



# Release Notes for Cisco Unified Intelligence Center Release 8.5(2)

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# Introduction

This document introduces Release 8.5(2) of the Cisco Unified Intelligence Center software.

This is the first maintenance release in the Cisco Unified Intelligence Center 8.5 release train. The initial release, named Cisco Unified Intelligence Suite, Release 7.5(x) includes both the Intelligence Center reporting application and the Archiver component.

Release 8.5(2) is offered for new deployments and upgrades from Release 8.0(1), 8.0(2), 8.0(3), and 8.0(4). With Cisco Unified Intelligence Center Release 8.5(2), you can migrate from Cisco Unified Intelligence Suite Release 7.5(x) to Cisco Unified Intelligence Center Release 8.5(2). For detailed steps on migrating your Cisco Unified Intelligence Suite Release 7.5(x) system to Cisco Unified Intelligence Center Release 8.5(2), see the Migration Guide.

For detailed steps on installing and upgrading to Cisco Unified Intelligence Center Release 8.5(2), see [Installation and Upgrade Guide for Cisco Unified Intelligence Center](#).

## Unified Intelligence Center User Documentation

In addition to these Release Notes and the Reporting and Administration online help, the documentation for Cisco Unified Intelligence Center includes these documents, found at [http://www.cisco.com/en/US/products/ps9755/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html):

**Note**

If you do not find a document for a specific release, use the document from the previous release. This indicates that the specific document that you are looking for has not changed for the given release.

- *[User Guide for the Cisco Unified Intelligence Center Reporting Application](#)*
- *[Report Template Reference Guide for Cisco Unified Intelligence Center](#)*
- *[Administration Console User Guide for Cisco Unified Intelligence Center](#)*
- *[Installation and Upgrade Guide for Cisco Unified Intelligence Center](#)*
- *[Migration Guide for Cisco Unified Intelligence Center](#)*
- *[Hardware and System Software Specification \(Bill of Materials\) for Cisco Unified Intelligence Center](#)*
- *[Cisco Unified Intelligence Center Solution Reference Network Design \(SRND\)](#)*
- Unified Intelligence Suite virtualization wiki, located at [http://docwiki.cisco.com/wiki/Virtualization\\_for\\_Unified\\_Intelligence\\_Center](http://docwiki.cisco.com/wiki/Virtualization_for_Unified_Intelligence_Center).
- Online Troubleshooting tips, located at [http://docwiki.cisco.com/wiki/Troubleshooting\\_Unified\\_Intelligence\\_Suite](http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Suite)

# New and Changed Information

## Migration from CUIS 7.5(4) ES or 7.5(5) to CUIC 8.5(2)

With Cisco Unified Intelligence Center Release 8.5(2), you can migrate data from Cisco Unified Intelligence Suite (CUIS) Release 7.5(4) ES or 7.5(5) to Cisco Unified Intelligence Center (CUIC) Release 8.5(2). CUIC Release 8.5(2) can be running on a UCS B-Series or C-Series Server (VirtualMachines) or equivalent MCS servers.

For detailed steps on migration, see the [Migration Guide for Cisco Unified Intelligence Center](#).

## Support for New Locale

Cisco Unified Intelligence Center Release 8.5(2) supports UK-English (en-UK) as a new locale. If you select UK-English as the locale, note that the date formats in the CUIC application and reports also change accordingly.

For more details, see the [CUIC Reporting Application Online Help](#) or the [User Guide for the Cisco Unified Intelligence Center Reporting Application](#).

## Addition of New Fields to CUIC Release 8.5(2) Reports

The following fields have been added to the **Call Type Abandon/Answer Distribution Historical**, **Call Type Historical All Fields**, and **Call Type Skill Group Historical All Fields** reports:

1. MaxCallsQueued
2. MaxCallWaitTime

The following fields have been added to the **Enterprise Skill Group Historical All Fields** and **Peripheral Skill Group Historical** reports:

1. RouterMaxCallsQueued
2. RouterMaxCallWaitTime



### Note

The system displays valid data in these fields only if your CUIC system is connected to ICM Release 8.0(3) or later.

For more details, see [Report Template Reference Guide for Cisco Unified Intelligence Center](#).

