcript emails sent to customers and for the transcript that the customer downloads by clicking the **Print Transcript** and **Save Transcript** buttons in the Chat Customer Console. To use this feature in custom templates you need to update your custom chat templates as a post-installation task. For details, see [“Updating Custom Chat Templates” on page 44](#).

Assign Transfer Codes for Chat Activities

- ▶ While transferring chats, a transfer code can now be assigned to chats. A setting is available to make this a mandatory field. For instructions on configuring transfer codes, see the *Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Chat and Collaboration Resources*.

Disable Chat Surveys

- ▶ Administrators can now disable chat surveys by configuring a property in the eGainLiveConfig.js file located in the `\templates\chat\template_name` on the web server. To use this feature in custom templates you need to update your custom chat templates as a post-installation task. For details, see [“Updating Custom Chat Templates” on page 44](#).

Define Maximum Queue Depth for Standalone Chats

- ▶ Administrators can now define the number of chats that can wait in a queue. After the queue depth reaches the defined number, a new “More Help Options” page is displayed to the customer notifying that all the agents are busy. On this page, you can configure links for other support channels, like email, phone, etc. For details see the *Cisco Unified Web and E-Mail Interaction Manager Administrator’s Guide to Chat and Collaboration Resources*.

Automatic chat offers are not presented when the queue depth reaches the defined number.

Reports

Improved Email Volume by Queue and Email Volume by Alias Reports

- ▶ In previous releases, the count of the number of incoming customer emails included delivery exception emails. With this release, a new column **Incoming Delivery Exception Emails** has been added to the All Incoming Emails section in both the Email Volume by Queue and Email Volume by Alias reports.

Known Limitations

- ▶ **JRE 1.6 on User Desktops:** The application only supports JRE 1.6 Updates 30 to 43 on user desktops. Do not install any updates released after Update 43.
- ▶ **JRE 1.7 on User Desktops:** The application only supports JRE 1.7 Updates 11 to 17 on user desktops. Do not install any updates released after Update 17.

Deprecations

- ▶ **Blended Collaboration** has been deprecated and is no longer available in Unified EIM and WIM.

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 9.0(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
CSCuh19115	1	Chat load is not working with the specifications in SRND for 250 Agents
CSCul74721	1	Enabling debug dispatcher logging causes emails not to be dispatched
CSCud46792	2	Integrated routing does not work if EAAS-instance name is changed
CSCue58649	2	Finesse Gadget Does Not Render Well
CSCug95286	2	EIM - Agent desktop locks the screen

Identifier	Severity	Headline
CSCUh29378	2	Firewall Ports documented in EIM-WIM SRND are not accurate
CSCUh30906	2	WIM v9.0(1) Chat activity is left in an active state on the CIM database
CSCUh41806	2	Connpool map file not being updated properly after running integration wizard
CSCUi19860	2	EIM Standalone Personalized Activity Assignment is broken
CSCUi24835	2	Transfer to Queue displays "Name" data, yet "Number of Activities" empty
CSCUi43115	2	Call Variable Configuration is missing from the "PA" login
CSCUi87185	2	Some incorrect data on customer form
CSCUj35386	2	Security alerts observed when using JRE 1.7 Update 11 - Update 17
CSCUj35413	2	EIM-WIM 9.0(1) ES01 Release Notes should list supported JRE 1.7 versions
CSCUj35624	2	EIM-WIM 9.0(1) Supervisor should be able to monitor integrated activity
CSCUj35658	2	Alarm Workflow SLA monitor does not work for integrated queues
CSCUj43080	2	XML External Entities
CSCUa01108	3	EIM report templates return multiple query results
CSCUc98607	3	4.4 ES3 release notes does not explain the changes in logging
CSCUd05541	3	Add clarification that EIM queuing/routing priorities from EIM to ICM
CSCUd64195	3	Activities going into the exception queue
CSCUd77627	3	Email with .msg file as attachment gets displayed as .eml file in EIM.
CSCUe79088	3	EIM-WIM report guide mistakenly references CUIC User Guide, no links
CSCUf31390	3	Focus moves from email inbox to chat inbox at new msg despite settings
CSCUg20210	3	Call variables get disordered after saving
CSCUg80977	3	Custom attribute values are not displaying in WIM
CSCUh02496	3	Task count mismatch between ICM and CIM when special characters used
CSCUh08216	3	Call variables with special characters are not supported in EIM
CSCUh30327	3	Unable to load CIM gadget in Finesse
CSCUh55156	3	Cannot use phone number as primary key for callback templates
CSCUh98130	3	CIM gadget with https fails
CSCUi40865	3	Chat pull is not available for integrated queue
CSCUi45325	3	CIM_MON tables full and missing entries in CIM_MON_CONFIGURATION
CSCUi65689	3	"Incorrect syntax near '?'." appears on UI while searching
CSCUj03814	3	Retriever unable to connect when using IMAP and TLS

