



Release Notes for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1a)

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Introduction to Cisco Unified Contact Center Enterprise Release 8.0(1a) Features



Note

All documentation for Release 8.0(1) will only be accessible from cisco.com at: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html (*Unified CCE* cisco.com site). The prior practice of posting documentation on the Unified ICM, the Unified Hosted, and the Outbound Option cisco.com sites will no longer be followed.

These release notes describe new features, changes, and caveats for Release 8.0(1a) of Unified Contact Center Enterprise (Unified CCE) software.



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Release 8.0(1a) is an update of Release 8.0(1) that includes installation support for Windows Server 2008 R2 (when used with the release 8.5(2) or later Maintenance Release). Release 8.0(1a) supersedes and replaces the previous Release 8.0(1) install media. There are no additional capability or feature changes in Release 8.0(1a) for systems running Windows Server 2003.

Documentation for Release 8.0(1a) has been updated to include Windows Server 2008 R2 installation and configuration support. However, the documentation and application screens refer to the release as “Release 8.0(1)”. The remainder of this document also refers to release 8.0(1a) as Release 8.0(1).

**Note**

Release Notes for Cisco CTI Object Server, Cisco Agent Desktop, Cisco Support Tools, Cisco Unified E-Mail Interaction Manager, Cisco Unified Web Interaction Manager, Cisco Unified Customer Voice Portal, Cisco Unified IP IVR, Cisco Unified Contact Center Management Portal, Remote Silent Monitor, and Cisco Unified Intelligence Center are separate documents and are not included as part of these Release Notes.

The following design changes and features are new in Release 8.0(1):

- Support for Windows Server 2008 R2 when used with the Release 8.5(2) Maintenance Release
- Simplified installation and setup procedure
- SIP Outbound Dialer architecture (and SCCP Outbound Dialer improvements)
- Outbound Option Multi-Tenant feature (for Unified CCH)
- Outbound Option Regional Prefix Update Tool (RPUT)
- Administration & Data Server (replaces the Distributor Admin Workstation), which supports Logger and Database scalability
- Administration Client (replaces the Client AW)
- Serviceability Framework and REST API
- Agent multiline control on Cisco Unified Communications Manager peripherals for all agents with more than one line configured on the phone
- 15-minute Interval reporting, Call Type Skill Group reporting
- Serviceability enhancements, including alarm content improvements, diagnostic portal support, SNMP and troubleshooting improvements
- Support for Sigtran (SS7 over IP) network gateways
- Dialed Number List tool performance enhancements
- CRSP NIC consolidation
- Database Sizing Estimator web applet

About Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise (Unified CCE), the comprehensive product name of this software, consists of the following software:

- Unified Contact Center Enterprise (Unified CCE)
- Unified Intelligent Contact Management Enterprise (Unified ICME)
- Unified Intelligent Contact Management Hosted (Unified ICMH)
- Unified Contact Center Hosted (Unified CCH)

**Note**

There is no 8.0(1) version of Unified SCCE. The last supported version is 7.5(1). If you would like to transition from Unified SCCE 7.5 to Unified CCE 8.0, instructions for doing that are included in the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

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

Product Name Changes

Starting with Release 8.0(1), in order to simplify the software user experience, there will be one comprehensive product name, “**Cisco Unified Contact Center Enterprise**” (**Unified CCE**):

- There will no longer be a distinct software product called “ICM.” Instead, there will only be one product: “Unified CCE.” When required, we will use the term “Third Party ACD Deployment Model” to refer to the previous term “ICM.”
- There will no longer be products called “ICM Hosted” and “Contact Center Hosted.” Instead, there will only be one product: “Unified CCE” with “Hosted Deployment Model.”
- This naming unification does not include or imply functionality changes or license entitlement changes for previously purchased software licenses.

**Note**

The above-mentioned name changes *do not* apply to the Release 8.0(1) documentation.

The naming unification process will be phased in over time in both the software and the documentation. Naming unification-related changes that are applicable starting with Release 8.0(1) are as follows:

- The **Start** menu now includes a Cisco Unified CCE Tools folder.
- The Desktop icons include shortcuts to the Unified CCE Web Setup, Unified CCE Service Control, and Unified CCE Tools folders.
- There will only be a single medium distributed as opposed to separate Unified CCE, ICM, and Hosted kits.
- Release 8.0(1) documentation only displays on the Unified CCE Cisco.com site (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.) instead of displaying over many sites, making it much easier to locate the documentation.

A Note About Product Naming in the Documentation

- Cisco IPCC Enterprise Edition was renamed to Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE).
- Cisco System IPCC Enterprise Edition was renamed to Cisco Unified System Contact Center Enterprise (abbreviated as Unified SCCE).

**Note**

Although this product was renamed, there is no 8.0(1) version of Unified SCCE. The last supported version is 7.5(1). If you would like to transition from Unified SCCE 7.5 to Unified CCE 8.0, instructions for doing that are included in the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

- Cisco IPCC Hosted Edition was renamed to Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).
- Cisco Intelligent Contact Management (ICM) Enterprise Edition was renamed to Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).
- Cisco Intelligent Contact Management (ICM) Hosted Edition was renamed to Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).
- Cisco CallManager/Cisco Unified CallManager was renamed to Cisco Unified Communications Manager (abbreviated as Unified CM).

System Requirements



Note

For hardware and third-party software specifications for Release 8.0(1), refer to the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*, which is accessible from:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

The following sections describe the system requirements that are pertinent to this release.

- [Windows Server 2008 R2 Support, page 4](#)
- [Internet Explorer 8 Support, page 4](#)
- [Windows 7 Support, page 5](#)
- [Windows Vista Client Support, page 5](#)
- [Cisco Security Agent 6.0 Support, page 5](#)
- [Supported Third-party ACD PG Deployments, page 5](#)
- [Windows Server 2003 and SQL Server 2005, page 6](#)
- [Virtualization, page 8](#)

Windows Server 2008 R2 Support

Release 8.0(1) (using the Release 8.0(1a) install media) supports new installs and technology refresh installs on Windows Server 2008 R2. The *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)* provides details on the specific Service Pack required. Additionally, the Upgrade Guide provides details on using the technology refresh process to move from Windows Server 2003 to Windows Server 2008.

Internet Explorer 8 Support

Release 8.0(1) supports Internet Explorer 8 in only one mode. There are two components for the mode specification:

- The Browser Mode must be set to **IE8**.
- The Document Mode must be set to **Quirks**.



Note These are the default modes. Other modes are not supported.

Windows 7 Support

Release 8.0(1) supports running *all client* applications on Windows 7, except for WebView. (If Windows 7 is required, use Cisco Unified Intelligence Center as the reporting application.) In addition, Administration Client Setup and Scheduled Target Manager require local administrator privileges to function properly on Windows 7.



Note The CallRouter, Logger, Administration & Data Server, and other server components are *not* supported on Windows 7.

