



# Release Notes for *Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*

February 8, 2012

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## Updated Information in this Document

This document updates the July 31, 2008 version with the following changes:

Section and Page	Notes	Date Added
<a href="#">Dialer component, page 15</a>	CSCtx79132 - changed the wording from “not dialing calls that have started ringing” to “not cancelled calls that have started ringing.”	February 8, 2012
<a href="#">Scripting changes during upgrade, page 39</a>	Provides a clarification about change in script variable names during upgrade.	May 15, 2009
<a href="#">Sybase InfoMaker 10.2 is End of Life (EoL), page 39</a>	Sybase InfoMaker 10.2 is End of Life (EoL)	May 15, 2009
<a href="#">WebView: Closing Graphical Webview reports in Windows Vista, page 39</a>	If you launch and close a graphical WebView report in a Windows Vista environment, your browser will exit.	April 27, 2009
<a href="#">Remote Desktop Not Supported for Installation or Upgrade, page 30</a>	Remote Desktop must not be used for installation or upgrade.	December 17, 2008
<a href="#">Unified CCMP: Initialize Local DB Synchronization Issue, page 30</a>	This defect has been resolved in Maintenance Release 7.5(3).	December 17, 2008
<a href="#">Clarification on Some Agent_Skill_Group_Half_Hour and Skill_Group_Half_Hour Fields, page 25</a>	Provides clarifying information regarding a number of fields in the two tables mentioned.	October 03, 2008



Section and Page	Notes	Date Added
<a href="#">Unified CCMP: Initialize Local DB Synchronization Issue, page 30</a>	Avoiding a race condition while running the Initialize local DB tool in Unified CCMP.	Septemeber -4, 2008
<a href="#">Resolved Caveats in This Release, page 40</a>	Revised list of resolved caveats.	August 01,2008
<a href="#">Windows Operating System Support, page 10</a>	Removed Windows Vista support for WebView Client.	March 12, 2010

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## Introduction



**Note**

Release 7.5(1) is a full installation/setup. No rollback is available. Running ICM setup or System IPCCE install over the network is unsupported.

*Should you encounter difficulties while upgrading and wish to return to your previous version, refer to the Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted or Upgrade Guide for Cisco Unified System Contact Center Enterprise, as relevant.*

IPCC/ICM software Release 7.5(1) supports:

- ICM Enterprise Edition [Unified Intelligent Contact Management Enterprise (ICME)]
- ICM Hosted Edition [Unified Intelligent Contact Management Hosted (ICMH)]
- IPCC Enterprise Edition [Unified Contact Center Enterprise (CCE)]
  - System IPCC Enterprise Edition [Unified System Contact Center Enterprise (SCCE)]
- IPCC Hosted Edition [Unified Contact Center Hosted (CCH)]

This document discusses new features, changes, and caveats for Release 7.5(1) of IPCC/ICM Enterprise and Hosted software.

**Note**

Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are supported by IPCC/ICM Release 7.5(1). However, Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are not supported with System IPCC Enterprise deployment, or the IPCC System PG, and therefore are not supported for the parent/child relationship established by the IPCC Enterprise Gateway PG.

Additional information on new features, and on many of the product changes, is available in the relevant end-user documentation.

**Note**

Release Notes for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop, Cisco Support Tools, Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender) are separate documents and are not included as part of these Release Notes.

- For additional information on the Cisco software support methodology, refer to *Software Release and Support Methodology: ICM/IPCC*, available at: [http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod\\_bulletins\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html) (requires login).
- For a detailed list of language localizations implemented for different portions of this release, refer to the Cisco Unified ICM/Contact Center Product and System Localization Matrix available at: [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/icm\\_enterprise/localization\\_matrix/guide/G11nMap.xls](http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/localization_matrix/guide/G11nMap.xls)

**Note**

The most up-to-date version of these release notes is available on the Web at: [http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html)

## A Note about Product Naming

Cisco IPCC Enterprise Edition is being renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE)

Cisco System IPCC Enterprise Edition is being renamed Cisco Unified System Contact Center Enterprise (abbreviated as Unified SCCE)

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed Cisco Unified Communications Manager.

These new names appear in this release for Agent and Supervisor product opening-screens, but they do not yet appear throughout the user interface or documentation. These release notes generally use the previous naming convention.

# System Requirements

For hardware and third-party software specifications for Release 7.5(1), refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*, which is accessible from

[http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html)

## Related Documentation

Documentation for Cisco Unified ICM/Contact Center (IPCC) Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at

<http://www.cisco.com/web/psa/products/index.html>

- The most current version of this document, *Release Notes for Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*, can be accessed from [http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html)
- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

For documentation for these Cisco Unified Contact Center Products, go to

<http://www.cisco.com/web/psa/products/index.html>

click on **Voice and Unified Communications**, then click on **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click on the product/option you are interested in.

- Also related is the documentation for Cisco Unified Communications Manager, which can also be accessed from <http://www.cisco.com/web/psa/products/index.html>.
- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through (login required) <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

## New and Changed Information

The following sections describe new features and changes that are pertinent to this release.

- [Overview, page 5](#)
- [ICM Enterprise Edition, page 5](#)
- [IPCC Enterprise Edition, page 11](#)
- [ICM Hosted Edition, page 14](#)
- [IPCC Hosted Edition, page 14](#)
- [Upgrade, page 14](#)
- [Outbound Option, page 15](#)
- [Reporting, page 18](#)

- [ICM Database Schema Changes, Release 7.2\(1\)\) to Release 7.5\(1\), page 18](#)
- [User Documentation Changes, page 24](#)

## Overview

Specific feature support in this release augments/expands certain system deployments, including:

- System IPCCE support for Unified CVP.
- Co-locate the Outbound Controller on the Agent/IVR Controller in System IPCCE.
- QoS support for VRU PIM and JTAPI.
- Split System PG and Gateway PG configurations (geographically distributed System IPCCE and Gateway PGs is now a supported deployment model).
- Significantly higher PG capacity.
- CTI OS multi-server support and platform upgrades (see *Release Notes for Cisco CTI OS, Release 7.5(1)*).
- Unified Contact Center Management Portal (CCMP) support with System IPCCE.
- Expert Advisor PG Deployment Model support (including the configuration and installation of Expert Advisor PG Type).
- Improved performance characterizations in the *Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND)* document.
- Platform updates, security enhancements, and serviceability improvements

The following sections discuss the new features more completely.



### Note

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In general, new features listed for ICM Enterprise Edition also apply to IPCC Enterprise Edition, ICM Hosted Edition, and so on.

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## ICM Enterprise Edition

- [Configuration Support for 150 PGs, page 6](#)
- [Improvement of the ICM/IPCC User List Tool, page 6](#)
- [Support for SQL Server 2005, page 6](#)
- [Improved Purge Mechanism, page 6](#)
- [“Expert Advisor” Client/Peripheral Type, page 7](#)
- [Security Enhancements, page 7](#)
- [Cisco Security Agent \(CSA\), page 7](#)
- [Differentiated Services Code Point \(DSCP\) Tagging in VRU PIM, page 8](#)
- [Internationalization \(I18N\) Language Pack, page 8](#)
- [Enhanced Data Migration Tool \(EDMT\), page 8](#)
- [Translation Route Enhancements, page 9](#)
- [Exposing Configuration of Active Directory Application Service Account Parameters, page 9](#)

- [Support Tools Node Agent Automatically Installed](#), page 10
- [Outbound Option](#), page 10
- [Port Utilization Changes](#), page 10
- [JRE/JDK/Apache Tomcat](#), page 10
- [Event Management System Logs](#), page 10
- [Windows Operating System Support](#), page 10

## Configuration Support for 150 PGs

Setup and configuration support for more than 80 PGs is now provided.



Note

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Although PGs numbered 1 through 250 are provided, the total chosen must be no more than 150.

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This support does not apply to System IPCCE Installation or Web Administration, since System IPCCE only supports one PG by design.

## Improvement of the ICM/IPCC User List Tool

The usability and performance of the User List tool have been improved.



Note

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This feature does not apply to System IPCCE.

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## Support for SQL Server 2005

SQL Server 2005 is supported with this release.

Recognizing the significant impact of a SQL Server deployment in the upgrade scenario, Cisco continues to provide SQL Server 2000 support, provided that customers subsequently migrate to SQL Server 2005 within 90 days of the upgrade. SQL Server 2000 is not supported for new installations. Should you require an extension license for SQL Server 2000, contact your Microsoft sales representative for guidance.

Specific requirements and recommendations, for new installations, technology refresh upgrades, and common ground upgrades, are found in the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*.

The 'Dynamic' memory setting is recommended for Logger and HDS.

## Improved Purge Mechanism

In order to greatly increase the speed with which an ICM purge completes, a number of large historical tables are not purged by ICM software but as a scheduled SQL Server Agent Job. For more information on this, refer to the *ICM Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.



Note

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Set the SQLSERVERAGENT service to Automatic so that new Purge jobs will always run.

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## “Expert Advisor” Client/Peripheral Type

As of this release a new peripheral type, for Cisco Unified Expert Advisor, is added to PG Setup and Configuration. The documentation for Unified Expert Advisor will be accessible from <http://www.cisco.com/web/psa/products/index.html>



Note

This feature does not apply to System IPCCE.

## Security Enhancements

- Platform:
  - Security Wizard application:  
New wizard-based UI to configure ICM/IPCC security - OS hardening, Windows firewall, and Network Isolation IPsec (available for all 7.x releases).
  - Network Isolation IPsec utility:  
Pre-configured IPsec policy to isolate ICM servers from the rest of the network (available for all 7.x releases).
  - CSA 5.2.0.245, policy 4.0(1)—see [Cisco Security Agent \(CSA\)](#), page 7.
  - The security hardening option is presented during ICM setup and System IPCCE installation.
- PG:
  - Rate limit IPCCE agent login attempts with incorrect password:  
Disable agent account for 15 minutes on 3 incorrect password attempts, counted over a period of 15 minutes (configurable).
- Setup/Config:
  - ICM service account password management:  
Change service account passwords and obtain static report on password expiration state via Service Account Manager.
- Database:
  - SQL Server 2005 security hardening utility:  
Disable unwanted services and features, enforce Windows only authentication.
  - The SQL Server 2005 security hardening option is presented during ICM setup and System IPCCE installation.
- CTI OS:
  - Rate limit Monitor Mode connection:  
When TLS is enabled and password is required then disable Monitor Mode for 15 minutes after 3 incorrect password attempts (configurable). Counter resets on a valid login.

