



Release Notes for Cisco Unified Contact Center Enterprise Release 8.5(3)

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Introduction to Cisco Unified Contact Center Enterprise Release 8.5(3)

These release notes describe new features and changes for Release 8.5(3) of Unified Contact Center Enterprise (Unified CCE) software.

Note Release Notes for Cisco Agent Desktop, Cisco Unified E-Mail Interaction Manager, Cisco Unified Web Interaction Manager, Cisco Unified Customer Voice Portal, Cisco Unified IP IVR, and Cisco Unified Intelligence Center are separate documents and are not included as part of these release notes.

Unified CCE 8.5(3) bundles the Unified CCE 8.0(2), 8.0(3), 8.5(1) and 8.5(2) releases. For specifics about new features, changes, and corrections introduced in those releases, see their respective release notes.

This document covers new features, changes, and corrections introduced in Release 8.5(3).

Release 8.5(3) includes the changes and new features contained in Release 8.5(2). For details about Release 8.5(2) see the [Release Notes for Cisco Unified Contact Center Enterprise Release 8.5\(2\)](#).

About Cisco Unified CCE Release 8.5(3)

Cisco Unified Contact Center Enterprise Edition Release 8.5(3) is a maintenance release upgrade to Unified CCE 8.0(x). It introduces both new features and bug fixes. A maintenance release (MR) is an incremental set of software fixes and a limited set of new functionality delivered in an automated installer. A maintenance release includes content from all prior maintenance releases applicable to the base mainline version (in this case 8.0(x)) at the point of availability. Engineering special (ES) software patches released prior to the current maintenance release are also generally included.

Important: Release 8.5(3) is a required update if you plan to install Unified CCE on the Windows Server 2008 R2 operating system. For Windows Server 2008 R2 support, the Unified CCE Release 8.0(1a) major release must first be installed. Service Pack 1 (SP1) of Windows Server 2008 R2 is required.

Release 8.0(1a) is an update of Release 8.0(1) that includes installation support for Windows Server 2008 R2 in *addition* to installation support for Windows Server 2003. Release 8.0(1a) supersedes the previous Release 8.0(1) install media. There are no additional feature changes in Release 8.0(1a) for systems running Windows Server 2003.

Unless otherwise indicated, all subsequent references in this document to “8.0(1)” should be construed as pertaining equally to “8.0(1a)”.

System Requirements

Note For hardware and third-party software specifications for this release, see the [Hardware & System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted](#).

Related Documentation

See these sources for Unified CCE and related documentation.

Unified CCE Product Documentation

See these sources for Unified CCE product documentation:

- [Latest version of these release notes](#)
- [Unified CCE documentation index](#) on cisco.com
- For troubleshooting tips, go to the [Cisco DocWiki](#) and click the product or option in which you are interested
- For language localizations implemented for this release, see the [Cisco Unified CCE Product and System Localization Matrix](#)

Related Product Documentation

See these sources for documentation on products that make up or interact with Unified CCE:

- [Cisco Unified Communications Manager](#) (Unified CM)
- [Cisco Unified Customer Voice Portal](#) (Unified CVP)
- [Cisco Unified E-Mail Interaction Manager](#) (Unified EIM)
- [Cisco Unified Intelligence Center](#) (Unified IC)
- [Cisco Unified IP IVR](#) (Unified IP IVR)
- [Cisco Unified Web Interaction Manager](#) (Unified WIM)

Documentation for these products can be found from the [Unified CCE documentation index](#):

- Cisco Agent Desktop (CAD)
- Cisco CTI Object Server (CTI OS)
- Cisco Unified Contact Center Management Portal (Unified CCMP)

Other Related Cisco Documentation and Tools

See these sources for information about related Cisco documentation and tools:

- [Technical Support documentation and tools](#)
- For information about the Cisco software support methodology, see the *Software Release and Support Methodology: ICM/IPCC* (sign-in required)

Changes to Unified CCE Documentation

This section describes new or discontinued documents for this release, changes to document titles, and, if noteworthy, what documents have or have not been issued.

Unified CCE Documentation Changes

Unified CCE version 8.5(3) updates are issued for only those documents whose content is modified to reflect new or changed functionality introduced in 8.5(3). For all other guides, refer to the latest Release 8.0(1) or Release 8.5(3) version available.

Additionally, online help for specific applications that were updated in Release 8.5(3) has been updated in accordance with all application updates.