Windows Vista Client Support

Release 8.0(1) supports running *all client* applications on Windows Vista Client, except for WebView. (If Windows 7 is required, use Cisco Unified Intelligence Center as the reporting application.)

Cisco Security Agent 6.0 Support

The policy for the Cisco Security Agent (CSA) standalone Agent for Unified ICM/CCE/CCH is created from the default policy modules that are shipped with CSA 6.0. These default policy modules secure Windows, SQL Server, and IIS.

These default CSA policy modules are altered in two ways for Unified ICM/CCE/CCH:

- Policy changes are made in order to allow the Unified ICM/CCE/CCH product family, including qualified third-party applications, to run smoothly.
- New rules are added to secure the Unified ICM/CCE/CCH product family resources, such as its files, registry, Tomcat, and so on.



Note Cisco Security Agent is not supported on Windows Server 2008 R2 systems.



Note Be aware that, in the interests of security, CSA default policy modules may block what you might consider default Windows activity. These rules have been retained for CSA for Unified ICM/CCE/CCH when they do not block application activity.

Supported Third-party ACD PG Deployments

Release 8.0(1) supports the following new features for third-party ACD PGs:

- SNMP Real-time monitoring of AAS
- Nortel DN release support

**Note**

Refer to the ACD compatibility matrix at http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/acd_supplements/icmacdmx.pdf for details about supported third-party ACD PGs in Release 8.0(1).

Windows Server 2003 and SQL Server 2005

Microsoft is phasing out availability and support for Windows Server 2003 and SQL Server 2005. Optionally, you could purchase a Cisco OEM version of these products directly from Cisco.

Cisco provides an OEM version of both Windows Server 2003 R2 Standard Edition (includes Service Pack 2) and SQL Server 2005 Standard Edition to those customers who have supported Media Convergent Servers (MCS) or equivalent server hardware from IBM or HP (refer to the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)* and *Installing OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005* guide for supported model specifics), but whom are unable to source the requisite Microsoft system software from traditional channels. The media is orderable from Cisco and is known as recovery media, and is customized for Cisco Contact Center deployments specific to the relevant supported hardware. Recovery media is used to install (or re-install) the corresponding products.

**Note**

Recovery media might not be compatible with hardware vendor customization disks (for example, HP SmartStart or IBM ServerGuide) for operating system installation.

There are two versions of the Windows Server 2003 OEM recovery media: one is for IBM servers and the other is for Hewlett Packard (HP) Servers. Cisco facilitates and works with Microsoft to provide technical support for both the Cisco OEM Windows Server 2003 and the Cisco OEM SQL Server 2005 products.

Installing OEM SQL 2005 is similar to installing the SQL 2005 retail version. The OEM SQL 2005 installation requires a product key, which can be found in the Supplemental End User License Agreement (EULA) that ships with the OEM SQL 2005 recovery media. Follow these guidelines when installing:

- If you want to install the *Server*, run setup.exe from the Server folder.
- If you want to install the *Tools*, run setup.exe from the Tools folder.

The handling of Microsoft updates, including security and KB updates, is similar to the Windows Server 2003 retail version's updates. Apply the Microsoft Service Packs only after Cisco has qualified the Service Packs, which are listed in the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

For optimal viewing of Unified CCE software user interfaces, set the Windows Server 2003 desktop screen resolution to **1024x768** or better.

**Note**

- For detailed instructions on installing SQL 2005 for Unified ICM/CCE/CCH Release 8.0(1), refer to the Microsoft SQL Server staging information in the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.
- For more information on installing these Cisco OEM products, refer to the *Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

- Refer to the *Installing OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005* guide at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html for more details.

OEM Windows Server: Microsoft Windows Security Issue

On your Cisco OEM Windows Server 2003 system, Microsoft Windows security could prevent you from starting up an application or a batch script from a network-mapped drive. You can resolve this issue by adding the trusted sites in the **Internet Options** setting:

1. Close all active Windows Internet Explorer windows.
2. Start Windows Internet Explorer.
3. Click **Tools > Internet Options**.
4. In the **Internet Options** dialog box, click the **Security** tab.
5. On the **Security** tab, under Select a zone to view or change security settings, click **Trusted sites**, and then click **Sites**.
6. In the **Add this website to the zone** box, enter the UNC path of the network location, and then click **Add**; for example, enter `\\Server\Share`.



Note In this example, **Server** represents the NetBIOS name of the server. **Share** represents the shared folder where the file is located.

7. Click **Close**, then click **OK** to close the Internet Options dialog box.

OEM Windows Server: Enabling CD ROM Autostart

The CD ROM Autostart option in Cisco OEM Windows Server 2003 is disabled by default. To enable it, set the following Windows registry key values:

- Set HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer\NoDriveTypeAutoRun to **0x91** (hexadecimal).
- Set HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer\NoDriveTypeAutoRun to **0x91** (hexadecimal).
- Set HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CDRom\AutoRun to **1**.

Reboot the machine for these settings to take effect.



Note

When preparing an IBM server or a HP server for Cisco OEM Windows Server 2003 installation, you can use IBM ServerGuide to configure the IBM server, or use HP SmartStart to configure the HP server. However, since the OEM Windows Server 2003 is a recovery media, you can *not* install it on these servers from within the IBM ServerGuide application or within the HP SmartStart application. For instructions on installing the OEM recovery media on the IBM or HP servers, refer to the *Installing OEM Microsoft Windows 2003 and OEM Microsoft SQL 2005* guide or the *Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

Virtualization

Release 8.0(1) supports virtualization, as it was supported in Release 7.5(3) or later, for the PGs and Administration Clients (known as the “Client AWs” in earlier releases).

However, additional virtualization support is available in Release 8.0(2) or later (for Windows Server 2003) and Release 8.5(2) (for Windows Server 2008 R2). Details on the additional virtualization support is available on the Cisco DocWiki’s [Unified Communications Virtualization](#) pages.



Note

For virtualization information, refer to the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)* and the *Virtualization Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(3)*.

When deploying the virtualization solution, be aware of the following:

- Due to the VMware ESX snapshot limitation and its side-effect impact on system performance, virtual machine *snapshots* are *not* supported in the *production* environment.
- If you have an ESX server that is hyper-threading capable, to ensure that the virtual machines are allocated with dedicated CPU processors you must turn off the hyper-threading on the machine when the virtual machines are configured using CPU affinity.
- In order to accommodate new Release 8.0(1) features and capabilities, especially for collecting sufficient PG logs and OPC capture files for troubleshooting purposes, allocate at least 50GB for the vDisk when you create the virtual machine for the PG. If it is required, use one of the following ways to expand the size of the vDisk on an existing virtual machine:
 - Create a new PG virtual machine that has at least 50GB of disk space, and use the Unified CCE technology refresh process to migrate the existing PG to this new virtual machine.
 - Consult VMware for the procedures to expand the space for an existing vDisk.
- If you install the Cisco OEM Windows Server 2003 on a VMware virtual machine, you must also install the VMware Tools on this virtual machine to optimize the operating system performance. Follow these steps to install the VMware Tools on the virtual machine:
 1. Enable **Autostart** as described in [OEM Windows Server: Enabling CD ROM Autostart, page 7](#).
 2. From the **Guest** menu option, select **Install/Upgrade VMware Tools**.