For additional information, refer to the *Security Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

## Cisco Security Agent (CSA)

For the current release of ICM/IPCC Enterprise and Hosted Edition, a newer version of CSA, based on CSA engine version 5.2.0.245 and ICM CSA Policy version 4.0.1 is available.

CSA 5.2.0.245 is compatible with Windows Server 2003 running ICM/IPCC 7.5(1) applications. For more details, refer to the *Cisco Security Agent Installation/Deployment Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

Earlier versions of CSA, which were supported on prior releases of ICM/IPCC Enterprise, are not supported on the 7.5(1) release. Hence, you must uninstall any previous version of CSA prior to upgrading ICM/IPCC Enterprise to the 7.5(1) release. For more details refer to the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

To use Cisco Security Agent, you must always use the default directories when installing any software on a server. You need not choose the default disk drive if an option is available (for example, C: or D:), but you must use default directories. Cisco Security Agent leverages rules which incorporate path information. Application actions may be blocked if the application is not installed in the correct directory. For this reason, it is mandatory that applications are installed in the default directories provided by the application installers. As just stated, drive letters are not restricted.

It is required that the CSA service be stopped before you perform any install or upgrade activity. The CSA service can be stopped or started from the Windows Service Control Panel. In the 7.5(1) release, ICM Setup as well as System IPCC Setup automate the stopping and starting of the CSA service. Setup for other ICM Server Applications/Options (CTI OS, Support Tools, and so forth) warns the user to stop CSA, and a manual stop/disable of the CSA service is required. CSA does not protect the host while the service is stopped. The CSA service should be enabled/started after the install activity is over. It is strongly recommended that this practice also be followed during other installation and upgrade activities, such as for supported third-party products.

See [Cisco Security Agent and Windows Server 2003 Firewall](#), page 37 for more information.

## Differentiated Services Code Point (DSCP) Tagging in VRU PIM

Configurable DSCP marking and CS precedence levels have been implemented in the VRU PG's PIM. System IPCC Web Administration now allows customers to override the default DSCP registry setting of CS3(24).

## Internationalization (I18N) Language Pack

Formerly, language selection was made via dialogs that were part of ICM or IPCC Enterprise Setup. With this release, language selection is implemented by Language Pack.

English customers no longer need to select a language, as English is the default language.

To install localized components of ICM, IPCC Enterprise or System IPCC Enterprise, the user runs Language Pack Installer as a separate process after ICM, IPCC Enterprise or System IPCC Enterprise Setup. The user needs to run Language Pack only once. Future updates will be taken care of automatically by future releases of ICM/IPCC/System IPCC. Language Pack also provides an easy way for the user to switch from one language to another.

For upgrade, Release 7.5(1) Setup will automatically distribute localized files based on the language selected by the existing ICM/IPCC/System IPCC.

## Enhanced Data Migration Tool (EDMT)

- For this release, EDTM will upgrade the Logger (sideA, sideB) and HDS databases from previous ICM 7.x schemas to the ICM 7.5(1) schema.
- EDTM has been modified to allow only database upgrades from Release 7.x to Release 7.5.



- EDMT will no longer request a domain name, username, or password to access SQL Server. Instead, it will utilize Windows Single Sign-On (SSO) to establish a trusted connection to SQL Server using the current user's login credentials. This removes a potential for error (invalid username or password, for instance), avoids some potential security issues, and results in simple operation of EDMT.
- For Common Ground upgrades (not Technology Refresh), EDMT will display a warning dialog explaining that the incoming database must be backed up.
- Data migration is significantly faster than in the last major release (7.0).
- The latest version of EDMT is available on cisco.com, specifically, go to <http://tools.cisco.com/support/downloads/go/Model.x?mdfid=268439689&mdfLevel=Software%20Family&treeName=Voice%20and%20Unified%20Communications&modelName=Cisco%20Unified%20Intelligent%20Contact%20Management%20Enterprise&treeMdfid=278875240> then click on Cisco Enhanced Data Migration Tool Software Releases.

## Translation Route Enhancements

- New scripting variables for translation routes are provided in Script Editor so that routing decisions can be made based on translation route utilization.
- The CallRouter generates translation route related statistical data, reflected in the database schema, to make troubleshooting and sizing easier. Also see [Reporting, page 18](#).
- A combobox replaces the previous checkbox in PG Explorer and NIC Explorer Routing Client configuration to allow the user to enable/disable using the DN/Label map for translation routes.



Note

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This feature does not apply to System IPCCE.

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## Exposing Configuration of Active Directory Application Service Account Parameters

ICM and IPCCE services, such as Logger or Distributor, execute under the context of a domain user account commonly known as a Service Account. Previously, ICM/IPCCE Setup created these service accounts in the Active Directory (AD) domain and associated them with the corresponding service on the ICM server.

In Release 7.5(1), customers can:

- Create new accounts with random passwords, as was previously possible by running Setup.
- Use existing Active Directory accounts as ICM service accounts.
- Modify ICM service account passwords.

This functionality is provided both in Setup and through the new standalone Service Account Manager application.

- For ICM setup, select Start > All Programs > ICM Admin Workstation > Service Account Manager
- For System IPCCE installation, select Start > All Programs > IPCC Administration > Service Account Manager

## Support Tools Node Agent Automatically Installed

When Release 7.5(1) ICM/IPCCE/System IPCCE setup/installation is invoked, it in turn invokes the Support Tools Node Agent installer in a silent mode, causing the Node Agent to be installed on the server.

This feature makes the process of deploying Support Tools easier.

Support Tools version 2.3(1) is backwards compatible with previous versions of Support Tools Server 2.x. However, to get the full functionality of the 2.3(1) Support Tools Node Agent, you must also upgrade your Support Tools Server to version 2.3(1).

## Outbound Option

A sufficient number of changes have taken place for Outbound Option that they are discussed in a separate section: [Outbound Option, page 15](#).

## Port Utilization Changes

The following changes have been incorporated in the *Port Utilization Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*:

- The MR PIM port has changed from 2000 to 38001 because of security considerations
- Unified Expert Advisor Option information has been added
- Cisco Unified CRM Connector information has been added
- Cisco Voice Integration to Genesys Call Center information has been added

## JRE/JDK/Apache Tomcat

ICM/IPCCE/System IPCCE setup/installation will upgrade

- JDK version from 1.4.2\_13 to 1.5.0\_14 (both install and upgrade)
- Tomcat version from 5.0 to 5.5 (both install and upgrade)

EDMT will install the appropriate JRE for data migration.

## Event Management System Logs

EMS trace logs have been increased in size.

## Windows Operating System Support

This release requires the installation of Windows Server 2003 for servers.

Windows Vista Desktop support is provided by CTI OS, CAD, and all web-based applications such as Internet Script Editor, IPCC Web Administration Tool, Agent Re-skilling Web Tool.



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**Note**

Client AW is not supported on Windows Vista Desktop. Client AW is supported on Windows 2003 and XP.

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Specific requirements, for new installations, technology refresh upgrades, and common ground upgrades, are found in the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*.

## IPCC Enterprise Edition

In addition to supporting the above listed ICM Enterprise features, IPCC Enterprise Edition also has the following enhancements.



Note

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Certain of the ICM Enterprise features do not apply to System IPCC Enterprise, and are so noted above.

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- [System IPCCE Support for Unified CVP, page 11](#)
- [Additional Deployment Supported, page 11](#)
- [System IPCCE Upgrade, page 11](#)
- [System IPCCE Uninstall and WebView Third-Party Tools, page 12](#)
- [Co-location of Outbound Controller with the Agent/IVR Controller in System IPCCE, page 12](#)
- [Mobile Agent Connect Tone, page 12](#)
- [DSCP Tagging in VRU PIM \(PG to IP IVR and Unified CVP Link\), page 12](#)
- [DSCP Tagging in CallManager PIM \(PG to CTI Manager\), page 12](#)
- [Unified Contact Center Management Portal Enhancement, page 12](#)
- [Support Split System PGs and IPCC Gateway PGs over the WAN, page 13](#)
- [Performance and Sizing Characterization, page 14](#)
- [Outbound Option, page 14](#)

### System IPCCE Support for Unified CVP

Previously, the System IPCCE deployments utilized only IP IVR as the voice treatment and call queuing component. Release 7.5(1) adds support for System IPCCE integration with Unified CVP.

In a System IPCCE deployment with IP IVR, System IPCCE consolidates the CallManager and VRU peripherals into a single peripheral. The System IPCCE with Unified CVP VRU PG deployment does not provide this consolidation.

System IPCCE with CVP deployed consists of an IPCC System PG with a CallManager peripheral, and a VRU PG with one or more peripherals. Deployment of this system will result in preconfigured PGs and peripherals to be associated with CallManager and CVP Call Servers.

### Additional Deployment Supported

Release 7.5(1) addresses the following additional deployment:

- Unified CVP support on System PG enabled Child Enterprise systems (parent originated calls).

### System IPCCE Upgrade

System IPCCE has never before required a full upgrade, since it was only introduced in release 7.0(0).

For specifics on upgrading System IPCCE to release 7.5(1), refer to the *Upgrade Guide for Cisco Unified System Contact Center Enterprise*.

## System IPCCE Uninstall and WebView Third-Party Tools

System IPCCE Uninstall also uninstalls WebView Third-Party Tools. For additional information see *Upgrade Guide for Cisco Unified System Contact Center Enterprise*.

## Co-location of Outbound Controller with the Agent/IVR Controller in System IPCCE

Formerly, the System IPCCE deployment model supported the Outbound Controller only on a separate machine.

The Outbound Controller consists of the Outbound Dialer, and the Media Routing (MR) PG used by Outbound. The Agent/IVR Controller consists of the IPCC System PG, CTI OS Server and CTI Server.

Co-location reduces box count and simplifies the overall deployment without affecting performance.

Another benefit of co-locating is that the MR PG is duplexed and you get more Dialer ports by adding a Dialer on the B side Agent/IVR Controller.

For more information, see the *Installation and Configuration Guide for Cisco Unified System Contact Center Enterprise* and the Cisco IPCC Enterprise Web Administration online help.

## Mobile Agent Connect Tone

As of Release 7.5(1), when an agent is working as a mobile agent in the nailed up configuration, the system will be able to play them a tone via their headset when a new call is connected.