The latest version of the [Unified CCE SRND Guide](#) is version 8.x. It covers Unified CCE releases 8.0x and 8.5x.

Troubleshooting information for these features is available on the [Cisco DocWiki](#).

The following documents have been updated for UCCE 8.5(3)

- ICM Configuration Guide
- Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility
- UCCE Database Schema
- ACD Supplement for Avaya Communications
- Hardware and System Software Specification (Bill of Material)
- Cisco UCCE SRND
- ICM Reporting Guide
- Security Best Practices Guide

Changes to Unified CCMP Documentation

The following documents have been updated for Unified CCMP:

- Installation Guide for Unified Contact Center Management Portal
- Administration Guide for Unified Contact Center Management Portal
- User Guide for Unified Contact Center Management Portal

The Installation Guide for Unified Contact Center Management Portal provides additional information around performing in-place upgrades of Unified CCMP and the architectural impact of removing replication during a dual-sided upgrade.

The Administration Guide provides new content on performing a manual update of embedded connection strings configured at installation time.

Changes to CTI OS Documentation

- User Manual for Cisco Unified Contact Center Management Portal
- Administration Manual for Cisco Unified Contact Center Management Portal

New and Changed Information

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

Support for 12,000 Concurrent UCCE Agents

This release enables support for 12,000 concurrent agents on a single UCCE instance. Details are provided in the latest versions of the [Hardware & System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted](#) and the [Unified CCE SRND Guide](#).

Skillgroup Bucket Intervals Enhancement

Provides customizable bucket intervals for answered and abandoned calls in the Skill_Group_Interval table so that they can be used to calculate additional service levels within a Skill Group.

Agent State Call Direction Enhancement for UCCE and Aspect PG

The Agent State event is enhanced to include additional call information for Inbound and Outbound calls for both UCCE and the Aspect PG.

Not Ready Reason Code Change Enhancement for Avaya PG

This feature allows agents on Avaya PG to change the AUX reason code while maintaining their Not Ready agent state.

Updated Anti-Virus Support

Updated versions of anti-virus software are now supported. Please refer to the [Hardware & System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted](#) for more information.

Support Tools

Support Tools is not supported or available in Release 8.5(3). You are not prompted for a Support Tools pre-shared key.

Cisco Unified Computing System (UCS) Support

Unified CCE supports running on UCS hardware when running in virtual mode. Unified CCE is not supported when installed directly on UCS hardware.

The [Hardware & System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted](#) describes supported hardware and the [Cisco Docwiki](#) contains details on virtualization for UCCE, including configuration and supported releases.

Agent State Trace

In Unified CCMP 8.5(3), Agent State Trace has been enabled through the Provisioning Settings interface. This allows users with elevated permissions to enable the ability to set Agent State Trace on per-Agent bases through the Unified CCMP interface.

The behavior of the SkillGroupSkillTargetID in the Agent_State_Trace table has been modified so that it is populated as NULL when the agent logs out manually; it remains populated with the SkillGroupSkillTargetID if the skill group is removed from the agent (during re-skilling) while the agent is logged in.

Platform Resilience Improvements

Unified CCMP 8.5(3) contains a number of platform enhancements to improve system resilience when encountering environmental issues resulting in a failure to successfully provisioning items to Unified CCE.