Related Documentation

Documentation for Cisco Unified ICM/Contact Center Enterprise & Hosted, as well as related documentation, is accessible from [cisco.com](http://www.cisco.com) at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

- The most current version of this document, *Release Notes for Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*, can be accessed from: 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 (Unified CCMP), Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR (Unified IP IVR), Cisco Unified Intelligence Center (Unified IC), Cisco Unified E-Mail Interaction Manager, Cisco Unified Web Interaction Manager, and Cisco Support Tools.

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

<http://www.cisco.com/cisco/web/psa/default.html>,

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

- For troubleshooting tips for these Cisco Unified Contact Center Products, go to: <http://docwiki.cisco.com/wiki/Category:Troubleshooting>, then click 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/cisco/web/psa/default.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>.
- For information on the Cisco software support methodology, refer to *Software Release and Support Methodology: Unified CCE* available at (login required): http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html.
- 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 the bottom of the following page: http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/localization_matrix/guide/G11nMap.xls.

Obtaining Upgrade Media

- If you are upgrading, use the Product Upgrade Tool (PUT) or the PUT for registered customers only to obtain a media kit and license or purchase the upgrade from Cisco Sales.
- To use the PUT, you must enter your Cisco contract number (Example: Smartnet, SASU, or ESW) and request the CD/DVD set. If you do not have a valid contract, you must purchase the upgrade from Cisco Sales. It is the contract that validates your entitlement to updates through the PUT.

New and Changed Information

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

- [Installation and Internationalization, page 10](#)
- [Agent Multiline Control, page 12](#)
- [Serviceability Enhancements, page 13](#)
- [Outbound Option, page 15](#)
- [Reporting, page 16](#)
- [Scalability Improvements, page 18](#)
- [Database Schema Changes, Release 7.5\(1\) to Release 8.0\(1\), page 18](#)
- [Additional Miscellaneous Features, page 19](#)
- [Unified Contact Center Management Portal, page 20](#)
- [Skill Group Abandon Reporting for Calls that Abandon while in Router Queue, page 21](#)
- [Unified Intelligence Center, page 21](#)
- [User Documentation Changes, page 21](#)

Installation and Internationalization

Simplified Installation and Setup Procedure

The Unified ICM/CCE/CCH installation and setup procedure has been modified in Release 8.0(1). The ICM Setup tool has been re-written to de-couple the installation of files from machine Setup functionality (setting up the Registry and Services). The new Installers, which are written in Installshield version 2009, perform the file installation. There are three new tools, Web Setup, Peripheral Gateway Setup, and Administration Client Setup, to perform the Registry and Services setup for most of the components.



Caution

Unified CCE Release 8.0(1) is a full installation. No rollback is available. In other words, it is not possible to return to a previous version after installing Release 8.0(1). You can uninstall 8.0(1) via the **Windows Control Panel > Add or Remove Programs > Cisco Unified ICM-CCE-CCH**, but that will not return you to the previous version and will instead remove Unified ICM/CCE/CCH from the machine altogether. (Refer to the *Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for detailed information.)



Caution

Installing over the network or from a network-mapped drive is *not* supported.

ICM/CCE/CCH Installer

The new “main” ICM/CCE/CCH Installer:

- Is run for a fresh install and for both *common ground* and *technology refresh* upgrades.



Note A “common ground upgrade” is a software upgrade that occurs in place on a machine already deployed at an earlier version. (There is no change of hardware in a common ground upgrade.) A “technology refresh upgrade” is a software upgrade that moves the functioning software from a “source” machine to a “destination” machine (that is, the software upgrade accompanies a hardware upgrade).

- Installs all of the files needed to support any and all components.



Note The WebView Third Party Installer must still be run on machines hosting a WebView component. The WebView third-party software is now included with the Unified CCE DVD media instead of residing on a separate CD-ROM.

- When upgrading, the ICM/CCE/CCH Installer not only upgrades all the files and components, it also upgrades all necessary third-party software (for example, the JDK/JRE, Apache Tomcat, and Microsoft .NET Framework) and Cisco software, such as the Cisco Support Tools Node Agent.
- Installs the Setup tools used subsequently to set up the components.
- Requires only a small amount of information before beginning the installation; therefore, the installation process is simple and streamlined.
- Prompts the user for the latest Maintenance Release (MR) to apply, and automatically launches the MR installer post-reboot.
- Supports Uninstallation and Reinstallation.

Web Setup

The Web Setup tool, a browser-based application, with which Unified ICM/CCE/CCH administrators and system administrators can manage instances, add and modify Unified ICM/CCE/CCH components, and manage Unified ICM/CCE/CCH related system services.

Peripheral Gateway Setup

The Peripheral Gateway Setup tool, which has the same user interface as the former ICM Setup tool, is installed by the “main” ICM-CCE-CCH Installer and performs Registry and Services setup on those components not set up by the Web Setup and Administration Client Setup tools.

Administration Client Setup

The Administration Client, which was previously called the AW Client or Client AW, has its own new Installer and Setup tool. The Administration Client is intended to run independent of the Unified CCE servers (for example, on an administrator’s laptop), so the new simplified Administration Client Installer was created to handle this special case.

Internationalization (I18N) Language Pack

Language selection is implemented by the Language Pack. For a fresh installation of Unified CCE, English is the default language.



Note

Refer to the *Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for detailed information regarding supported languages.

To install localized components of Unified CCE, run the Language Pack Installer as a separate process after installing. Only run the Language Pack once. Future updates will be taken care of automatically by future releases of Unified CCE. Language Pack also provides an easy way to switch from one language to another.

When upgrading on a localized Release 7.5(x) Unified ICM/CC system, the Release 8.0(1) Installer automatically distributes localized files based on the language used by the existing Unified CCE system.

Migrating from Unified SCCE 7.x to Unified CCE Release 8.0(1)

There is no 8.0(1) release for Cisco Unified System Contact Center Enterprise (Unified SCCE). If you require features that are new in Release 8.0(1), you must migrate to the Cisco Unified Contact Center Enterprise (Unified CCE) software.



Note

Refer to the *Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for more details.

Agent Multiline Control

The Agent Multiline Control feature allows reporting and call control for calls on secondary line(s) configured on the agent's phone for up to four total lines. This includes support for Join Across Line and Direct Transfer Across Line on all Cisco model phones that support these features for CTI.

This feature supports the newer model 8900 and 9900 series phones.



Note

This feature has enhanced the agent CTI protocol to support call control of calls on the secondary lines. Before enabling this feature, check with your third-party vendors who use a CTI Server integration.