## DSCP Tagging in VRU PIM (PG to IP IVR and Unified CVP Link)

Configurable DSCP marking and CS precedence levels have been implemented in the VRU PG's PIM setup in IPCC. In System IPCCE, the Web Administration tool allows customers to override the default DSCP registry setting for each IVR Controller.

For additional information see the discussion of the VRU PIM configuration in the *ICM Setup and Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

## DSCP Tagging in CallManager PIM (PG to CTI Manager)

Release 7.5(1) supports DSCP tagging between the CallManager PIM and Unified Communications Manager's CTI Manager.

## Unified Contact Center Management Portal Enhancement

With this release, Unified Contact Center Management Portal now provides

- Support for System IPCC Enterprise
  - Automatically configures ICM deployment type
  - User interface when using System IPCCE shows only supported resources
  - Unified Person/Agent provisioning when using System IPCCE
  - CCMP may be deployed co-resident with the System IPCCE AW/HDS

- Support for a dual provisioning workflow in which CCMP does not write to Cisco Unified Communications Manager
- External Authentication / Single Sign-on (SSO)
  - Enables single sign-on when deployed with a Microsoft Windows 2003 Active Directory environment
  - Removes the necessity to login to CCMP separately
  - Provides a unified single sign-on solution for IPCC deployments that use Active Directory to secure agent and user desktops
  - Optional capability allows individual deployments to choose single sign-on or separate CCMP sign-on according to business needs
  - Restrictions on user access still handled by CCMP Security Manager tool
- Ability to Add Custom Links to CCMP Top Menu
  - Ability to invoke required external web applications without leaving CCMP
  - Provides appearance of a single integrated application
- Security Manager User Interface Enhancements
  - Simplifies workflow by using tabbed interfaces
  - Includes Global security under Security Manager
  - Reduces navigational overhead with new ‘pop-up’ for assigning permissions
  - Reduces training requirements by using same interface for assigning folder roles, adding members to groups, adding members to global roles
- CCMP Enables Agents to Manage Their Own Passwords
  - This functionality extends even to agents who do not have CCMP logins.
  - CCMP users with the appropriate security permissions may change the passwords of other agents.
- Support for CCMP within a Unified CCE Parent / Child deployment.

Exclusions: the Parent must be Unified CCE (not ICME) and the Child cannot be Unified CCX.

## UCCMP Upgrade

It is possible to upgrade the Unified Contact Center Management Portal from Release 7.x to Release 7.5. This will require you to upgrade your servers from SQL Server 2000 to SQL Server 2005 (either Standard or Enterprise edition). Full instructions on the upgrade process can be found in the *Installation Guide for Unified Contact Center Management Portal*.

## Support Split System PGs and IPCC Gateway PGs over the WAN

Previously, clustering over the WAN with IPCCE System PG was not supported. As of Release 7.5(1), it is supported.

For discussion of this deployment, see the *Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND)* manual.

## Performance and Sizing Characterization

Performance and sizing characterization in the *Cisco Unified Contact Center Enterprise Solution Reference Network Design (SRND)* manual have been improved. The improvement has been in such areas as agent counts, call volumes, PG counts, VRU Port counts, number of peripherals per CTI OS Server and maximum number of AW Distributors that can be supported.

## Outbound Option

A sufficient number of changes have taken place for Outbound Option that they are discussed in a separate section: [Outbound Option, page 15](#).

## ICM Hosted Edition

In addition to supporting the above listed (ICM Enterprise) features, ICM Hosted Edition also has the following enhancement.

- [Improved Stack/Memory Allocation, page 14](#)

## Improved Stack/Memory Allocation

This improves CallRouter performance in a NAM environment.

## IPCC Hosted Edition

IPCC Hosted Edition supports many of the above listed (IPCC Enterprise and ICM Hosted) features.

## Upgrade

Direct upgrades are allowed only from Release 7.x (at least 7.0SR4) to Release 7.5.

When planning your upgrade, plan to move to a Maintenance Release with a release date NEWER than than the Maintenance Release from which you started (available via the MR download page on [cisco.com](http://cisco.com)).

Generally, for specifics on the upgrade process, refer to the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

However, for specifics on the System IPCCE upgrade process, refer to the *Upgrade Guide for Cisco Unified System Contact Center Enterprise*.

For specifics on the hardware (including RAID) requirements, and on Windows operating system requirements, refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(1)*.

For enhancements to EDMT, see [Enhanced Data Migration Tool \(EDMT\), page 8](#).

## Outbound Option

Enhancements to Outbound Option include the following. Also see [Co-location of Outbound Controller with the Agent/IVR Controller in System IPCCE](#), page 12.

- [Registry Changes in Setup](#), page 15
- [Documentation Feedback](#), page 45
- [Avaya ACD No Longer Supported](#), page 17
- [Configuration](#), page 17
- [Hard Coding of Time Zones Removed](#), page 17
- [Outbound Option Imports](#), page 17
- [Improved Campaign Import Error Handling](#), page 17
- [New and Augmented Report Templates](#), page 17
- [Improved Documentation](#), page 17
- [OutboundControl Variable Values](#), page 17

## Registry Changes in Setup



### Caution

---

The upgrade will change Dialer registry keys. Cisco strongly encourages Outbound Option customers to back up their ICM registry hive on the Dialer before upgrading.

---

Upgrading to IPCCE 7.5 will result in the following registry changes, which will change the behavior of your Outbound Option system as described below.

### Dialer component

CancelDialingCalls: new default 0 (old default 1)

- This will result in the default behavior of the dialer component not cancelling calls that have started ringing. The default behavior used to be that the dialer would cancel ringing calls if no agents were available.

EnableCallType: deleted key

- This relates to what PeripheralCallType will be shown in the Termination Call Detail record for calls placed by the dialer component. Some enhanced peripheral call types were added in IPCCE 7.0, and now these are the default and only option for Outbound Option peripheral call types. Refer to the termination call detail in the Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise & Hosted or the Schema online help for more information.

TimeToWaitForMRIResponse: Change default to 600 (10 minutes) and increase to 600 for any values currently less than 600 when upgrading. (Old default was 60 seconds / one minute.)

- This change was effected so that the dialer reservation scripts would more easily allow queuing of the dialer component's reservation call for agent campaigns, especially personal callbacks.

## Call Progress Analysis (CPA) registry changes

Feedback from customers has resulted in new recommendations for the following CPA settings. If you have modified your CPA settings to meet your business needs, you should backup these settings in the Dialer hive in the registry before performing the upgrade to 7.5.

CPAAnalysisPeriod=2500 (old default 1592)  
 CPAMaxTimeAnalysis=3000 (old default 8000)  
 CPAMinSilencePeriod=375 (old default 608)  
 CPAMaxTermToneAnalysis=15000 (old default 30000)  
 CPANoiseThresholdPeriod=100 (old default 32)  
 CPAJitterBufferDelay=150 ms (old default 100 ms)

The following trace settings will enable dialer tracing by default. It used to be that the dialer logs would default to minimum. This will allow for easier debugging if there are issues requiring technical assistance from your support provider.

EMSTraceMask = FF  
 EMSUserData = FFFF  
 DebugDumpAllCalls: 1  
 DebugDumpAllEvents: 1

## Campaign Manager component (on Logger Side A platform)

PersonalCallbackEnabled: delete key

- The personal callback option will be enabled as an option globally by default. It can be enabled or disabled at the campaign level.

Trace Setting will be changed to enable tracing by default. This will result in quicker response times when working with your support provider on troubleshooting system issues.

EMSTraceMask = FF  
 EMSUserData = FFFF

## Import component (on Logger Side A platform)

Trace Setting will be changed to enable tracing by default. This will result in quicker response times when working with your support provider on troubleshooting system issues.

EMSTraceMask = FF  
 EMSUserData = FFFF

## Campaign Query Rule Real Time Updates

Previously, campaign query rule real time count statistics were only reset after new exports or when the Campaign Manager was restarted. They are now reset daily at the same time that the Dialer real time daily statistics are refreshed.



## Avaya ACD No Longer Supported

As of Release 7.5(1), Outbound Option will no longer support the Avaya DEFINITY ACD.

If you wish to retain the Dialer that supports the Avaya DEFINITY ACD, the Dialer and its associated PG (even if the PG is on a different box), must remain at Release 7.2. The 7.2 Dialer will work with a Campaign Manager that has been upgraded to 7.5. (If you want to drop the Dialer, but keep the PG, you can use Setup to remove the Dialer, then upgrade the PG to 7.5.)

## Configuration

In the Campaign table, the data type for the AbandonPercent field has changed from DBINT to DBFLT8.

## Hard Coding of Time Zones Removed

The Outbound components have been modified to use Microsoft libraries. The daylight saving time zone is configured for each outbound campaign. The daylight saving time zone rules in the Microsoft libraries will determine when the daylight saving time will switch over or back for those customer time zones observing daylight saving time.

## Outbound Option Imports

The validation of Outbound Option imports was modified to be more consistent in its validation. A record will be rejected if the field lengths, or character sets, are determined to be invalid. If the last name for a contact exceeds 20 characters or the first name for a contact exceeds 10 characters, then that record will be excluded from the import. The previous behavior was to truncate the name and allow it to be dialed.

## Improved Campaign Import Error Handling

The import trace file for both Do Not Call (DNC) and Campaign import have been enhanced to provide more detail regarding number of good/bad records and the name of the table it is being imported into.

## New and Augmented Report Templates

See [Reporting](#), page 18.

## Improved Documentation

The documentation for Outbound Option has been revised, restructured, and re-organized in order to improve completeness and ease of use. It now consists of a single manual: *Outbound Option Guide for Cisco Unified Contact Center Enterprise & Hosted*, which can be accessed from [http://www.cisco.com/en/US/products/sw/custcosw/ps524/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps524/tsd_products_support_series_home.html)

## OutboundControl Variable Values

PREDICTIVE\_BLENDED does nothing different from PREDICTIVE\_ONLY.

PREVIEW\_BLENDED does nothing different from PREVIEW\_ONLY.

PROGRESSIVE\_BLENDED does nothing different from PROGRESSIVE\_ONLY.

PREVIEW\_DIRECT\_BLENDED does nothing different from PREVIEW\_DIRECT\_ONLY.

Blending of outbound campaign calls and inbound calls is managed using Outbound Percentage to determine how many agents you want to be available.