## System Requirements

The *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.5(1)* is posted at [http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html)

You can find the *Cisco Unified Communications Compatibility Tool* for the various UCS releases at this location: <http://tools.cisco.com/ITDIT/vtgsca/VTGServlet>

# Important Notes

## Upgrading VMWare Tools

This is applicable only for CUIC Systems running on UCS (virtualized) hardware. VMware Tools are specialized drivers for virtual hardware that is installed in the UC applications when they are running virtualized. It is very important that the VMware tools version running in the UC application be in sync with the version of ESXi being used. The various methods used by the UC Applications for upgrading the VMWare Tools are given in the [UCS Virtualization Wiki](#).

Cisco Unified Intelligence Center supports upgrading VMWare Tools using the COP file, only through the Command Line Interface (CLI). The command that you must use for this upgrade is: **utils system upgrade initiate**.

To know more about the command syntax, refer to Appendix A: Command Line Interface in the [Administration Console User Guide for Cisco Unified Intelligence Center](#).

## Localization

The user interface is localized in the following languages: Simplified and Traditional Chinese, Danish, Dutch, English, European and Canadian French, German, Italian, Japanese, Korean, Polish, Brazilian Portuguese, Russian, Spanish, Swedish, and Turkish.

Arabic is not a supported language for Cisco Unified Intelligence Center Release 8.5(2).

## Open Caveats in This Release

Open caveats in this release of Cisco Unified Intelligence Center include these internally-found items that were identified, analyzed, and postponed until the next Maintenance Release:

*Table 1 List of Open Caveats*

Identifier	Component	Sev	Headline
<a href="#">CSCtr51441</a>	cmui	3	Applying COP file via the UI hangs permanently
<a href="#">CSCtq97022</a>	serviceability	4	RTMT alert SyslogSeverityMatchFound gets generated after dropping syslog

## Resolved Caveats in This Release

Resolved caveats in this release of Cisco Unified Intelligence Center include these internally-found and customer-found items that were identified and resolved in this Release:

*Table 2 List of Resolved Caveats*

<b>Identifier</b>	<b>Component</b>	<b>Sev</b>	<b>Headline</b>
<a href="#">CSCto94252</a>	scheduler	2	Scheduler stopped scheduling reports
<a href="#">CSCtq37611</a>	charts	3	Pie Chart - Unknown item legend not listed
<a href="#">CSCtq91562</a>	charts	3	Charts with a lot of legends when printed show scrollbars
<a href="#">CSCtq56203</a>	dashboards	3	Unable to create any dashboard item after 8.03 to 8.52 CUIC upgrade
<a href="#">CSCtq90702</a>	dashboards	3	Dashboard slideshow shows blank screen for nonfiltered reports
<a href="#">CSCtq91860</a>	dashboards	3	stock reports is not listed for non admin users in dashboard
<a href="#">CSCto36465</a>	data-access-layer	3	SQL parser does not successfully parse queries which select's all fields
<a href="#">CSCtr30690</a>	data-access-layer	3	INFO level used for debug messages
<a href="#">CSCto61049</a>	datasource_manager	3	CUIC 8 Agent Historical Template Agent_Interval data is wrong
<a href="#">CSCto61055</a>	datasource_manager	3	Enterprise Service Template shows multiple unidentified interval rows
<a href="#">CSCto62286</a>	datasource_manager	3	CUIC 8 Agent Historical Template doesn't have a subtotal for each agent.

Table 2 List of Resolved Caveats

<a href="#">CSCtq11032</a>	doc	3	Documentation and Help Incorrect on How to Use COLLECTIONIDENTIFIER
<a href="#">CSCtq29585</a>	doc	3	DOC : Permalinks should work for CUIC Standard Lic
<a href="#">CSCto83827</a>	export-import	3	Cannot Import Report Definition that References Same Value List Twice
<a href="#">CSCtn98635</a>	gauges	3	Gauge view does not show any values in IE - till the next refresh cycle
<a href="#">CSCtq26476</a>	grid	3	Drilldown option "Match Field " is missing for decimal type
<a href="#">CSCtq50080</a>	grid	3	Get "Failure to launch" Message When Selecting Drilldown From Field
<a href="#">CSCtr19509</a>	grid	3	After toggling the tab grid formatting is going.
<a href="#">CSCtr19713</a>	grid	3	Footer Formula for STRING,DATE,BOOLEAN have inappropriate values
<a href="#">CSCtn06322</a>	install	3	CertM process on the subscriber node will starve CUIC for %CPU
<a href="#">CSCtq61882</a>	install	3	Unable to switch over to 8.5(2) release from previous CUIC builds
<a href="#">CSCtq92634</a>	install	3	VMware tools Install/Upgrade causes system to get stuck in a reboot loop