Identifier	Severity	Headline
CSCuj03838	3	How to obtain TLS certificate for EIM needs to be documented
CSCuj41345	3	EIM 9.0 "make the folder visible to all agents" is not showing in agent
CSCuj58176	3	EIM-WIM 9.0(1) ES3 Release Notes need to list installation order
CSCuj58199	3	CIM - Sound alert not working for all chats
CSCuj63436	3	Archive (Enterprise) Service - runs/logs errors, deployment is std MSSQL
CSCuj72383	3	Remove statements about ACD support from EIM-WIM SRND

Closed Caveats

The following table contains information about the known limitations in Cisco Interaction Manager Release 9.0(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
CSCue98903	2	EIM-WIM doesn't work with Exchange Server 2010
CSCui55050	2	Customer getting Re-offers when the eligibility criteria is not met.
CSCuj58197	2	EIM-WIM 9.0(1) ES3 installer non-consistent about installation order
CSCui27971	3	Add PS Customization Support Process to Release Notes

Open Caveats

The following table contains the list of caveats currently pending in Cisco Interaction Manager Release 9.0(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
CSCui02032	2	Activity content causes Agent Console to freeze when activity is selected. This only occurs when smart tags are present in the email content header. Workaround: Within the Inbound workflow, create a rule that searches for the presence of smart tags in the HTML header of the email and replaces any such occurrences with a blank string.
CSCuc98637	3	4.4 Troubleshooting guide update for log collection due to CSCty30820

Identifier	Severity	Headline
CSCuh13332	3	CIM upgrade utilities fail due to missing jar file
CSCul16471	3	EML attachments are blank in the Exception queue
CSCul30414	3	CIM 9.0 IE9 inability to load user list if dept >1000 users, timeout
CSCul48521	3	EIM web chat, queue position not working with Firefox or IE
CSCul62166	3	Minimize button on reply pane intermittently does not work
CSCul65705	3	Chat transcript in some non-English language gives garbled letters
CSCul78181	3	emailAttachmentsUtility failing when upgraded to CIM 9.0 from CIM 4.4
CSCul82542	3	No mention of how to change the IP/hostname of the servers on CIM 9
CSCul89111	3	Incoming and outbound emails with attachments are failing

3 Installation Process

- ▶ [Preparing to Install](#)
- ▶ [Installing the Maintenance Release](#)
- ▶ [Performing Post-Installation Tasks](#)
- ▶ [Uninstalling Release 9.0\(2\) on Cisco Interaction Manager Servers](#)
- ▶ [Troubleshooting Procedures](#)

The installation program for 9.0(2) should be used on systems that are on Release 9.0(1) or higher.

Preparing to Install

This section describes:

- ▶ [Verifying Release Numbers on page 19](#)
- ▶ [Verifying Network Configuration on page 19](#)
- ▶ [Verifying Available Disk Space on the Cisco Interaction Manager Servers on page 19](#)
- ▶ [Stopping Cisco Interaction Manager on page 20](#)
- ▶ [Creating Backup Copies of Databases on page 20](#)

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 9.0(1) or higher by checking the following columns:
 - **Major Version:** 9
 - **Minor Version:** 0
 - **Service Pack:** 1
 - **Hotfix Number:** 1, 2, or 3

Verifying Network Configuration

- ▶ Ensure that all the required inbound and outbound ports that need to be opened for the Updater to run have been opened before you begin the installation. For details see the *Cisco Unified Web and E-Mail Interaction Manager Solution Reference Network Design Guide*.

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 all the servers in the deployment.

Deleting Blended Collaboration Reports

Complete this task if the Unified EIM and WIM 9.0(1) deployment uses the *standard* edition of Microsoft SQL Server 2008. Blended collaboration (BC) was not supported in Release 9.0(1), but it was possible for users to create BC reports from the Reports Console. All BC reports must be deleted from the application before you install Release 9.0(2).