## Reporting

- [Translation Route Enhancements, page 18](#)
- [Outbound Option Enhancements, page 18](#)

### Translation Route Enhancements

Two new templates have been created to help support the Translation Route enhancements.

- trroute11: Translation Route Counts Half Hour Report
- trroute12: Translation Route Counts Daily Report

### Outbound Option Enhancements

New templates have been created:

- camqry20: Campaign Consolidated Half Hour Report
- camqry21: Campaign Consolidated Daily Report
- camqry22: Campaign Consolidated Detailed Half Hour Report
- camqry23 Campaign Consolidated Detailed Daily Report
- camqry12: Summary of attempts per Campaign Half Hour Report
- camqry13: Summary of attempts per Campaign Daily Report
- camqry14: Breakdown of attempts (%) per Campaign Half Hour Report
- camqry15: Breakdown of attempts (%) per Campaign Daily Report
- dialer11: Dialer Ports Summary Half Hour Report
- dialer12: Dialer Ports Summary Daily Report

An existing template has been enhanced:

- imprul10: Import Rule History  
Two new fields have been added to show the number of records that were imported into dialing lists, and to show the number of records which did not match a known region prefix and so would be assigned to the default time zone for the campaign.

## ICM Database Schema Changes, Release 7.2(1) to Release 7.5(1)

This section indicates the changes made to the ICM/IPCC Database Schema between Release 7.2(1) and Release 7.5(1). Refer to the *Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise & Hosted* for descriptions of the new tables and fields.

**Note**

Schema changes between Release 7.0(0) and Release 7.1(1) can be found in the *Release Notes for Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.1(1)*. Schema changes between Release 7.1(1) and Release 7.2(1) can be found in the *Release Notes for Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.2(1)*.

- [Table Added, page 19](#)
- [Tables Added and Reserved for Future Use, page 19](#)
- [Tables Changed: Fields Added, page 19](#)
- [Tables Changed: Fields Changed, page 20](#)
- [Table Changed: Field Removed, page 21](#)
- [Tables Changed: Fields Added but Reserved for Future Use, page 21](#)

**Table Added**

Tranlsation\_Route\_Half\_Hour

**Tables Added and Reserved for Future Use**

Campaign\_Real\_Time  
 Campaign\_Half\_Hour  
 Dialer\_Skill\_Group\_Real\_Time  
 Dialer\_Skill\_Group\_Half\_Hour

**Tables Changed: Fields Added****Campaign Table**

PredictiveCorrectionPace  
 PredictiveGain

**Dialer\_Half\_Hour Table**

AllPortsBusyCountToHalf  
 DialingTimeToHalf  
 IdlePortTimeToHalf  
 ReservePortTimeToHalf

**Dialer\_Real\_Time Table**

RegisteredPorts

**ECC\_Payload Table**

SystemDefined

**ICR\_Globals Table**

CompatibleECCPayloadRules  
EnableHHThrottle  
PasswordType

**Import\_Rule\_History Table**

ImportedToDialingListCount  
UnmatchedRegionPrefixCount

**Network\_Vru Table**

ECCPayloadID

**Route\_Call\_Detail Table**

ECCPayloadID

**Skill\_Group\_Half\_Hour Table**

CampaignID

**Termination\_Call\_Detail Table**

ECCPayloadID

**Tables Changed: Fields Changed**

**Campaign Table**

AbandonPercent  
DBINT to DBFLT8

**Dialer Table**

PortThrottle  
DBINT to DBFLT8

**Dialer\_Half\_Hour Table**

FutureUseInt1  
This field is temporarily being used to report the number of reservation calls that this Dialer attempted during this half hour.

FutureUseInt2  
This field is temporarily being used to record the amount of time all dialer ports were busy during this half hour. The time is recorded in seconds.

**Routing\_Client Table**

DialedNumberLabelMapPresent  
 DBCHAR to DBSMALLINT  
 data migration impact: change Y to 2; N to 0

- 0 – Not to use DN/Label map
- 1 – Use DN/Label map for labels, excluding translation route labels
- 2 – Use DN/Label map for all labels, including translation route labels

**Table Changed: Field Removed****Dialer\_Detail Table**

CallbackTimeZone

**Tables Changed: Fields Added but Reserved for Future Use****Blended\_Agent\_Options Table**

CPAAnalysisPeriod (RESERVED)  
 CPAMinSilencePeriod (RESERVED)  
 CPAMaxTimeAnalysis (RESERVED)  
 CPAMinimumValidSpeechTime (RESERVED)  
 CPAMaxTermToneAnalysis (RESERVED)  
 CPAJitterBufferDelay (RESERVED)  
 PcbAllowedSaturday (RESERVED)  
 PcbAllowedSunday (RESERVED)  
 PcbBusyRetry (RESERVED)  
 PcbCheckRecords (RESERVED)  
 PcbMaxAttempts (RESERVED)  
 PcbMode (RESERVED)  
 PcbNoAnswerRetry (RESERVED)  
 PcbNoAnswerRingLimit (RESERVED)  
 PcbPurgeRecords (RESERVED)  
 PcbPurgeStatus (RESERVED)  
 PcbRecordsToCache (RESERVED)  
 PcbReserveRetry (RESERVED)  
 RescheduleCallbacks (RESERVED)

## Campaign Table

CancelledCallRetryTime (RESERVED)  
 CancelRinging (RESERVED)  
 CloseAbandonedToIVR (RESERVED)  
 CPAAnalysisPeriod (RESERVED)  
 CPAMaxTermToneAnalysis (RESERVED)  
 PredictiveHistoricGain (RESERVED)  
 PredictiveLowAbandonGain (RESERVED)

## Campaign\_Query\_Rule\_Half\_Hour Table

CampaignOutOfNumbersToHalf (RESERVED)  
 LowNoiseVolumeToHalf (RESERVED)  
 QueryRuleActiveTimeToHalf (RESERVED)

## Campaign\_Query\_Rule\_Real\_Time Table

AbandonDetectTo5 (RESERVED)  
 AbandonDetectToHalf (RESERVED)  
 AbandonToIVRTo5 (RESERVED)  
 AbandonToIVRToHalf (RESERVED)  
 AgentClosedDetectTo5 (RESERVED)  
 AgentClosedDetectToHalf (RESERVED)  
 AgentRejectedDetectTo5 (RESERVED)  
 AgentRejectedDetectToHalf (RESERVED)  
 AnsweringMachineDetectTo5 (RESERVED)  
 AnsweringMachineDetectToHalf (RESERVED)  
 BusyDetectTo5 (RESERVED)  
 BusyDetectToHalf (RESERVED)  
 CallbackCountTo5 (RESERVED)  
 CallbackCountToHalf (RESERVED)  
 CancelledDetectTo5 (RESERVED)  
 CancelledDetectToHalf (RESERVED)  
 ContactsAttemptedTo5 (RESERVED)  
 ContactsAttemptedToHalf (RESERVED)  
 CustomerAbandonDetectTo5 (RESERVED)  
 CustomerAbandonDetectToHalf (RESERVED)  
 CustomerNotHomeCountTo5 (RESERVED)  
 CustomerNotHomeCountToHalf (RESERVED)  
 FaxDetectTo5 (RESERVED)

FaxDetectToHalf (RESERVED)  
 LowNoiseVolumeToday (RESERVED)  
 LowNoiseVolumeTo5 (RESERVED)  
 LowNoiseVolumeToHalf (RESERVED)  
 NetworkAnsMachineDetectTo5 (RESERVED)  
 NetworkAnsMachineDetectToHalf (RESERVED)  
 NoAnswerDetectTo5 (RESERVED)  
 NoAnswerDetectToHalf (RESERVED)  
 NoDialToneDetectTo5 (RESERVED)  
 NoDialToneDetectToHalf (RESERVED)  
 NoRingBackDetectTo5 (RESERVED)  
 NoRingBackDetectToHalf (RESERVED)  
 PendingRecordsZone1 (RESERVED)  
 PendingRecordsZone2 (RESERVED)  
 PendingRetryRecordsZone1 (RESERVED)  
 PendingRetryRecordsZone2 (RESERVED)  
 PersonalCallbackCountTo5 (RESERVED)  
 PersonalCallbackCountToHalf (RESERVED)  
 QueryRuleActive (RESERVED)  
 SITtoneDetectTo5 (RESERVED)  
 SITtoneDetectToHalf (RESERVED)  
 TalkTimeToHalf (RESERVED)  
 VoiceDetectTo5 (RESERVED)  
 VoiceDetectToHalf (RESERVED)  
 WrapupTimeToHalf (RESERVED)  
 WrongNumberCountTo5 (RESERVED)  
 WrongNumberCountToHalf (RESERVED)

## Dialer Table

CPAREcordWaveFile (RESERVED)  
 CPAAnalysisPeriod (RESERVED)  
 CPAMaxTimeAnalysis (RESERVED)  
 CPAMaxTermToneAnalysis (RESERVED)  
 CPAMinimumValidSpeechTime (RESERVED)  
 CPAMinSilencePeriod (RESERVED)  
 CPAJitterBufferDelay (RESERVED)  
 PortThrottle (RESERVED)  
 PredictiveCorrectionPace (RESERVED)

PredictiveGain (RESERVED)  
PredictiveHistoricGain (RESERVED)  
PredictiveLowAbandonGain (RESERVED)

#### **Dialer\_Half\_Hour Table**

LowNoiseVolumeToHalf (RESERVED)

#### **Dialer\_Real\_Time Table**

AllocatedPorts (RESERVED)  
AllPortsBusyToday (RESERVED)  
AllPortsBusyToHalf (RESERVED)  
ContactsDialedToHalf (RESERVED)  
CTI\_Status (RESERVED)  
CustomerPortTimeToday (RESERVED)  
CustomerPortTimeToHalf (RESERVED)  
DialerStatus (RESERVED)  
IdlePortTimeToday (RESERVED)  
IdlePortTimeToHalf (RESERVED)  
MRStatus (RESERVED)  
ReservePortTimeToday (RESERVED)  
ReservePortTimeToHalf (RESERVED)  
SITtoneDetectToHalf (RESERVED)  
VoiceDetectToHalf (RESERVED)

#### **Person Table**

PasswordChangeRequired (RESERVED)  
PasswordLastChangedTime (RESERVED)

## **User Documentation Changes**

This section discusses changes and additions to the ICM/IPPC Enterprise and Hosted Editions software documentation set.