Configuration Manager

There are two new peripheral-wide settings for Agent Multiline Control. These settings are configured on the Peripheral tab of the PG Explorer. They are:

- Agent Phone Line Control: Single Line or MultiLine: The default setting for Agent Phone Line control is **Single Line**, which means that the agent has one line on the phone. If the agent has additional lines on the phone, you can change the default to **Multiline**.

The Multiline setting allows for a maximum of four extensions per phone. One of these is the ACD line (this is the extension to agent logs into). The other three are non-ACD lines. The agent desktop displays calls from all extensions, and calls from all extensions can be controlled (answered, conferenced, joined, and transferred).

Note that the following options are *not* supported in Agent Multiline Control mode:

- Call Park and Shared Lines are not supported on non-ACD lines.
- Call waiting is not supported on any of the lines; however, lines can be configured to forward on busy to secondary lines.

- Non ACD Line Impact: There are two options on the Peripheral tab of the PG Explorer for the Non ACD Line Impact setting:
 - **Available Agent Stays Available** means the agent remains “Available” even while talking on a non-ACD line.
 - **Available Agent Set Not Ready** means that the agent state changes to Non Ready with a special reason code while the agent is talking on, or is on hold on, a non-ACD line. This state change occurs when the agent initiates or answers a call on a non-ACD line.

Schema

New fields were added to two Schema tables to track Agent Multiline Control:

- The Agent_Interval (Agent_Historical) table has four new fields for calls on the non-ACD line extensions: NonAcdCallsInCount, NonAcdCallsInTime, NonAcdCallsOutCount, NonAcdCallsOutTime. (For more details, refer to the *Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.)
- The Termination_Call_Detail table has a new Peripheral Call Type for non-ACD calls. The call type is DBCD_NON_ACD, and the associated value is **38**. This call type monitors calls to or from an unmonitored device or another non-ACD line.

Reporting

Reporting on Agent MultiLine Control is not available. No stock WebView or Unified IC report templates use the new Agent Interval fields.



Note

WebView is not supported in Release 8.5(x). If you are installing on Windows Server 2008 R2 then you must also apply the Release 8.5(2) Maintenance Release.

Serviceability Enhancements

- Alarm Content Improvements: An “alarm” is an event that is reported externally to a network management station. The transport for an alarm is typically SNMP (for “actionable” alarms; for example, those that report a health-impacting event) or syslog (for less critical alarms). For Unified CCE, alarms are also stored in the local server Windows Event Log.

All alarm and trace message text have been evaluated for clarity and completeness, and modified to improve the content and readability. For additional information, refer to the *Serviceability Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

- More Verbose Default Tracing (Improved Trace Levels): The default tracing written to each Unified CCE component’s log file has been evaluated and enhanced to make sure that this default level is sufficient to provide a customer, partner, technical support engineer, or development engineer with enough information to begin diagnosing a problem.

With this serviceability enhancement, the 8.0(1) utility tools provide centralized control for setting up each component trace level. Users can either use the 8.0(1) utility tools or manually modify the registry key value. For additional information, refer to the *Serviceability Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

- **New Windows Performance Monitoring Counters:** The Microsoft Windows operating system has a facility known as Performance Monitoring, or “PerfMon.” This PerfMon interface enables functional components to integrate with the Performance Monitoring facility to report current values of pre-configured counters. It allows administrators to quickly view the health of the solution, often as green, yellow, or red labels, icons, or gauges. For additional information, refer to the *Serviceability Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*.

Cisco Unified Analysis Manager

The Cisco Unified Analysis Manager, a tool included with the Cisco Unified Real-Time Monitoring Tool (RTMT), is used to review log files and perform troubleshooting operations. When the Unified Analysis Manager is launched, it collects troubleshooting information from your system and provides an analysis of that information. You can use this information to perform your own troubleshooting operation or to send the information to Cisco Technical Assistance for analysis.

The Unified Analysis Manager application is installed as an option when you install the RTMT software as part of Cisco Unified Communications Manager. The Analysis Manager interface is accessed from the RTMT main menu and quick launch channel.

Once it is installed, the application can identify the supported Unified Communications products and applications that you have in your system and troubleshoot call failures across these Unified Communications applications, collecting trace and log files.

The Unified Analysis Manager supports the following products:

- Cisco Unified Communications Manager (Unified CM) Release 8.0(1)
- Cisco Unified Contact Center Enterprise (Unified CCE) Release 8.0(1)
- Cisco Unified Contact Center Express (Unified CCX) Release 8.0(1)
- Cisco IOS Voice Gateways (37xx, 28xx, 38xx, 5350XM, 5400XM) IOS Release PI 11
- Cisco Unity Connection (Unity Connection) Release 8.0(1)
- Cisco Unified Presence (Unified Presence) Release 8.0(2)
- Cisco Unified Contact Center Management Portal (Unified CCMP) (see the [Unified Contact Center Management Portal Enhancements, page 20](#) section)



Note

Refer to the *Serviceability Best Practices Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* and the *Cisco Unified Communications Analysis Manager User Guide* for more details.

Analyze Call Path

The Analyze Call Path tool allows you to trace a call between multiple Unified Communications products. In order to trace a call using the Analyze Call Path tool, a node must be defined in Unified Analysis Manager and the node must belong to a group.

When using Analyze Call Path with Unified CCE, observe the following restrictions:

- Restriction on the tool’s ability to inclusively trace multi-branch call segments (conference, consultation transfer, etc.) in a single trace
- Limitation with direct call tracking across some interfaces (VRU, CTI) when Unified Communications is not present
- Lack of trace capability for Outbound Option calls using the new SIP Dialer feature

**Note**

For more details about the Analyze Call Path tool, refer to the *Cisco Unified Real-Time Monitoring Tool Administration Guide Version 8.0(1)*, available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Outbound Option

Outbound Option provides the following enhancements for Release 8.0(1):

- SIP-based dialing architecture: Release 8.0(1) offers the Session Initiation Protocol (SIP) Dialer. In an Outbound Option deployment that uses the SIP Dialer, functions such as dialing, call control, and Call Progress Analysis for Outbound campaigns are handled by the Voice Gateway, and not by Cisco Unified Communications Manager (Unified CM). This increases the number of Outbound agents that a deployment can service on a PG, and reduces the number of PGs and Dialers that customers need to deploy for larger enterprise systems.

**Note**

The Skinny Call Control Protocol (SCCP) Dialer is still supported in Release 8.0(1), but only one type of Dialer is allowed per PG pair. For a list of Voice Gateway and Cisco Unified SIP Proxy (CUSP) models that support the SIP Dialer, refer to the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*.