Table 2 List of Resolved Caveats

<a href="#">CSCto05355</a>	oamp	3	OAMP Database Error when changing Active Directory IP address config
<a href="#">CSCto80177</a>	oamp	3	CUIC Logs print the SMTP password in Clear Text
<a href="#">CSCtq54303</a>	oamp	3	DRS page has a dropdown link to Callmanager reporting page
<a href="#">CSCtn70372</a>	report-manager	3	Cannot create or import report with boolean parameter on Informix ds
<a href="#">CSCtn98304</a>	report-manager	3	Report with bypass filter asks for value list load confirmation in IE
<a href="#">CSCtn99728</a>	report-manager	3	Value list refresh in filter not working as expected in IE
<a href="#">CSCto61102</a>	report-manager	3	Scheduled reports frequently displays Network error
<a href="#">CSCtq17329</a>	report-manager	3	Anonymous block report with decimal fields fails to import
<a href="#">CSCtq20369</a>	report-manager	3	Scheduled Report filter page allows user to select duplicate collections
<a href="#">CSCtq26408</a>	report-manager	3	Popout a Report, Observe Report filter is overlapped on horizontal scrol
<a href="#">CSCtq42407</a>	report-manager	3	Report export as XML fails over IE while using https login

Table 2 List of Resolved Caveats

<a href="#">CSCtq48812</a>	report-manager	3	CUIC creates blank field names for some Stored procedures
<a href="#">CSCtq77215</a>	report-manager	3	Call Type Historical All Fields : Missing field AbandInterval5
<a href="#">CSCtq99633</a>	report-manager	3	Reports with filters fail to exec if ';' is added at end of query
<a href="#">CSCtr17275</a>	report-manager	3	Valuelist tab produces script error.
<a href="#">CSCtn39316</a>	report-viewers	3	CUIC report display dependable of client screen resolution
<a href="#">CSCtq00000</a>	report-viewers	3	Dynamic Dataset Report Shows No Data
<a href="#">CSCtq00086</a>	report-viewers	3	Cannot View Pie Chart with Formula Field as Label
<a href="#">CSCtq83858</a>	report-viewers	3	Advance filter - String match pattern not working
<a href="#">CSCtq91925</a>	report-viewers	3	Pie chart display not scaling properly
<a href="#">CSCtq96756</a>	report-viewers	3	Header and footer alignment issues while viewing reports in mozilla
<a href="#">CSCtr06675</a>	report-viewers	3	Incorrect Footer values for multiple columns in Agent Historical report
<a href="#">CSCtr30678</a>	report-viewers	3	Report footer for grouped column has incorrect values
<a href="#">CSCto71007</a>	security	3	cuic ldap authentication failed for domain users if userid diff to DN



Table 2 List of Resolved Caveats

<a href="#">CSCtr19458</a>	security	3	User active/inactive option not working
<a href="#">CSCtr23886</a>	serviceability	3	CUIC_REPORT_EXECUTION_FAILED trap should be cleared when there is alarm
<a href="#">CSCtr31730</a>	serviceability	3	CCBUSyslogWriter:write string messages appear in Catalina.out
<a href="#">CSCtr30962</a>	templates_icm	3	Active Reservation, Reserved columns show incorrect data
<a href="#">CSCto79333</a>	ui_server	3	Scroll Bar issues in Grid Editor when navigated using keyboard
<a href="#">CSCto83088</a>	ui_server	3	Drag and Drop issues in Managers
<a href="#">CSCtn89375</a>	user-management	3	Permissions display setting window not initialized properly
<a href="#">CSCto42279</a>	user-management	3	The 'select all' on list of users' filter (Permission) has bad behavior
<a href="#">CSCtq59236</a>	user-management	3	Assigned User Permissions : unable to edit them once set
<a href="#">CSCtq91005</a>	user-management	3	Administrator not able to add the scheduler in Dashboard
<a href="#">CSCtq91822</a>	user-management	3	Assigning user individual permissions for many users > 100 does not work
<a href="#">CSCtr32607</a>	user-management	3	Found "Runtime Error" with IE - User Permissions Groups