To delete saved BC reports:

1. Open SQL Management Studio and connect to the active database.
2. Execute the following query:

```
DELETE FROM EGPL_RPT_REPORTS WHERE TEMPLATE_ID IN (SELECT TEMPLATE_ID FROM
EGPL_RPT_TEMPLATES WHERE TEMPLATE_NAME LIKE '%Blended_Collaboration_Volume%')
```

This deletes any blended collaboration volume reports that may have been saved in the system.

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.

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.

Installing the Maintenance Release



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

In distributed deployments, the Updater needs to be run on the following servers. The Updater should be run on the file server first. All the other servers can be updated in any order. If the file server is installed on a NAS device, run the Updater on any of the components and the file server will be updated along with that component.

1. File server
2. Messaging server
3. Services server
4. Application servers
5. Web servers



Important: Run the Updater using the same domain account that was used for installing the Unified EIM WIM 9.0(1) installation.

To update the installation:

1. Create a temporary folder, *Temporary_Folder*.
2. From the update files, copy, `setup_windows.exe`, `setup_windows.properties`, and `CiscoService.zip` into *Temporary_Folder*.
3. Double-click `setup_windows.exe` to launch the 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**.
6. In the File Server Parameters window, type the name of the file server or the UNC path to NAS. Click **Next**.
7. In the Cisco Interaction Manager Home Directory window, type the path or browse to the folder where the application is installed. Click **Next**.

The Database Parameters window appears only while running the Updater on the file server. In Cisco Interaction Manager, if Windows Authentication is used to connect to MS SQL Server, then this screen is not displayed.

8. In the Database Parameters window, provide the login name and password of the active and master database administrator, the archive database administrator or the reports database administrator. The reports database parameters are displayed only if the databases are installed on the Enterprise Edition of MS SQL. The archive database parameters are displayed only if the databases are installed on the Standard Edition of MS SQL. Click **Next**.
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**.
10. In the Update Summary window, verify that the correct update has been selected. Click **Next**.

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

The updater creates a backup of the file system at *Cisco_Home\Patches\Backup\CurrentVersion\File Server* and starts installing the update. For example, If your current version is 9.0(1), the back up is created in *Cisco_Home\Patches\Backup\9.0.1\File Server*.

12. In the Installation Status window, click the **Close** button.

Repeat this process on all the servers where the Updater needs to be run. If any errors occur while installing the update, see [“Troubleshooting Procedures” on page 28](#).

Performing Post-Installation Tasks

This section describes the following tasks:

- ▶ [Installing Engineering Specials of Unified EIM and Unified WIM on page 22](#)
- ▶ [Deploying the EAR on page 22](#)
- ▶ [Starting Cisco Interaction Manager on page 22](#)
- ▶ [Clearing Java and Web Browser Cache on User Desktops on page 23](#)
- ▶ [Updating Workflow Schedule for Daylight Savings Time Adjustment on page 24](#)
- ▶ [Updating Custom Chat Templates on page 24](#)

Installing Engineering Specials of Unified EIM and Unified WIM

- ▶ Install the Engineering Specials (ES) after installing the Unified EIM and Unified WIM 9.0(2) MR.

Deploying the EAR

- ▶ You need to copy the EAR manually (**eService.ear**) only if you did not choose the option to deploy the EAR automatically while installing the application. The updated EAR is available on the file server at: *Cisco_Home\eService\installation\ear*. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.

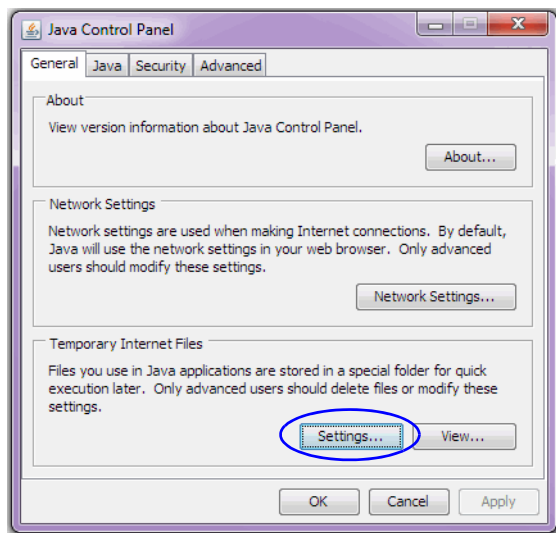
Starting Cisco Interaction Manager

he process of starting the application will vary based on how you have deployed your installation. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.