- [Documentation Updates, page 25](#)
- [New Outbound Option Manual, page 25](#)
- [New System IPCCE Upgrade Manual, page 25](#)
- [Clarification on Some Agent\\_Skill\\_Group\\_Half\\_Hour and Skill\\_Group\\_Half\\_Hour Fields, page 25](#)
- [Unified Contact Center Management Portal: Agent Password Reset, page 25](#)
- [Configuration Parameters for Routing Client on INCRP NIC, page 26](#)
- [Enabling Mobile Agent in System IPCCE, page 26](#)



- [WebView: Online Help for Tasks Offered in Caltyp22, page 26](#)
- [Network VRU Explorer: Online Help for Network VRU Banks Tab, page 27](#)
- [User List Tool: Online Help, page 27](#)
- [Outbound Option: Online Help, page 28](#)

## Documentation Updates

Most of the manuals reflect new features, are labeled as 7.5(1) documents, and will be newly posted on cisco.com.

In the few cases where a manual did not require updating, the most recent version of the ICM/IPCCE/IPCCH manual still applies. For example, the *Setup and Configuration Guide for Cisco ICM Hosted Edition, Release 7.0(0)* is the appropriate manual to use with Release 7.5(1).

## New Outbound Option Manual

The documentation for Outbound Option has been revised, restructured, and re-organized in order to improve completeness and ease of use.

In particular, the two previous Outbound Option manuals, *Outbound Option Setup and Configuration Guide* and *Outbound Option User Guide*, have been combined into a single manual: *Outbound Option Guide for Cisco Unified Contact Center Enterprise & Hosted*.

## New System IPCCE Upgrade Manual

System IPCCE has never before required a full upgrade, since it was only introduced in release 7.0(0). A new manual has been produced to describe this process: *Upgrade Guide for Cisco Unified System Contact Center Enterprise*.

## Clarification on Some Agent\_Skill\_Group\_Half\_Hour and Skill\_Group\_Half\_Hour Fields

In the Schema documentation for the Agent\_Skill\_Group\_Half\_Hour and Skill\_Group\_Half\_Hour tables should be noted:

Because of rounding, the formula provided for LoggedOnTimeToHalf is not accurate. Ignore the formula.

Because of rounding, the various time element data such as AgentOutCallsTimeToHalf, HoldTimeToHalf, LoggedOnTimeToHalf (and so on) in the Agent\_Skill\_Group\_Half\_Hour table may differ slightly from the comparable data in the Skill\_Group\_Half\_Hour table. The data in the latter are more exact.

## Unified Contact Center Management Portal: Agent Password Reset

With Release 7.5(1), Unified CCMP provides a Change Your Agent Password page, from which agents can change their own passwords. This page is reached by navigating to the URL:

[http://<Portal Web Server>/Portal/agent\\_manage\\_password.aspx](http://<Portal Web Server>/Portal/agent_manage_password.aspx)

You do not need to have a Portal user account to use the Change Your Agent Password page.

To change a password:

1. Enter your Agent Username. This is the login name that you use to log into the peripheral.

2. Enter your old password.
3. Enter your new password, and confirm.

**Note**

If you have the same login and password as another agent on a different ICM, you will also be asked for your Agent ID. This is your internal extension number, and allows the system to differentiate between you and any other agent.

## Configuration Parameters for Routing Client on INCRP NIC

In Step 10 of the “How to define the INCRP NIC” subsection, in Chapter 3 of the *Setup and Configuration Guide for Cisco ICM Hosted Edition*, the following statement is made:

*If your NAM has multiple routing clients, ensure that each client is defined and that the ClientType field in the Routing Client record matches the client type of the NAM's NIC. In addition, the Configuration Parameter field for each record must contain the parameter*

***/CustomerID <RCID>***

*where <RCID> is the Routing Client ID of the matching routing client on the NAM, as defined in the SQL table.*

In fact, the /ssn switch is functionally equivalent to the /CustomerID switch.

**Note**

You **cannot** (nor do you need to) use both in the same configuration line, since one will override the other.

The “/CustomerID xxxx” configuration parameter is (by convention) used to map the remote NAM Routing Client xxxx with the local CICM Routing Client. (As stated, this is just a convention. If existing customers are using “/ssn xxxx”, where xxx is the Remote RCID, they have a functional configuration.)

An example would be a NAM-CICM system where the NAM has an Ss7InNic out to the carrier network. On the CICM, the INCRPNIC Routing Client (routing to the Ss7InNic) would have the configuration parameter “/CustomerID xxxx” where xxxx is the Ss7InNic's Routing Client ID on the NAM. On the NAM, the SS7InNic Routing Client may have an /ssn configuration parameter.

## Enabling Mobile Agent in System IPCCE

The online help page for configuring mobile agent in System IPCC mentions the need to check the ‘Enable Cisco Unified Mobile Agent’ check box in the ‘Edit Desk Setting’ page and choose the ‘Mobile agent mode’ from the drop down box.

However, it does not mention that you then need to re-run the CTI OS Server setup.

If CTI OS Server setup is not re-run at the end of the procedure currently described in the online help, Mobile Agent will not be enabled.

For a discussion of CTI OS Server setup and Mobile Agent, see the *CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

## WebView: Online Help for Tasks Offered in Caltyp22

The online help mistakenly provides the formula

Tasks offered (Call\_Type\_Half\_Hour.CallsOfferedHalf) = RouterCallsAbandQToHalf + ErrorCountToHalf + ICRDefaultRoutedToHalf + CallsHandledHalf + OverflowOutHalf + IncompleteCallsHalf + ShortCallsHalf + NetworkAnnouncementToHalf + ReturnBusyToHalf + ReturnRingToHalf+ NetworkDefaultRoutedToHalf + ReturnReleaseToHalf + CallsRONAToHalf + CallRoutedNonAgentToHalf

The correct formula is that of Completed Tasks which should balance with CallsOfferedHalf in the Call\_Type\_Half\_Hour table.

Completed task= sum(isnull(CTHH.CallsHandledHalf,0))  
 + sum(isnull(CTHH.TotalCallsAbandToHalf,0))  
 + sum(isnull(CTHH.IncompleteCallsHalf,0))  
 + sum(isnull(CTHH.ReturnBusyToHalf,0))  
 + sum(isnull(CTHH.ReturnRingToHalf,0))  
 + sum(isnull(CTHH.ICRDefaultRoutedToHalf,0))  
 + sum(isnull(CTHH.NetworkDefaultRoutedToHalf,0))  
 + sum(isnull(CTHH.OverflowOutHalf,0))  
 + sum(isnull(CTHH.CallsRONAToHalf,0))  
 + sum(isnull(CTHH.ReturnReleaseToHalf,0))  
 + sum(isnull(CTHH.CallsRoutedNonAgentToHalf,0))  
 + sum(isnull(CTHH.ShortCallsHalf,0))  
 + sum(isnull(CTHH.AgentErrorCountToHalf,0))  
 + sum(isnull(CTHH.ErrorCountToHalf,0))

The formula is correctly given in the manual *WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted*.

## Network VRU Explorer: Online Help for Network VRU Banks Tab

No online help is provided for the Network VRU Banks tab.

A discussion of this tab is provided in the *ICM Configuration Guide for Cisco Unified ICM Enterprise*.

## User List Tool: Online Help

The online help for the User List Tool needs to be updated. The following buttons have been added to the User List Box:

Next - Enabled when a retrieve operation retrieves more than 100 users from the ICM database. Clicking **Next** displays the next 100 users.

Previous - Enabled when a retrieve operation retrieves more than 100 users from the ICM database. Clicking **Previous** displays the previous 100 users.

First - Enabled when a retrieve operation retrieves more than 100 users from the ICM database. Clicking **First** displays the first 100 users.

Last - Enabled when a retrieve operation retrieves more than 100 users from the ICM database. Clicking **Last** displays the last 100 users.

Go To Page/Go - The **Go To Page** field allows you to enter a page number to display a page of retrieved ICM users. Enter the page number in the **Go To Page** field, then click **Go** to display the page.

## Outbound Option: Online Help

The explanation of the Reschedule Callback Mode pulldown menu on the Campaign General tab lists one of the selections on this pulldown menu as Use the Campaign DN. The actual text of this menu selection in the user interface reads Use the Alternate VDN.

## Important Notes

- [Installation over Network is Unsupported, page 29](#)
- [Installation/Upgrade, Maintenance Releases, and Engineering Specials, page 29](#)
- [Unexplained Time Lapse During Installation, page 29](#)
- [Documentation Feedback, page 45](#)
- [Time Zone and Daylight Savings Time Updates, page 30](#)
- [Documentation Feedback, page 45](#)
- [NAM Replication, page 31](#)
- [Network Consultative Transfer Limited to 3-party Conference, page 31](#)
- [Support for Cisco Unified E-Mail and Web Interaction Manager, page 32](#)
- [Cannot Migrate a Machine to a New Domain in Release 7.x, page 32](#)
- [Outbound Option: Call Progress Analysis \(CPA\) Settings, page 32](#)
- [Outbound Option: Change in RouterCallsOfferedToHalf in Skill\\_Group\\_Half\\_Hour Table, page 32](#)
- [Attempting Fresh Install for System IPCCE, page 33](#)
- [Quality of Service \(QoS\), page 33](#)
- [Behavior Change in Node Manager Pending Shutdown / Windows Stopshut, page 33](#)
- [Manual Intervention to Restart ICM Processes after an Exception, page 33](#)
- [Web Agent Re-Skilling Restrictions for IPCC Hosted Edition, page 34](#)
- [IPCC Express/PG Co-Residency, page 34](#)
- [System IPCC Enterprise Deployment Not Supported with IPCC Hosted Edition, page 34](#)
- [System IPCC Enterprise and Database Installation, page 34](#)
- [System IPCC Enterprise Deployment Installation and CTI OS Server, page 34](#)
- [System IPCC Enterprise Service Release Installation, page 35](#)
- [System IPCC/Unified CVP Support and CallManager Event Flow Issue, page 35](#)
- [Parent/Child with Unified CVP: Caveats, page 35](#)
- [IPCC Enterprise 7.5\(1\) Support for Cisco Unified CallManager / Communication Manager Features, page 36](#)
- [Using SIP for Mobile Agent and Unified CVP, page 36](#)
- [Dual-Monitor Systems and Script Editor/ISE, page 36](#)

- [Unified Contact Center Management Portal Co-Residency Security Settings, page 37](#)
- [Symposium PG with AAS: AAS Does Not Become Active, page 37](#)
- [CallManager 4.x Consideration for External Calls in IPCC Enterprise, page 37](#)
- [Security Hardening Blocks SSL Connections from Internet Explorer 6, page 38](#)
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- [Microsoft .NET Framework 3.5 Hangs During Installation, page 35](#)
- [MCS-7845I / MCS-7845-I1-CC1 NIC Controller PnP Issue, page 39](#)
- [WebView: Closing Graphical Webview reports in Windows Vista, page 39](#)
- [Sybase InfoMaker 10.2 is End of Life \(EoL\), page 39](#)
- [Documentation Feedback, page 45](#)

## Installation over Network is Unsupported

Running ICM setup or System IPCCE install over the network is unsupported. You must either run the installer from the install media (DVD) or copy the installer directory to the target machine and then run from the local machine. Various and miscellaneous errors can occur during installation over the network. Keep in mind that 7.5(1) is a full installation and there is no rollback if installation fails part way through install or upgrade.