- Call Progress Analysis (including answering machine detection) on the voice gateways: Unlike the SCCP Dialer, which performs CPA on the Unified CM Dialer ports, in a SIP Dialer configuration CPA is performed on the voice gateways. Offloading CPA to the voice gateways frees up SIP Dialer resources for other tasks, contributing to the SIP Dialer's increased scalability.
- Significant scalability improvement with the SIP dialer: The SIP Dialer supports significantly more dialer ports and calls per second.

**Note**

Refer to the *Cisco Unified Contact Center Enterprise 8.x Solution Reference Network Design (SRND)* for specific values.

- Regional Prefix Update Tool (RPUT): This tool updates the Unified CCE database to the latest NALENND (North American Local Exchange NPA NXX Database). This tool can only be used:
 - If Unified CCE is using the North American Numbering Plan
 - On an Administration & Data Server that includes Real-time Data Server as part of its role
- Multi-tenant outbound (for Unified CCH): Allows multiple customer instances to run Outbound Option in a Hosted environment. This new feature, known as Outbound Option Multi-Tenant, is available in Outbound Option deployments that use the SIP Dialer.
- The Outbound Option WebView templates and the Outbound Option Configuration tools are installed/displayed by default. The ability to turn these settings ON or OFF has been disabled (that is, these settings are always ON).

**Note**

WebView is not supported in Release 8.5(x). If you are installing on Windows Server 2008 R2 then you must also apply the Release 8.5(2) Maintenance Release.



Note

For detailed information about these features, refer to the *Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted*.

Reporting

Release 8.0(1) is a transition release, so two reporting products are offered as a standard part of Unified CCE. WebView will continue to be available, and Cisco Unified Intelligence Center (Unified IC) Standard software will also be included as part of the media kit. (Note that the platform software *must* be ordered for each Unified IC server required.) Release 8.0(1) is the last release of WebView, and so it is expected that customers will use this release to move reporting to Unified IC *prior* to the next major release. WebView is not available in Release 8.5(x) and is not supported with servers running Release 8.5(x). If you are installing on Windows Server 2008 R2 then you must also apply the Release 8.5(2) Maintenance Release



Note

Some Release 8.0(1) capabilities have not been implemented with WebView, including 15 minute-reporting and CallType SkillGroup reporting.

Interval Reporting Data

Some, but not all, Half_Hour tables now have an equivalent Interval table. The Half_Hour tables still appear in the database, but are no longer populated. For Unified IC only (and not for WebView) the equivalent Interval tables are populated by either half-hour or fifteen-minute data, based on configuration. WebView uses “half-hour views” to pull 30-minute data from the Interval tables.

Fields in the Interval tables are no longer appended by ToHalf. For example, the Agent_Half_Hour table has a field named AvailTimeToHalf. In the Agent_Interval table, that field is named AvailTime.

Observe the following guidelines for 15-minute interval reporting data:

- WebView only reports on 30-minute interval reporting data; therefore, use Unified IC Release 8.0(1) to produce 15-minute interval data.
- Even if you configure 15-minute intervals, WebView pulls 30-minute interval data from the Interval tables into the WebView report templates.



Note

For a detailed comparison of the WebView and Unified IC reporting templates, refer to the *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

Improved Parent/Child Reporting

- Improved Alarms for Unified CCE Gateway PG parent for conditions such as Notification of Child Status and Potential Configuration Issues
- Improved documentation:
 - Updated the *Gateway Deployment Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted*

- Parent/Child reporting information was moved from the *Gateway Deployment Guide for Cisco Unified ICM/Contact Center Enterprise and Hosted* to the new *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted*
- If both Parent and Child are at Release 8.0(1):
 - There is new visibility at the child for the queue time at the parent: This is provided by a new EnterpriseQueueTime field in the child Termination_Call_Detail table that reflects the duration for which a call was queued at the parent. This field is not available to child scripts and is not used in any other calculation at the child or in any of the standard reports; however, viewing this field in the database provides a better sense regarding queue time.
 - Improved Ring No Answer (RNA) handling in a parent/child system with Unified CVP at the Parent: Previously, if Unified CVP pulled back a call and sent it to another agent (on the same or different child) then the call was tagged as Abandoned at the original child. Now, if a call is queued at the parent Unified CVP and translation-routed to the child, and if the child requeries the call, then the parent pushes the RNA information to the child. The Termination Call Detail (TCD) record at the child shows the appropriate disposition (Redirected) and not the disposition of Abandoned.
 - New Interval reporting configuration: Allows an option for the Time Source for the data to be Central Controller time or Peripheral time (Previously, the only option was Peripheral Time.)
If you select **Central Controller time**, then:
 - Call_Type_Skill_Group data (new reporting table) at the parent will be consistent and match.
 - Skill Group counts at the parent might not match skill group counts at the child, as the tables might not be synchronized.
 If you select **Peripheral time**, then:
 - 15-minute intervals are not available (Peripheral time only allows 30-minute intervals).
 - Call Type/Skill Group data at the parent might not be consistent with itself.
 - Skill Group counts at the parent and the child will match.

15-Minute Interval Reporting

Unified CCE software stores some historical data in half-hour tables and other historical information in either half-hour or fifteen-minute summaries (but not both), based on Interval flags set in the Configuration Manager.

There are seven new Interval tables that correspond to seven existing Half_Hour tables. There is also one new Interval table (Call_Type_Skill_Group_Interval) that corresponds to a new Call_Type_Skill_Group_Half_Hour table.

In all, therefore, there are eight Interval tables that support fifteen-minute reporting if the system is configured for it.



Note

Refer to the *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for more details.

New Atlanta-ServletExec AS Replaces New Atlanta-ServletExec ISAPI 5.0

Starting in Unified CCE Release 8.0(1), the New Atlanta-ServletExec AS replaces the New Atlanta-ServletExec ISAPI 5.0.

The New Atlanta-ServletExec AS is a standalone web application server that hosts Java Servlets and JSPs. This web application server, along with the Sybase EAServer, forms the WebView third-party installer, which is a prerequisite for WebView component(s) in Unified ICM Release 8.0(1).

Scalability Improvements

- Real-time and Historical Data Server deployment re-architecture: In Release 8.0(1), there are two new HDS deployments:
 - Small to Medium Historical Data Server Deployments: All agent-related historical data is replicated to an HDS.
 - Large Historical Data Server Deployments: Historical data can be distributed for scalability purposes.



Note Refer to the *Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for detailed information about these deployments. Refer to the *Cisco Unified Contact Center Enterprise 8.x Solution Reference Network Design (SRND)* for scalability details about these deployments.

- Throttling from PG data to CallRouter: This feature introduces an intelligent, priority-based throttling mechanism for the messages sent to the CallRouter, which ensures all high-priority messages are serviced within the specified threshold without impacting the processing rate of lower-priority messages. The throttling mechanism is based on the speed at which the CallRouter processes the messages, and is self-tuned. This feature ensures the expected response time from the CallRouter for all high-priority messages, thus improving the call success rate at all times, and predominantly during the interval reporting data transfer from the PG to the CallRouter. This feature is enabled by default on all CallRouter nodes in Release 8.0(1) as part of an upgrade or during a new installation.