Clearing Java and Web Browser Cache on User Desktops

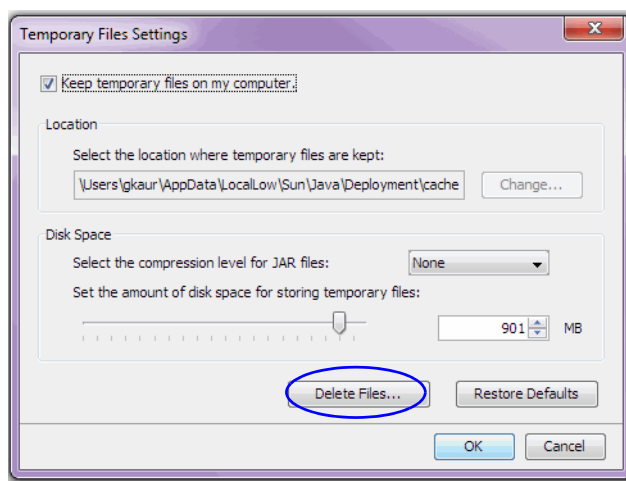
To set up user desktops:

1. Clear the web browser cache on every user desktop. See the *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide* for details of the procedure.
2. Clear the Java cache on every user desktop. Do the following:
 - a. Go to **Start > Control Panel**.
 - b. In the Control Panel window, click **Java** to open the Java Control Panel window.
 - c. On the General tab, in the Temporary Internet Files section, click the **Settings** button.



Click the Settings button

- d. In the Temporary Internet Files window, click the **Delete Files** button.



Click the Delete Files button

- e. Click the **OK** button to close the window.

Updating Workflow Schedule for Daylight Savings Time Adjustment

To ensure that scheduled workflows honor the Daylight Savings Time adjustment, complete the following task after updating the deployment to 9.0(2).

To update the workflow schedule:

1. From the time zone in which you wish to configure the schedule, log into the application as an administrator.
2. Go to the Administration Console.
3. In the Tree pane, browse to **Administration > Department > *Department_Name* > Workflow > Workflows > Alarm**.
4. Locate the workflow that needs to be updated and edit the Start node.
5. Go to the Schedule tab and ensure that the schedule meets your needs. Save the workflow.
6. The system updates the workflow schedule to honor the Daylight Savings Time adjustment based on the time zone of the administrator editing the workflow. For example, if an editor located in the Pacific Standard Time (PST) zone saves the workflow, the workflow is scheduled to honor Pacific Daylight Time when the time changes, and vice versa.
7. Repeat steps 1-5 for each scheduled alarm workflow.

Updating Custom Chat Templates

You need to perform these tasks only if your installation includes Unified WIM with custom chat templates and you want to use the new features, and benefit from the bug fixes included in this update. Perform these tasks on all web servers in your deployment.

To update the custom chat template files:

1. Merge the updates in the following files from the **Sunburst** template folder with the files in the custom template folder. If a file doesn't exist in the customer template folder, copy it and paste it in.
 - *Cisco_Home\eService\templates\chat\sunburst\chat.html*
 - *Cisco_Home\eService\templates\chat\sunburst\eGainLiveConfig.js*
 - *Cisco_Home\eService\templates\chat\sunburst\eGainLiveChatInteg.js*
 - *Cisco_Home\eService\templates\chat\sunburst\transcript.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\connection.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\session.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\core.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\survey.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\audio.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\chat.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\editor.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\thanks.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\cobrowse.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\callback.js*

- *Cisco_Home\eService\templates\chat\sunburst\chat\js\login.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\messenger.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\utils.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\less\chat-main.less*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\less\chat-mobile.less*
 - *Cisco_Home\eService\templates\chat\sunburst\css\transcript.css*
 - *Cisco_Home\eService\templates\chat\sunburst\properties\chat_<LANGUAGE_CODE>_<COUNTRY_CODE>.properties*
 - *Cisco_Home\eService\templates\chat\sunburst\messaging_<LANGUAGE_CODE>_<COUNTRY_CODE>.properties*
2. Copy and paste the following files and folders from the Sunburst template folder to your custom template folder:
- *Cisco_Home\eService\templates\chat\sunburst\transcript*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\img*
 - *mail.png*
 - *mail_hover.png*
 - *phone.png*
 - *phone_hover.png*
 - *faq.png*
 - *faq_hover.png*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\js\multiselect.js*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\css\jquery-ui-1.9.2.edited.min.css*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\css\multiselect.css*
 - *Cisco_Home\eService\templates\chat\sunburst\chat\img\dropdown*

Note that the Chat transcript styling HTML is present in `templates\chat\sunburst\transcript\transcript.properties`. For any custom chat transcript styling changes, you can edit the HTML in this file but you must keep all the handlebars variables (enclosed using `{{<var>}}` or `{{{<var>}}}`) intact.