Should you encounter difficulties while upgrading and wish to return to your previous version, refer to the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* or *Upgrade Guide for Cisco Unified System Contact Center Enterprise*, as relevant.

## Installation/Upgrade, Maintenance Releases, and Engineering Specials

When you install/upgrade to Release 7.5, all existing Maintenance Releases (MRs) and Engineering Specials (ESs) are removed. After installing/upgrading to 7.5(1), you must also install the latest Maintenance Release (MR) that has been released following 7.5(1), that is, the latest 7.5(x), to ensure that you have the latest fixes.

For any Engineering Specials (ESs) applied to your existing environment, please confirm each bug fix via Bug Toolkit

(<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>)

with respect to your planned upgrade to 7.5(1) plus the latest 7.5(x) MR.

## Unexplained Time Lapse During Installation

If, during installation of Release 7.5(1), excessive time has passed with nothing happening, it may be that a message box has lost focus and is now in the background. This is most likely due to a click elsewhere on the screen.

Check the task bar for the message box. You may be required to click something, such as OK.

## Remote Desktop Not Supported for Installation or Upgrade

Remote Desktop must not be used to install or upgrade ICM Enterprise, ICM Hosted, IPCC Enterprise, IPCC Hosted.

Remote Desktop can be used for remote administration.

## Time Zone and Daylight Savings Time Updates

Many Cisco contact center products and/or components use Java technology in their implementation. For each server upon which Java-based components are installed, the appropriate Java Runtime Environment (JRE) or Java Development Kit (JDK) is also installed during the product installation process. Due to a plethora of worldwide changes to time zones, daylight savings time implementation changes including start/stop dates and times (and many done with very little advance warning), it is difficult for Cisco to keep pace with changes and provide patches and/or guidance for compliance. It is therefore suggested that after the installation/upgrade of any of the products listed below, the person who performed the installation/upgrade should download and apply the latest version of the Sun JDK DST Timezone Update Tool — TZUpdater — to each server on which each of these Java-based products are installed.

- WebView Enterprise Reporting
- System IPCCE / SCCE Web Administration
- Configuration Management Service (CMS) (if enabled on the Admin Workstation)
- System IPCCE / CCE Agent Reskilling Web Tool
- IPCC / CCE (CallManager) Peripheral Gateway (JTAPI Gateway)
- CTI Toolkit Java Integration Library API (JavaCIL)
- E-Mail Interaction Manager (EIM)
- Web Interaction Manager (WIM)
- Contact Center Management Portal (CCMP)
- Cisco Agent Desktop (CAD) Enterprise Service
- CAD-BE
- IP Phone Agent

## Unified CCMP: Initialize Local DB Synchronization Issue

When configuration data in the AW is refreshed, it causes a number of tables to have contents removed and re-added in bulk. If the CCMP data import service is left running while this operation is happening, then it may be possible to hit a race condition causing the system to flag items in the CCMP database as no longer existing. When ICM has successfully loaded its configuration from the logger, then the items will be picked up by the data import service and re-created in CCMP. Newly created items will be added to the relative tenant folder or the un-allocated folder, depending on the systems configuration.

To avoid the possibility of this occurring, stop the CCMP data import server service while running the Initialize local DB tool.

For the latest information on this problem, access [CSCsu29126](#) through Bug Toolkit.



Note

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This defect has been resolved in Maintenance Release 7.5(3).

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## NAM Replication

This applies to both regular NAM/CICM and Multiple NAM deployments.

When installing or upgrading the Cisco Unified Intelligent Contact Manager (ICM) Hosted Edition to ICM 7.0 and later, the CICR replication process (CRPL) does not have the proper rights and permissions to allow it to make configuration updates to the customer instances (CICM) and the slave NAM instance without configuring Active Directory.

This configuration entails adding the Provisioning NAM's logger service accounts to the service groups of the CICMs and the slave NAM. This way the Provisioning NAM's service account will have permissions to update the databases of the CICM and the slave NAM.

The Service Account Manager allows you to automate this process. See the discussion of the Service Account Manager (specifically “Setting Service Account Memberships for NAM/CICM Replication”) in the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

A typical use of this functionality would be through two batch files (one for the A side and the other for the B side) where there would be an entry for each CICM or slave NAM as a destination. Each time ICM setup is executed, a run of the batch file would follow to configure the Active Directory permissions properly.

## Network Consultative Transfer Limited to 3-party Conference

Network Consultative Transfer (NCT), as the name implies, is intended primarily for one agent to consult with a second agent before transferring a call to the second agent.

However, with limitations, NCT can also be used for conferencing.

4-party network conferences are not directly supported. A party in a 3-party conference that has initiated a Network Consultative Transfer (NCT), can not initiate another NCT.

For example:

1. Caller calls Agent 1.
2. Agent 1 answers the call.
3. Agent 1 initiates NCT to Agent 2.
4. Agent 2 answers the call.
5. Agent 1 completes the conference.
6. Caller, Agent 1 and Agent 2 are in conference.
7. Agent 1 cannot initiate another NCT to another agent.

However:

8. Agent 2 can initiate NCT to Agent 3.

Thus, although Agent 1's desktop would show a 3-party conference, and Agent 2's desktop would show a 3-party conference, there would be—in effect—a 4-party conference.

## Support for Cisco Unified E-Mail and Web Interaction Manager

Cisco Unified E-Mail Interaction Manager (EIM) and Web Interaction Manager (WIM) are not currently supported with Release 7.5(1). A future version of Unified EIM and WIM is expected to be compatible with 7.5. Customers who have Unified EIM or WIM integrated with ICM software should wait for a compatible EIM/WIM release before upgrading their systems. (When a compatible release is available, it will be announced as part of the release.)

## Cannot Migrate a Machine to a New Domain in Release 7.x

When upgrading to Release 7.0 from earlier versions (for example, 5.0 or 6.0), it was possible to migrate a machine to a new domain using the domcvt utility prior to the upgrade. As such, it was possible to do this as part of a technology refresh upgrade, as long as the migration was done prior to the upgrade. However, Cisco has not provided support for migrating a machine to another domain in Releases 7.0, 7.1 or 7.2. This has not changed in 7.5(1). It is expected that this support will be added after Release 7.5(1) ships. At that time, customers will be able to migrate a machine to a new domain, for example, during a technology refresh upgrade to 7.5(1).

## Outbound Option: Call Progress Analysis (CPA) Settings

As of Release 7.5(1), the default CPA settings have changed. These new default settings were determined to have the best results for most customers. These settings will be implemented for all upgrades, as well as new installations.

If you are performing an upgrade, and wish to keep the older settings, you should save them before upgrading.

The new (and old) default settings are:

CPAAnalysisPeriod=2500 (old default 1592)  
 CPAMaxTimeAnalysis=3000 (old default 8000)  
 CPAMinSilencePeriod=375 (old default 608)  
 CPAMaxTermToneAnalysis=15000 (old default 30000)  
 CPANoiseThresholdPeriod=100 (old default 32)  
 CPAJitterBufferDelay=150 ms (old default 100 ms)

These fields can be found in the Dialer component under this key:  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ba1\Dialer

Add any new registry entries and their defaults to registry.c

## Outbound Option: Change in RouterCallsOfferedToHalf in Skill\_Group\_Half\_Hour Table

CallsHandled is included in the calculation of the field RouterCallsOfferedToHalf in the Skill\_Group\_Half\_Hour Table in the ICM Database Schema.

As of Release 7.5(1), CallsHandled no longer includes dialer reservation calls.

If you are interested in balancing RouterCallsOfferedToHalf in campaign skill groups, use the field ReserveCallsToHalf in the Skill\_Group\_Half\_Hour Table



## Attempting Fresh Install for System IPCCE

If you get the following message when you are trying to do a fresh install of System IPCCE:

“Database ipcc\_sideA does not exist on this system. Please run Enhanced Data Migration Tool and select Technology refresh.”

where “ipcc\_sideA” could be replaced by any of the databases, then your machine is not really clean.

Use regedit to remove \SOFTWARE\Cisco Systems, Inc.\ICM.

## Quality of Service (QoS)

ICM Release 7.5(1) supports DSCP (Diffserv Codepoint) marking, and if deployed with Windows Packet Scheduler, 802.1p marking and traffic shaping for both the private and public network interface.

Enabling ICM QoS with Windows Packet Scheduler requires that the NIC adaptors NOT be configured with more than one IP address because of a restriction in the Windows Packet Scheduler.

Another restriction of using Windows Packet Scheduler is that the shaping bandwidth reservation cannot exceed 80% of the NIC bandwidth, and this may limit the number of customer instances to be installed in a hosted environment.

Note that the use of UDP heartbeat is replaced with TCP keep-alive when QoS is enabled in ICM.

## Behavior Change in Node Manager Pending Shutdown / Windows Stopshut

In Windows Server 2003, Microsoft has disallowed local logon once a system shutdown has been initiated. Therefore, an ICM/IPCCE Node Manager initiated shutdown can no longer be canceled (via “stopshut” or “shutdown /a”) from the local machine unless a user with local administrative privileges is already logged in.

Cancellation of a pending shutdown (including that as initiated by the ICM/IPCCE Node Manager) can be achieved by remote invocation from a remote host (“shutdown /a /m” if from Windows Server 2003; syntax varies by Windows operating system) assuming the remote login is properly authenticated as an administrator privileged for the domain.

Conversely, if Support Tools for ICM/IPCCE is deployed, the standard tools “stopshut” option may be used to cancel shutdown on the node in question (Support Tools node agent required).