Note If you are using the OPC HH Delay feature based on the DMP ID of the PG, you must disable the OPC HH Delay feature. This outdated staggering mechanism is not required with the new throttling mechanism at the CallRouter. Disable the feature by setting the registry key ICM\<instance>\<node>\PG\CurrentVersion\OPC\OPIData\PGHHDelay to zero (0). (This note is only applicable when running older 7.5(x) PGs, which will not be upgraded. In Release 8.0(1) PGs, the feature will be disabled automatically as part of the upgrade.)

Database Schema Changes, Release 7.5(1) to Release 8.0(1)

This section indicates the new tables added to the Unified CCE Database Schema between Release 7.5(1) and Release 8.0(1). Refer to the *Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for descriptions of the new tables and fields.

- Agent_Interval Table
- Agent_Skill_Group_Interval Table
- Attribute Table
- Assignment_Queue Table
- Assignment_Queue_Member Table

- Assignment_Queue_Attribute Table
- Agent_Attribute Table
- Campaign_Query_Rule_Interval
- CallType_SG_Interval table
- Call_Type_SG_Half_Hour
- Call_Type_Interval table
- Dialer_Interval
- Dialer_Detail table
- ICR_Globals
- Logical_Interface_Controller
- Peripheral_Interval
- Skill_Group_Interval table
- Service_Interval table

In addition, the Outbound Option private database schema has changed.

Additional Miscellaneous Features

Sigtran (SS7 over IP) Network Gateways

Sigtran Gateway is an IP based drop-in replacement for the existing SS7 Gateways, which rely on SS7 link hardware. A single Sigtran Gateway can support the entire Unified ICM load, so multiple Gateways are no longer required. The Sigtran Gateway is typically deployed with Cisco IP Transfer Point (ITP), which provides a common and well-understood interface into customer networks.

Dialed Number List Tool Performance Enhancements

The response time for retrieving dialed numbers has been improved through enhancements made to the tool and available filtering. The Dialed Number List tool response time is relative to the number of dialed numbers being retrieved and the following filtering guidelines, which reduce the number of dialed numbers retrieved.

- Use Routing client and Customer Filters: Always select a specific Routing client and Customer, even if only one of each exists.
- Use Optional Filter: Use the Filtering by Name, Dialed Number String, or Description options to reduce the number of dialed numbers retrieved to a manageable number. This guideline, combined with Routing client and Customer filtering, can greatly improve response times for large configurations.

In addition, when adding new dialed numbers without editing existing ones, simply select an Optional Filter that retrieves no dialed numbers to reduce response time to practically zero, and to make the list of dialed numbers easier to manage (use the Optional Filter with the exact dialed number string to be added).

CRSP NIC Consolidation

The features previously provided by the CRSPNic.exe have been integrated into a new CRSP NIC executable, the CRSPNicV3.exe. The CRSPNicV3.exe fully supports CRSP Protocol versions 2 and 3 and is the only CRSP NIC executable provided in Release 8.0(1).

Database Sizing Estimator Web Applet

The Database Sizing Estimator web applet allows you to perform your database sizing needs.



Note

The Database Sizing Estimator estimates databases for Unified ICM Release 7.5(1) or higher and Unified CCE Release 8.0(1).

The Database Sizing Estimator estimates the storage requirements for a Cisco Unified ICM or Unified CCE Logger or HDS database given information about the environment's configuration (for example, the number of agents, skill groups, call types, and so on) and database retention days. You can supply initial values by loading values from your local Unified ICM database.



Note

Refer to the *Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* for more details.

Unified Contact Center Management Portal

Unified Contact Center Management Portal Enhancements

Unified Contact Center Management Portal (Unified CCMP) provides the following enhancements for Release 8.0(1):

- **Agent Self Re-skilling:** The supervisor re-skilling user interface can be enabled for use at the agent level enabling individual agents to directly manage their own skill group memberships. Each agent using this interface must have a portal user account within the system, along with being granted the global "self skill" task. (By default, the self re-skilling interface is disabled.)
- **Extension Mobility:** Simplified management of the Cisco Unified Communications Manager extension mobility feature when used within Unified CCE. Extension Mobility profiles are now created and managed from within Unified CCMP, removing the need for specific configuration steps to be performed within the Cisco Unified Communications Manager and Unified CCE Administration tools.
- **Localization support for Spanish and German.**

Unified Contact Center Management Portal Localization

Unified CCMP Release 8.0(1) provides its own Language Pack installer, which can be used to install support for additional languages. The following languages are supported:

- French
- Italian
- Spanish

- German

This installer is located on the Unified CCMP 8.0(1) CD-ROM in the Languages folder. To install support for one or more of these languages, copy and run the Language Pack installer on each of the Unified CCMP Web Application Servers.



Note

English customers do not need to run the Language Pack installer. All other language users must run the Language Pack installer.

For upgrades of existing CCMP installations, you must uninstall existing versions of the Unified CCMP Language Pack *before* performing an upgrade. Once the upgrade is complete, the latest version of the Language Pack must be installed to support the required languages.

After installing the Unified CCMP upgrade, users who view the product in one of the supported languages must indicate their language settings in the browser. To do this, in Internet Explorer, select **Tools > Internet Options**, then click the General tab. Then click **Languages** and select the language you intend to use. If you have used a non-English language prior to the upgrade, you must reselect it again. This procedure is not necessary for users who require English. Browsers accessing Unified CCMP with unsupported language settings will be presented with the default language of English.

Unified Intelligence Center

Cisco Unified Intelligence Center (Unified IC) is a web-based, graphical user interface that provides real-time and historical reporting that can be customized and presented in reporting dashboards. With Release 8.0(1), there are two versions of Unified IC: Standard and Premium. The Unified IC Standard Version is included with the Unified CCE software bundle.

Unified IC provides the following features for Release 8.0(1):

- Complete refresh of the user interface
- Appliance-based deployment for easier installation and updates
- Deployment in a cluster deployment for improved resiliency and load balancing
- Internationalization and Localization of user interface, online help, and reports
- Accessibility

Skill Group Abandon Reporting for Calls that Abandon while in Router Queue

In Unified CCE 8.0, the default value of the registry key Router\CurrentVersion\Configuration\Queuing\SingleSkillGroupAbandon is changed to 1 from 0. This value was modified to align the Skill_Group Reporting to the Call_Type_Skill_Group Reporting introduced in this release.

User Documentation Changes

This section discusses updates and additions to the Unified CCE Release 8.0(1) software documentation set.

Documentation Updates

Many of the manuals reflect new features, are labeled as 8.0(1) or 8.x(y) documents, and will be newly posted on cisco.com at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

Documentation Search Engine

Release 8.0(1) provides a documentation search engine for Cisco Unified Contact Center Enterprise, which allows you to search for a particular subject in Cisco documentation published on cisco.com.