Uninstalling Release 9.0(2) on Cisco Interaction Manager Servers

The Cisco Interaction Manager update uninstallation program uninstalls the Release 9.0(2) from the file, messaging, services, and all application 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 9.0(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 9.0\(1\) Installation on page 28](#).

Before uninstalling, ensure that you have a backup of the database for Release 9.0(1) on which 9.0(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 26](#)
- ▶ [Uninstalling Maintenance Releases on page 27](#)

Preparing to Uninstall

This section describes:

- ▶ [Stopping Cisco Interaction Manager on page 26](#)
- ▶ [Backing up Cisco Interaction Manager Databases on page 26](#)
- ▶ [Verifying Availability of Backed-up Databases on page 26](#)

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 9.0(2), ensure that you have a backup of the database for Release 9.0(1) on which 9.0(2) was installed. You need this backup to manually restore the database after the uninstallation is complete.

Uninstalling Maintenance Releases

This section describes:

- ▶ [Uninstalling Release 9.0\(2\) From Cisco Interaction Manager Servers on page 27](#)
- ▶ [Restoring the Release 9.0\(1\) Database on page 27](#)

Uninstalling Release 9.0(2) From Cisco Interaction Manager Servers

This section describes the process of uninstalling Release 9.0(2). The uninstallation should be done on all the servers where the Updater was run, that is, the file server, messaging servers, application servers, services servers, and all web servers. The uninstallation program can be run in any order on these servers.

If the file server is installed on a NAS device, then the uninstallation of the file server will happen when the uninstallation program is run on the server from where the update was installed on the file server.

To uninstall the update, use the same domain account that was used for installing the update.

To uninstall Release 9.0(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 Database Parameters window, provide Database Administrator Username and Password.
5. Click the **Uninstall** button.

In the Uninstallation Completed window, click the **Close** button to close the uninstallation program. The uninstallation program creates a log file at the following location:

Cisco_Home\service\logs\eg_log_server_name_upgrade-uninstaller.log

Restoring the Release 9.0(1) Database

To restore the Release 9.0(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 9.0(1).

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

Performing Post Uninstallation tasks

Deploying the EAR

- ▶ You need to copy the EAR manually (**eService.ear**) only if you did not choose the option to deploy the EAR automatically while installing the application. The backup copy of the old EAR is available on the file server at: *Cisco_Home\eService\installation\ear*. For details, see the *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*.

Starting IIS

- ▶ Start IIS (World Wide Web Publishing Service) on all web servers in the installation.

Starting Cisco Interaction Manager

The process of starting the application will vary based on how you have deployed your installation.

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 maintenance release, error messages are logged in the following files.
 - *Cisco_Home\eService\installation\logs\eg_log_File_Server_upgrade-installer.log*
 - *Cisco_Home\eService\installation\logs\eg_log_Web_Server_upgrade-installer.log*
 - *Cisco_Home\eService\installation\logs\eg_log_Services_Server_upgrade-installer.log*
 - *Cisco_Home\eService\installation\logs\eg_log_Messaging_Server_upgrade-installer.log*
 - *Cisco_Home\eService\installation\logs\eg_log_Application_Server_upgrade-installer.log*

Restoring the Cisco Interaction Manager 9.0(1) Installation

If you encounter any problems while installing the Release 9.0(2), you can restore Release 9.0(1).

If the installation was completed successfully, and you want to uninstall the release, you must use the update uninstallation program. For details, see the [“Uninstalling Release 9.0\(2\) on Cisco Interaction Manager Servers” on page 25](#).

To restore the Cisco Interaction Manager 9.0(1) installation:

1. Restore the Cisco Interaction Manager master, active, reports, and archive databases from the backup copies you created in [“Creating Backup Copies of Databases”](#) on page 20.
2. Restore the Cisco Interaction Manager 9.0(1) file server, messaging server, services server, and all application servers and web servers. The backup copies are available at *Cisco_Home\Patches\Backup\CurrentVersion\File Server*. For example, for the backup files of 9.0.1, restore the files from the backup folder – *Cisco_Home\Patches\Backup\9.0.1\File Server*.