Remote Desktop can also be used to remotely establish a terminal session and issue the stopshut command.

This restriction is specific to the Windows Server 2003 environment and is due to a Microsoft change in local terminal access while a shutdown is pending. See CSCsa39018 for more detail.

## Manual Intervention to Restart ICM Processes after an Exception

Sometimes, manual intervention is required to restart ICM Processes after an exception. This error can be suppressed by setting a registry value.

If you want to suppress the Windows exception, The following must be done:

Set the registry key value to 2 for the registry key "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Windows\ErrorMode".

For more information, please refer to link: <http://support.microsoft.com/kb/128642>

## Web Agent Re-Skilling Restrictions for IPCC Hosted Edition

The web-based interface for re-skilling agents is installed on a Distributor AW and can only communicate with the Distributor's primary instance. If users want to do web-based re-skilling on multiple instances, they must install a separate Distributor for each instance.

## IPCC Express/PG Co-Residency

When a PG is installed on an IPCC Express server, its SNMP data is not available. The PG is installed with the IPCC Enterprise SNMP infrastructure, but IPCC Express (CRS) uses the Windows SNMP infrastructure. Since the two SNMP infrastructures are not compatible, only the CRS or the PG SNMP data can be made available, not both. As a result, only the CRS SNMP data is available on a server hosting both CRS and a PG.

Note that, in this configuration only, the PG may be installed on the Cisco IPT operating system version supported by IPCC Express.

## System IPCC Enterprise Deployment Not Supported with IPCC Hosted Edition

IPCC Hosted Edition does not support System IPCC Enterprise deployment.

## System IPCC Enterprise and Database Installation

System IPCC servers must not be partitioned.

If you have partitioned your System IPCC server, the System IPCC installer may report the following error on installation:

"Internal error creating databases. It is possible that you do not have sufficient hard drive space available for the databases.

Reinstall the operating system on a single drive.

## System IPCC Enterprise Deployment Installation and CTI OS Server

- The System IPCC Enterprise deployment installer automatically installs CTI OS Server on the Agent Controllers. In general, you should not run the CTI OS Server installer manually. Doing so may cause your installation to fail.
- However, you may need to re-run the CTIOS Server installer manually in order to enable Mobile Agent. If you do, make only the changes associated with enabling Mobile Agent. Leave all of the other settings alone.

- System IPCC Enterprise deployment does not support CTI OS QoS (QoS from CTI OS Client to CTI OS Server) as this turns off skill group and agent statistics.
- System IPCC Enterprise deployment does not support CTI OS Server – CTI OS Client security.

## System IPCC Enterprise Service Release Installation

When installing System IPCC Enterprise, the latest Service Release must be applied after installation has completed and before the Deployment Wizard has been run.

You must also install the latest CTI OS Server Service Release on the Agent/IVR Controllers.

## System IPCCE/Unified CVP Support and CallManager Event Flow Issue

The problem is that JTAPI API setObject fails to find a connection.

The associated CallManager defect ( CSCso74518 ) has been resolved in Unified Communications Manager 7.0, though the problem has been noticed in 5.x and 6.x.

The latter cases require application of a CallManager ES.

## Parent/Child with Unified CVP: Caveats

CSCsr39488 - TCP Offload Engine (TOE) was introduced in Windows 2003 SP2. This feature causes problems for CVP under load.

Recommendation is to disable TOE on the CVP Call Server machines as follows:

1. In registry go to  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
2. Set parameter EnableTCPChimney to 0
3. Reboot machine (this is required)

CSCsq94527 - Parent originated calls failing under load - reason busy

Resolved in CVP 4.1(1) ES12.

CSCsm26428 - CVP VRU PIM slow to fail over, ICM\_DIALOGUE\_FAILURE EVENT

Resolved in CVP 4.1(1) ES4.

CSCsq69199 - Parent orig calls w/ CVP blind xfer failing under load - TCD = 27

Resolved in Unified Communications Manager 7.0. For other CallManager releases, use the following workaround:

1. Enable ignore forward destination ini parameter by adding ApplicationIgnoresFwdDestination=1 in the jtapi.ini file on the System PG machine and restart the PG.
2. The jtapi.ini file is not there by default, so if it is not available you must create it using jtprefs. Select **Start > All Programs > CiscoJTAPI > Cisco Unified Communications Manager JTAPI Preferences**, which creates the jtapi.ini file in the same directory as jtapi.jar.

CSCso71829 - CallStatus Cleared after consult xfer, alternate, and xfer complete

Resolved in Unified Communications Manager 7.0. Other CallManager releases require application of a CallManager ES.

## IPCC Enterprise 7.5(1) Support for Cisco Unified CallManager / Communication Manager Features

IPCC Enterprise 7.5(1) supports the following features in Cisco Unified Communications Manager / Cisco Unified CallManager

1. if the feature is supported by a given release of Unified CM
2. if the release of Unified CM is supported by IPCC Enterprise 7.5(1) [see the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*]

Supported features are (assume that any feature not listed is not supported):

- CTI Manager and Support for fault tolerance
- Cisco CallManager Extension Mobility
- Blind/Single-Step Transfer (using Redirect)
- CiscoAddrInServiceEv or CiscoAddrOutOfServiceEv
- Multiple Calls per DN
- Transfer
- Conference
- Transfer to VoiceMail
- Network events
- SIP End Point Support
- QoS Support
- Monitoring & Recording

## Using SIP for Mobile Agent and Unified CVP

MTP resources must be enabled via CallManager on the SIP trunk, in order to use SIP for Mobile Agent and Unified CVP.

If MTP resources are not enabled, the caller will be automatically put on **Hold**.

For further information on MTP, see the *Cisco Unified Communications Manager System Guide*, which can be accessed from

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

## Dual-Monitor Systems and Script Editor/ISE

Drop-down menus in the Properties of certain script nodes cannot be accessed when the Script Editor, or Internet Script Editor (ISE), window is located on the non-primary display of a dual-monitor system.

You must keep the Script Editor or ISE window on the primary display.

## Cisco Security Agent and Windows Server 2003 Firewall

Installing or uninstalling the standalone Cisco Security Agent (CSA), which is provided free with Unified ICM/Contact Center Enterprise & Hosted, can change the state of the Windows Server 2003 built-in firewall. Installing standalone CSA disables the Windows firewall unless the firewall is enabled via the domain security policy. Uninstalling standalone CSA enables the Windows firewall unless the firewall is disabled via the domain security policy. Windows firewall can be enabled on Unified ICM/Contact Center Enterprise & Hosted servers with or without CSA installed; however, it must be configured properly. Refer to the Security Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted for more information on how to configure the Windows firewall for the Unified ICM/Contact Center Enterprise & Hosted product.

## Unified Contact Center Management Portal Co-Residency Security Settings

If Cisco's security hardening has been applied to System IPCCE, Unified Contact Center Management Portal 7.5 cannot be deployed as co-resident. This is because the security hardening for System IPCCE turns on FIPS compliance settings, which are not compatible with the use of MD5 hash algorithms within Management Portal.

## Symposium PG with AAS: AAS Does Not Become Active

The problem is with JRE 1.5.0\_14. The workaround is to install Java 1.4.2\_13 separately and bring up AAS. Modify the Javasoft JRE Runtime registry to JRE 1.4.2\_13.

That is, under HKEY\_LOCAL\_MACHINE\SOFTWARE\JavaSoft\Java Runtime Environment, remove 1.5 entries, retain 1.4 entries.

## CallManager 4.x Consideration for External Calls in IPCC Enterprise

In CallManager 4.x, there is an issue where overlap sending is disabled by default in the CallManager gateway configuration. If overlap sending is disabled, this causes external calls to be counted as internal calls in IPCC Enterprise. When the overlap sending is re-enabled, the IPCC Enterprise reporting is correct for external calls.



Note

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This condition is limited to CallManager 4.x. It is not a consideration for CallManager 5.x and later.

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To restate this slightly:

When an agent makes an external call, IPCC Enterprise reporting depends on network Events to correctly classify the call type. When deploying IPCC Enterprise with CallManager 4.x, the network Events will not be available with the default CallManager 4.x configuration.

There are two alternative ways to enable network Events.

- Enable overlap sending by setting it On in the CallManager gateway configuration. This is Off by default.
- Change the jtapi.ini file on the PG system.

To change the jtapi.ini file:

- 
- Step 1** Go to  
c:\windows\java\lib  
or  
c:\winnt\java\lib  
(depending on the version of the Windows operating system)
  - Step 2** From the IPCC PG, access a command prompt and enter  
java CiscoJtapiVersion -parms > Jtapi.ini
  - Step 3** Open the jtapi.ini file in a text editor.
  - Step 4** Add this line:  
AllowNetworkEventsAfterOffered=1  
or change the line to  
AllowNetworkEventsAfterOffered=1
  - Step 5** Save and close the file.
  - Step 6** Recycle the PG service.

## Security Hardening Blocks SSL Connections from Internet Explorer 6

Release 7.5(1) Security Hardening blocks SSL connections from Internet Explorer 6 to WebView, the Agent Re-skilling Web Tool and System IPCC Web Administration and Web Re-skilling. SSL is enabled by default for WebView, the Agent Re-skilling Web Tool and System IPCC Web Administration and Web Re-skilling. When the server is hardened using the Release 7.5(1) Security Hardening Template and Internet Explorer 6 is used with default configuration to connect over HTTPS, an error is thrown.

Release 7.5(1) Security Hardening secures the IIS webserver such that the browser connecting to it must use TLS. Internet Explorer 6, by default, does not enable TLS support. To connect to a hardened WebView, Agent Re-skilling Web Tool or System IPCC Web Administration and Web Re-skilling server over HTTPS using Internet Explorer 6, the following setting must be enabled in Internet Explorer 6:

Go to

1. Tools
2. Internet Options
3. Advanced
4. Scroll down to Security section
5. Enable TLS 1.0

For more information on this security setting, see Microsoft KB article 811833:  
<http://support.microsoft.com/kb/811833>

For the latest information on this problem, access [CSCsg93131](#) through Bug Toolkit.

## RMS Not Supporting Windows Server 2003 SP1 Firewall

RMS is not supporting the Windows Server 2003 SP1 firewall.