There are three ways to access this search engine:

- Click **Start > Programs > Cisco Unified CCE Tools > Documentation Search** from your Unified CCE system, then enter the subject and click **Search**.
- Access the Cisco Unified Contact Center Products Troubleshooting wiki at:
<http://docwiki.cisco.com/wiki/Category:Troubleshooting>.
- Access www.searchvtg.com at:
<http://www.searchvtg.com>
 and select **Cisco Unified Contact Center Enterprise**.

New Reporting Manual

The documentation set for Release 8.0(1) includes the *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html.

This manual combines and consolidates the content of the former *Reporting Guide for Cisco Unified ICM Enterprise & Hosted* and the *Reporting Guide for Cisco Unified Contact Center Enterprise & Hosted*. It explains reporting data, reporting entities, how to optimize configuration for reports, and the templates offered in the WebView and the Cisco Unified Intelligence Center reporting applications.

Important Notes

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- [Installation/Upgrade, Maintenance Releases, and Engineering Specials, page 23](#)
- [Performing a Technology Refresh Upgrade of CTI OS Server and Changing Drives, page 23](#)
- [Local Administrator Read Only User Behavior, page 23](#)
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- [Launching Scheduled Target Manager on a Windows 7 Administration Client Machine, page 24](#)
- [EOL Components in Release 8.0\(1\), page 24](#)
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- [Support Tools Version Integrated with Unified Contact Center Enterprise, page 25](#)

Installing Over the Network

Do not install Unified CCE Release 8.0(1) over the network or from a network-mapped drive for either a fresh install or upgrade.

Installation/Upgrade, Maintenance Releases, and Engineering Specials

When you install/upgrade to Release 8.0(1), all existing Maintenance Releases (MRs) and Engineering Specials (ESs) are removed. You should install the latest MR available for 8.0(x) when you install or upgrade. The Release 8.0(1) ICM/CCE/CCH Installer prompts for the latest MR and automatically launches it post-reboot.

All defects resolved in 7.5(7) and earlier MRs for 7.5 have been resolved in 8.0(1). For any Engineering Specials (ESs) applied to your existing environment, or defects resolved in later MRs, you can confirm each bug fix via Bug Toolkit:

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

with respect to your planned upgrade to 8.0(1), plus the latest 8.0(x) MR.

Performing a Technology Refresh Upgrade of CTI OS Server and Changing Drives

If the “source” CTI OS Server machine has CTI OS Server installed on the C: drive and you want to perform a Technology Refresh upgrade and install CTI OS Server on the “destination” machine on the E: drive (for example), you must perform an additional manual step. After importing the ICM Registry on the destination machine and *before* running CTI OS Server Setup, manually change the drive letter in the “InstallDir” registry key at “HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI OS Server.” For example, change “C:\ICM\CTIOS_bin” to “E:\ICM\CTIOS_bin.”

Local Administrator Read Only User Behavior

When a read only user is logged into the Administration & Data Server or is logged onto an Internet Script Editor, which is located on the Administration & Data Server, if that user is also a Local Administrator they can edit and save scripts. Therefore, being a local administrator overrides being a read only user.

Language Pack Executable

You can localize your files after a fresh installation of Release 8.0(1) by running the executable LanguagePack_8_0_1.exe, located in the LanguagePackInstaller directory on the Release 8.0(1) DVD. This step is not necessary if you are upgrading to Release 8.0(1), as the Language Pack is invoked automatically during upgrade to localize your files.

Administration Clients

Administration Clients are not supported in Workgroups.

TCP Chimney Offload Feature

The ICM/CCE/CCH Installer disables the TCP Chimney Offload feature when you install or upgrade to Release 8.0(1).



Note

Refer to the *Cisco Unified Contact Center Enterprise Field Notice (FN) 63215* for additional information.

Launching Scheduled Target Manager on a Windows 7 Administration Client Machine

Only an administrator can launch the Scheduled Target Manager tool when it is running on a Windows 7 Administration Client machine.

When a user who is not configured as an administrator tries to launch Scheduled Target Manager on a Windows 7 Administration Client machine, a warning message displays requesting administrator credentials and states that Scheduled Target Manager is from an unknown publisher.

EOL Components in Release 8.0(1)

The following components are End of Life (EOL) and are not supported in Release 8.0(1):

- Avaya G2
- Ericsson ACP1000
- Ericsson MD110
- Nortel DMS100
- Nortel Meridian
- Nortel SL 100
- Nortel Symposium Versions 4.2 and 5.0
- Rockwell Galaxy
- Rolm9005
- Siemens HICOM 300E North America
- Siemens HICOM 300E Europe/Intl
- Siemens ROLM 9751
- MEI Server
- Application Bridge Server
- AIN Network Gateway
- CAIN NIC
- G3 Dialer

WebView Limitations

WebView is not supported on Windows 7 or Windows Vista Client.

Multi-channel Support

The following multi-channel software is *not* supported by Unified CCE Release 8.0(1):

- Cisco Web Collaboration Option 5.0
- Cisco E-Mail Manager Option 5.0
- Cisco Unified E-Mail Interaction Manager (Unified EIM)
- Cisco Unified Web Interaction Manager (Unified WIM)

Support Tools Version Integrated with Unified Contact Center Enterprise

The version of Support Tools integrated into Unified CCE Release 8.0(1) has not changed from the most recently released version. This version is 2.4(1).



Note

Support Tools is not supported on Windows Server 2008 R2 systems and is not supported in Release 8.5(x).

Resolved Caveats in This Release

This section contains a list of all Sev 1, 2, and customer-found Sev 3 defects that have been resolved in Unified CCE Release 8.0(1), that were not already resolved in Release 7.5(7) or earlier. Defects are listed by component and then by identifier.

Table 1 Resolved Caveats for Cisco Unified CCE

Identifier	Component	Headline
CSCtc70381	aas	AAS deletes agent-skill assignments when restarted
CSCsv79557	pg.eapim	Mobile agent not placed on hold after login under some conditions
CSCtd27410	pg.eapim	Call Context dropped for transfer to IVR campaigns
CSCtd67153	pg.eapim	CTI OS desk top missing established event for dialer call flow
CSCte35733	pg.eapim	3rd party app fails to record Mobile Agent after upgrade to 7.5(6)
CSCtc06275	pg.mis	MIS Call Variables Updates Issue
CSCsy34631	pg.opc	OPC Crash
CSCtc40630	pg.opc	InternalCallsToHalf mismatch between Parent and Child
CSCtc52068	pg.opc	Translation Route on ARS PG fails
CSCtd37288	pg.opc	Abnormal call termination not counted same in Call Type and Skill Group