Table 2 List of Resolved Caveats

<a href="#">CSCtq55211</a>	charts	4	PieChart-Unknown(NULL) item legend listed in same color with value 0.0
<a href="#">CSCtq91596</a>	charts	4	Display issue for Chart on String fields
<a href="#">CSCtq90910</a>	dashboards	4	Dashboard popout button should display a message when no widgets saved.
<a href="#">CSCtq21884</a>	doc	4	Reference to WebView in 8.5 Outbound Option Guide, Reporting Section
<a href="#">CSCtr23184</a>	doc	4	Change the Migration Export file name from All_Other_Data.zip to SCDF.zip
<a href="#">CSCtq90936</a>	gauges	4	Gauge editor is allowing to save though there are no numeric fields
<a href="#">CSCtn95988</a>	report-manager	4	Deleting a entity in FF doesn't highlight the entity name
<a href="#">CSCto71222</a>	report-manager	4	Agent shows more than once in Agent Team Realtime Report CUIS
<a href="#">CSCtq21120</a>	report-manager	4	key fields need to be disabled for anonymous and stored procedures
<a href="#">CSCtq55279</a>	report-manager	4	Found incorrect picture reference tag with buttons ">>" and "<<"
<a href="#">CSCtr16887</a>	report-manager	4	Collection query doesn't list entries with duplicate names
<a href="#">CSCto02891</a>	report-viewers	4	ServiceLevelToday Showing as Integer in CUIC 8.0

Table 2 List of Resolved Caveats

<a href="#">CSCto80460</a>	report-viewers	4	Background color differs for report viewer in IE Browser
<a href="#">CSCtq12876</a>	report-viewers	4	"Maximum label precision" Setting Does Not Limit Precision
<a href="#">CSCtq61858</a>	report-viewers	4	In FF , clicking 'Show Error Details' button does nothing
<a href="#">CSCto88483</a>	scheduler	4	30-character limit for email addresses in scheduler is too small
<a href="#">CSCto96521</a>	serviceability	4	Report Execution Failure Error in syslog with no actual report error
<a href="#">CSCtq02739</a>	serviceability	4	CUIC Database Unavailable During Performance Tests
<a href="#">CSCtq21101</a>	serviceability	4	Updating a field doesn't reflect on key field in Report Definition
<a href="#">CSCto61107</a>	ui_server	4	CUIC does not redirect to login page once session times out
<a href="#">CSCto36191</a>	user-management	4	CUIC Security Admin page should allow to filter on the group name
<a href="#">CSCtq99609</a>	user-management	4	Valuelist validation for Boolean DT needs to happen @ query level

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tips**

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

## Procedure

To use the Software Bug Toolkit, follow these steps:

- 
- 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 Intelligence Suite and Intelligence Center 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.
- 

## Downloading the Unified Intelligence Center Installation File from the Cisco Website

You can download the installation ISO file, the Migration Tool, and the COP file used for Migration from [Software Download page](http://www.cisco.com/cisco/software/release.html?mdfid=282163829&flowid=5228&softwareid=282377062) (<http://www.cisco.com/cisco/software/release.html?mdfid=282163829&flowid=5228&softwareid=282377062>) on Cisco.com.

Follow the instructions in the *Migration Guide for Cisco Unified Intelligence Center* and the *Installation and Upgrade Guide for Cisco Unified Intelligence Center* to continue with your Unified Intelligence Center migration, installation or upgrade.

## Third-Party Licensing Information

For information on the third party and open source software used in Cisco Unified Intelligence Center Release 8.5(2), see the relevant open source document in the [Licensing Informaton](http://www.cisco.com/en/US/products/ps9755/products_licensing_information_listing.html) ([http://www.cisco.com/en/US/products/ps9755/products\\_licensing\\_information\\_listing.html](http://www.cisco.com/en/US/products/ps9755/products_licensing_information_listing.html)) page.

# Documentation Feedback

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