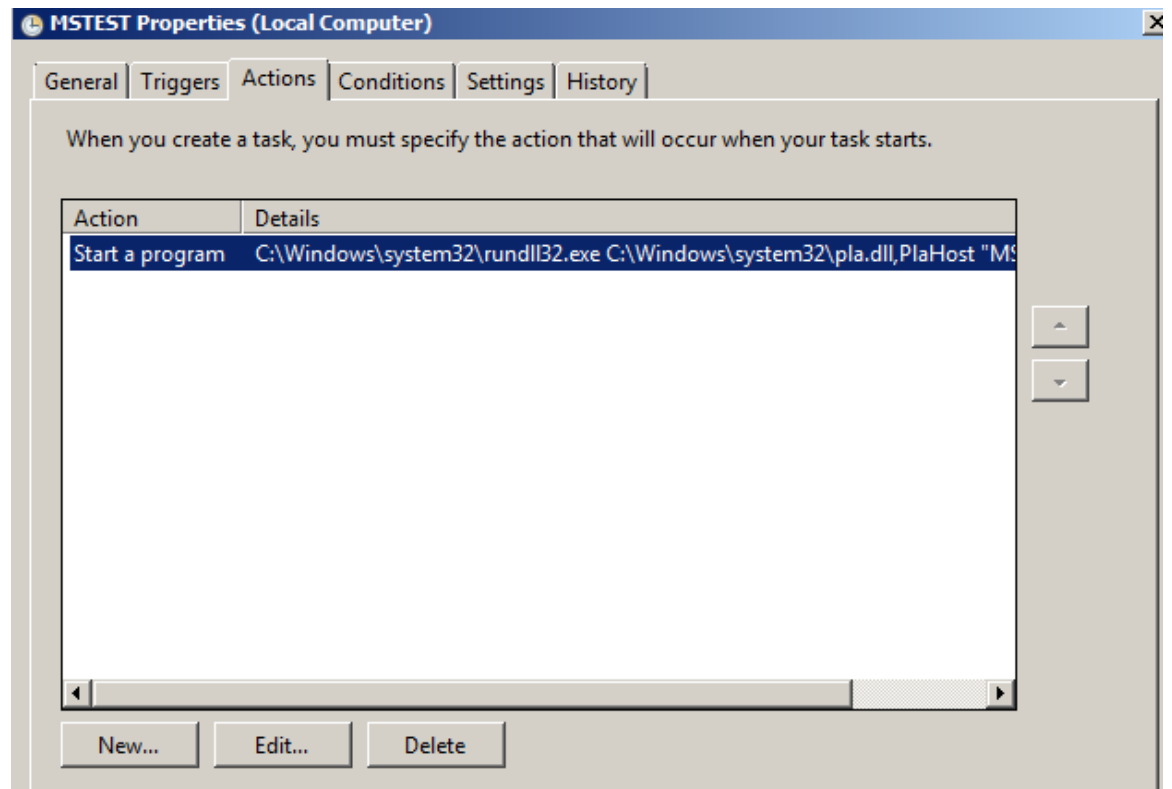
Important Notes

Any line that is monitored by UCCE PG for Multi Line support, Agent ACD line, or non-ACD line must not be added in a Unified Communications Manager hunt group because it is not supported.

SQL counters do not get collected in perflogs on win2k8 R2

SQL performance counters can be added by running the 32-bit version of Perfmon on the Windows server 2008 R2 platform. Unfortunately, even running the 32-bit version of System Monitor (launch 32 bit Perfmon monitor by using the cmd - mmc.exe /32 perfmon.msc) will not allow you to collect 32-bit performance counter data into performance logs. You can add the counters, but when you inspect the logs later, they won't have any data for the 32-bit applications. They are available only in real time and cannot capture them in a performance log file.

Root Cause: When you schedule a data collector, it automatically creates a scheduled task similar to the one in the following illustration.