Table 1 Resolved Caveats for Cisco Unified CCE

CSCtd52801	pg.opc	SGHH CallsAnswered greater than SGHH CallsHandled
CSCsk37042	router	Creating new MRD and using an old MRD name causes rtr to assert.
CSCsq05452	router	Router does not protect against some config deletes
CSCsz14358	router	Handling Undefined DN's in ICM and Playing CVP prompts
CSCtc18308	router	Abandon calls in CVP during agent delivery causes report discrepancies.
CSCtc37037	router	Router crash while a config change is made in Database Lookup Explorer
CSCtc73868	router	Call Type Calls Completed Higher than Calls Offered
CSCtc76735	router	Skill Group Service Level Abandon not calculated correctly
CSCtc82593	router	Call Type Service level abandon are not counted accurately
CSCtd42851	router	Router asserts on deletion of Skill Group, having Agents still logged in
CSCtc46525	aw.conapi	Web based reskill fails to reconnect when AW connection fails to CC
CSCtd17565	aw.config	Unable to login to WebView with Supervisor after password change
CSCsq99200	ba.campaignmgr	QueryRule Penetration does not switch between QueryRules.
CSCsx48115	ba.campaignmgr	Campaign manager stops processing records due to DB connectivity timeout
CSCtc54517	ba.dialer	Webview Template Camqry20: %Talk of Time is showing wrong data.
CSCtd60932	ba.dialer.ipcc	Orphaned Reservation call
CSCsz56764	ba.dialer.sip	Dialer doesn't use RFC compliant RTP and RTCP port num when recording
CSCsr10157	db.distributor.rtf.client	RTClient failed on Truncate_dbsqlxexec on Table ApplicationPathRealTime
CSCsu33689	documentation	Exported report does not match HTML output.
CSCsv46159	documentation	Support for .NET Combo Box is incorrect
CSCsv63796	documentation	Sub Skill not to be used in IPCC Environment
CSCsw46264	documentation	Mobile Agent doc states incorrect config parameters.
CSCsw47546	documentation	Missing doc for ARS GW PG
CSCsw86403	documentation	Description of CD13 in Database Schema Handbook
CSCsy32236	documentation	AgentOutCallsTalkTimeToHalf definition incorrect in Schema guide
CSCsz24771	documentation	Upgrade guide contains incorrect baseline information
CSCsz37129	documentation	Compression not supported needs to be documented for Symposium PIM
CSCsz75494	documentation	BriCheckMessageRates and BriCheckMeters need to be documented.

Table 1 Resolved Caveats for Cisco Unified CCE

CSCta28827	documentation	Clarification needed on PGUser/CTI Route point association.
CSCta30846	documentation	Incorrect steps for Silent Installation of CTIOS 7.5x patches
CSCta34205	documentation	Outbound Dialer Port Information Is Incomplete
CSCtb42331	documentation	agent30: Agent Not Ready Summary Report displays incorrect values.
CSCtb44024	documentation	Link broken for System Design Specification templates
CSCtb83910	documentation	7.5 Documentation question about upgrade guide.
CSCtc76281	documentation	Microsoft KB 892494 does not apply to ICM 7.5
CSCtd19003	documentation	ACD Compatibility Matrix Aspect PIM EventLink supported
CSCtd34936	documentation	Staging Guide must specify AD privileges needed to promote agt to supv
CSCtd75155	documentation	IPCC Peripheral Error codes not documented
CSCte55337	documentation	Details on releasing party from a conference
CSCtd60584	nic.crsp	NAM-CRSPv3 : Sequence Number for DialogueErrorResult
CSCte01312	pg	Requery Answer Race Condition
CSCtd36635	pg.definity	ECSPIM crashed while processing Route Select message.
CSCtb89536	pg.eapim	CVP SIP RNA time out causes call failed pop up on desk top
CSCtb03960	pg.eapim.jtapigw	Handle cause code 4 (SIT Tone detected) in JTAPI Gateway (JGW)
CSCtd44086	pg.eapim.jtapigw	Mobile Agent CTI port not in service after partition change
CSCsq24962	pg.opc	CVP Re-queries counted as AbaRing on the parent system
CSCsy14864	pg.opc	'Digits Dialed' field in the parent TCD does not get updated
CSCtb73476	pg.opc	JGW Fail: Agents are doing a Consult Transfer - Affecting the OB Dialer
CSCtc52706	pg.opc	OPC Assertion Unhandled Exception ACCESS_VIOLATION
CSCtc94829	pg.opc	OPC crashes due to stale calls in the system
CSCtd54367	pg.opc	Wrapup code not updated on Parent during a conference calls
CSCte55878	pg.opc	Missing call termination event for outbound conference to a third party
CSCtd61412	reporting.webview	Report description is garbled in report list page
CSCsw69046	router	NAM Router side A crash followed by A side NAM router out of synch
CSCta39690	router	Service level today field of persvc07 does not reset after midnight
CSCtd35610	router	Incorrect AnswerWaitTimeHalf Calculation for CallTypeHalfHour
CSCte41728	router	Requery Answer Race Condition
CSCtd17077	security.ssl	Upgrade OpenSSL in SSL Encrypt Util

Table 1 Resolved Caveats for Cisco Unified CCE

CSCsy27084	usermigration	UserMigrationTool fails to connect to router if hostnames are used
CSCsy82195	aw	Domain Manager does not validate for invalid Characters
CSCtc84807	aw.config	Agent Explorer needs to do save validation before deleting domain acct
CSCtb41644	pg.definity	Queued calls are getting routed to the same skillgroup by ICM in Avaya
CSCtc84754	pg.eapim	Conference call grid disappears from mobile agents CTIOS desktop
CSCtd36649	pg.eapim	Outbound agents get stuck in reserve state due to EAPIM/CTISvr race cond
CSCtc98228	pg.eapim	Incorrect Call Type for Begin Call in Reservation Call
CSCsy82195	aw	Domain Manager does not validate for invalid Characters
CSCtc84807	aw.config	Agent Explorer needs to do save validation before deleting domain acct
CSCtb92842	cti-toolkit-agent	Agent Desktop crashes when logging into other CTIOS side
CSCtb41644	pg.definity	Queued calls are getting routed to the same skillgroup by ICM in Avaya
CSCtc84754	pg.eapim	Conference call grid disappears from mobile agents CTIOS desktop
CSCtd36649	pg.eapim	Outbound agents get stuck in reserve state due to EAPIM/CTISvr race cond
CSCtc98228	pg.eapim	Incorrect Call Type for Begin Call in Reservation Call
CSCtd05755	ccmp	IMPORTANT TLS/SSL SECURITY UPDATE

**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

-
- 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,” select **Voice and Unified Communications**; or, under “Select Products,” select **Cisco Unified Communications - Enterprise** and then select 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

Multiple Maintenance Releases have been issued since the original release of 8.0(1). View the release notes for your installed Maintenance Release to determine open defects.

Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to <http://docwiki.cisco.com/wiki/Category:Troubleshooting>, then click the product/option you are interested in.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

(Click **Obtaining Additional Information**.)

Documentation Feedback

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