## MCS-7845I / MCS-7845-I1-CC1 NIC Controller PnP Issue

The way that Windows 2003 enumerates the dual NICs on the MCS-7845-I1-CC1 with a particular revision of the Broadcom chipset is incorrect. A command line patch can be run to fix this issue so that when events show up through the hardware monitoring software, you have the right NIC identified. Running the utility works fine whether the issue is present or not. The utility only changes settings if it detects things are wrong.

When additional NICs that have standard Windows drivers are installed prior to installing Windows, they will appear first, before the Broadcom NICs. Once the patch is run, you may now have two connections labelled Local Area Connection, and two named Local Area Connection #2. Functionality will not be impaired, but the system will be confusing. At this point, the additional NICs should be manually renamed using Network Connections in Windows and right clicking Rename to name these Local Area Connection #3 and #4. They can be identified by right clicking the individual connections and selecting properties.

After running the patch, you will need to reboot. The patch does not send back any messages after it is run, but the system needs to be rebooted following it.

The patch can be accessed from [www.cisco.com/pcgi-bin/tablebuild.pl/unity-util](http://www.cisco.com/pcgi-bin/tablebuild.pl/unity-util)

Search for, download and read the file Readme\_NicNameX-Utility\_PCD.txt.

Download nicnamex.zip and unzip it. Then, in accordance with the instructions in the Readme file, run NicNameX.exe.

## WebView: Closing Graphical Webview reports in Windows Vista

If you launch and close a graphical WebView report in a Windows Vista environment, your browser will exit. This is a technical problem with Microsoft Windows Vista. You must again login to WebViw to generate reports.

## Sybase InfoMaker 10.2 is End of Life (EoL)

Sybase InfoMaker 10.2, build 7516 is required to create custom reports in WebView. Sybase InfoMaker 10.2 is End of Life (EoL). For complete information about Sybase products and their availability, go to: <http://www.sybase-iad-services.com>. To order a product, you may use the appropriate contact information on the site. To order EoL products from Sybase, identify yourself as a Cisco customer.

## Scripting changes during upgrade

As of ICM 5.0(1), the suffix "MRD" is added to all of the variable names used in the Formula Editor (i.e., peripheral is now peripheralMRD). When you upgrade to ICM 5.0 or other higher versions, and use scripts created in previous versions, the system internally uses the new variable name. However, if you modify an existing script or create a new one in ICM 5.0 and other higher versions, you must use the new variable names.

## Resolved Caveats in This Release

This section contains a list of defects that have been resolved in ICM/IPCC Enterprise and Hosted Editions Release 7.5(1). Defects are listed by component and then by identifier.

*Table 1 Resolved Caveats for Cisco ICM/IPCC Enterprise and Hosted Editions*

Identifier	Component	Headline
<a href="#">CSCsi70754</a>	aas	AAS logs indicate skillgroupSkillTargetID Max for both max and min val
<a href="#">CSCsq73059</a>	aw-bulk.config	Bulk tools error when closing.
<a href="#">CSCso40265</a>	aw.config.ba	Field 'Overflow Agents Per Dialer' should be renamed, it is misleading.
<a href="#">CSCsa38527</a>	aw.trans.route.wiz	Translation Route Wizard Edit option for Add Routing Client not working.
<a href="#">CSCsj11214</a>	aw.trans.route.wiz	Translation Route Wizard err on Right clicking on empty Services window.
<a href="#">CSCsq19471</a>	aw.trans.route.wiz	Route Name syntax created by Trans Route Wizard is inconsistent.
<a href="#">CSCsq84638</a>	ba.dialer	Outbound: Differentiate CallResult 13 for different causes.
<a href="#">CSCsr29073</a>	client-libs	GetValueUint does not work for values greater than max int value
<a href="#">CSCsu29126</a>	data-import-server	Initialize Local DB Synchronization Issue
<a href="#">CSCsr39643</a>	data-store	CDS Thread to Clean Records Expired Needs Reg Setting
<a href="#">CSCsh18947</a>	documentation	Caltyp22.htm Help Not Correct for Tasks Offered
<a href="#">CSCso15159</a>	documentation	DNIS allow leading zero's but are different than DNIS without
<a href="#">CSCsr44241</a>	documentation	CED not showing up on CTIOS client
<a href="#">CSCso67631</a>	nic.icp.ss7	ICM 7 lost default ACType = 0 in the PriorityTelecom call model
<a href="#">CSCsq87531</a>	pg	Disphist utility does not use the correct OPI version
<a href="#">CSCsq54837</a>	pg.acmi	ACMIPIM will not re-register a de-registered route point.



Identifier	Component	Headline
<a href="#">CSCsq41469</a>	pg.definity	reskilling the subskills for the last skill is not handled in PIM
<a href="#">CSCsq78833</a>	pg.eapim	Agent going into Available state get a ReasonCode 50010
<a href="#">CSCsr21246</a>	pg.eapim	Agent gets call when not logged in CAD/CTIOS softphone
<a href="#">CSCsr41644</a>	pg.eapim	Agent gets call when not logged in CAD/CTIOS softphone
<a href="#">CSCsr41644</a>	pg.eapim	Supervisor Logout Of Agent Not Working When Call Is Transferred
<a href="#">CSCso77748</a>	pg.eapim.jtapigw	Jtapi GW exception thrown when ever a mobile agent drops from a call.
<a href="#">CSCsq53188</a>	pg.opc	Called/Alerting number doesn't display properly
<a href="#">CSCsr09095</a>	pg.opc	Call appearance with call id -1 in Cisco Desktop
<a href="#">CSCsr41645</a>	pg.opc	Web Callback reporting not captured for right skill group and calltype
<a href="#">CSCsr48518</a>	pg.opc	Missing real time updates on Base Skill in CMS enabled environment
<a href="#">CSCsr50672</a>	pg.vru	Bad Router Call Key Sequence Number in TCD Table
<a href="#">CSCsr28591</a>	reporting.webview	The summing of Log On Time in agteam27 makes no sense.
<a href="#">CSCsq05452</a>	router	Router does not protect against some config deletes
<a href="#">CSCsr21966</a>	scripteditor	Script Editor crashes while loading the latest version
<a href="#">CSCsr39618</a>	siebel-driver	need to make the expiration time configured via DEF file parameter

**Tip**

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field then, click **Go**.  
Alternatively, under “Select Product Category”, choose Voice and Unified Communications; or, under “Select Products” choose Cisco Unified Intelligent Contact Management Enterprise and then choose the “Software Version” you are interested in.
- For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

## Open Caveats in This Release

This section contains a list of defects that are currently pending in ICM/IPCC Enterprise and Hosted Editions Release 7.5(1). Defects are listed by component and then by identifier.



### Note

Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in [Using Bug Toolkit, page 42](#).

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**Table 2** *Open Caveats for Cisco ICM/IPCC Enterprise and Hosted Editions*

<b>Identifier</b>	<b>Component</b>	<b>Headline</b>
<a href="#">CSCso07182</a>	aw-bulk.config	Bulk Agent Import should not allow supervisor field to be set
<a href="#">CSCso71118</a>	aw-bulk.config	Bulk Edit tool allows "invalid deletion" of records via export/import
<a href="#">CSCsq73059</a>	aw-bulk.config	Bulk tools error when closing
<a href="#">CSCso40265</a>	aw.config.ba	Field 'Overflow Agents Per Dialer' should be renamed, it is misleading
<a href="#">CSCsa38527</a>	aw.trans.route.wiz	Translation Route Wizard Edit option for Add Routing Client not working
<a href="#">CSCsj11214</a>	aw.trans.route.wiz	Translation Route Wizard err on Right clicking on empty Services Window
<a href="#">CSCsq19471</a>	aw.trans.route.wiz	Route Name syntax created by Trans Route Wizard is inconsistent
<a href="#">CSCsq84638</a>	ba.dialer	Outbound: Differentiate CallResult 13 for different causes
<a href="#">CSCsr29073</a>	client-libs	GetValueUint does not work for values greater than max int value
<a href="#">CSCsu29126</a>	data-import-server	Initialize Local DB Synchronization Issue
<a href="#">CSCsr39643</a>	data-store	CDS Thread to Clean Records Expired Needs Reg Setting
<a href="#">CSCsh18947</a>	documentation	Caltyp22.htm Help Not Correct for Tasks Offered
<a href="#">CSCso15159</a>	documentation	DNIS allow leading zero's but are different than DNIS without
<a href="#">CSCsr44241</a>	documentation	CED not showing up on CTIOS client
<a href="#">CSCso67631</a>	nic.icp.ss7	ICM 7 lost default ACType = 0 in the PriorityTelecom call model
<a href="#">CSCsq87531</a>	pg	Disphist utility does not use the correct OPI version
<a href="#">CSCsq54837</a>	pg.acmi	ACMIPIM will not re-register a de-registered route point.

**Table 2** *Open Caveats for Cisco ICM/IPCC Enterprise and Hosted Editions*

<b>Identifier</b>	<b>Component</b>	<b>Headline</b>
<a href="#">CSCsq41469</a>	pg.definity	Reskilling the subskills for the last skill is not handled in PIM
<a href="#">CSCsq78833</a>	pg.eapim	Agent going into Available state get a ReasonCode 50010
<a href="#">CSCsr21246</a>	pg.eapim	Agent gets call when not logged in CAD/CTIOS softphone
<a href="#">CSCsr41644</a>	pg.eapim	Supervisor Logout Of Agent Not Working When Call Is Transferred
<a href="#">CSCso77748</a>	pg.eapim.jtapigw	Jtapi GW exception thrown whenever a mobile agent drops from a call.
<a href="#">CSCsq53188</a>	pg.opc	Called/Alerting number does not display properly
<a href="#">CSCsr09095</a>	pg.opc	Call appearance with call id -1 in Cisco Desktop
<a href="#">CSCsr41645</a>	pg.opc	Web Callback reporting not captured for right skill group and calltype
<a href="#">CSCsr48518</a>	pg.opc	Missing real time updates on Base Skill in CMS enabled environment
<a href="#">CSCsr50672</a>	pg.vru	Bad Router Call Key Sequence Number in TCD Table
<a href="#">CSCsr28591</a>	reporting.webview	The summing of Log On Time in agteam27 makes no sense.
<a href="#">CSCsq05452</a>	router	Router does not protect against some config deletions
<a href="#">CSCsr21966</a>	scripteditor	Script Editor crashes while loading the latest version
<a href="#">CSCsr39618</a>	siebel-driver	Need to make the expiration time configured via DEF file parameter

# 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:

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