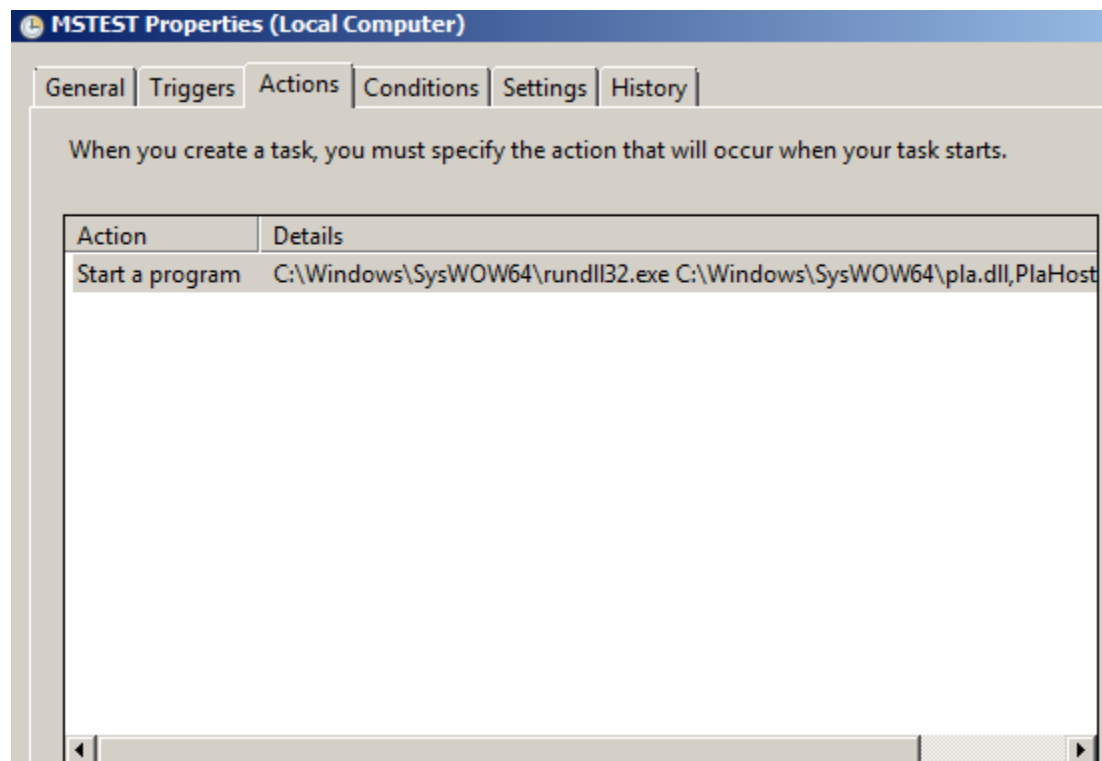


If you pay close attention to the Action illustrated above, it is trying to launch a process called Rundll32.exe and then host pla.dll inside its address space. Since there is no way to directly launch a DLL file, the rundll32.exe application is simply used to launch functionality stored in shared .dll files and pla.dll is used to capture Performance Logs & Alerts.

The location where this dll is stored and where the application is getting launched from is the SYSTEM32 folder (on an X64 bit box, the SYSTEM32 folder holds all 64bit version dlls and applications). But we have launched the 32bit Performance Monitor from C:\Windows\SysWOW64. In an ideal situation, the program that this scheduled task is supposed to launch is a 32bit Process and a 32bit DLL, but instead it is launching a 64bit one. This is the root cause of the problem and this is an issue with the data collector set functionality.

Due to this issue, the system is always looking for sqlctr90.dll in the system32 folder when we have just installed a 32bit SQL server on an x64-bit box copies sqlctr90.dll to the SYSWOW64 folder. When it doesn't find a dll by default, we don't see any counters related to the SQL server in the blg file.

Work Around: Update the task to point at C:\windows\SysWow64 as shown below.



Resolved Caveats in This Release

This section contains a list of all Severity defects that were resolved in Unified CCE Release 8.5(3). Defects are listed by identifier and then by component. You can open the defect directly in Bug Toolkit by clicking the link in the Identifier column.

Identifier	Component	Severity	Headline
CSCtr81233	router	1	Router with large configuration asserts during midnight
CSCtq80362	Pg.ars.gw.aastra	2	(ARSINT-160) Aastra ARSGW 1.0.10 upgrade fails intermittently
CSCtq86585	pg.opc	2	OPC crash when starting Idle System PG while calls are in queue
CSCtr34904	ba.dialer.sip	2	BaDialer process asserts during transfer to agent when prefixing.
CSCtr43056	pg.vru	2	VRU PIM crash on TemporaryConnect
CSCtr68034	web.setup	2	Data Not Populated from CDS During Agent Transfer of Siebel Client

CSCtr68153	icmccinstaller	2	Real time data not available on the Distributor
CSCtr78820	db.logger.failover.recovery	2	RCV reports duplicate insertion of records into the logger database
CSCtr78943	patch	2	CTIOS Patch Installer is attempting to remove a file that is not present
CSCtr79770	ba.import	2	SQL Error is thrown while importing phone numbers whose gmt is null.
CSCtr83653	pg.vru	2	Translation Route from IP-IVR to "Type 2" / "Type 10" VRU fails
CSCts26288	pg.definity	2	Call related Informations missing on ctios desktop after PG failover
CSCts26534	router	2	Translation Route from CVP to "Type 2" / "Type 10" fails - Race Condition
CSCts40852	security	2	Firewall settings for mdsproc incorrect for Windows 2008
CSCts44287	db.logger	2	Recovery key is in future during high call load
CSCts48590	nic.ss7	2	Incorrect INAP Message sequence. Release after ETC
CSCts98839	outbound	2	Dialer fails to reach the customer phones during OB load
CSCtt02489	pg.opc	2	OPC crash when processing Conference event
CSCtt04964	pg.acmi	2	ACMI PG OPC process asserts during RONA call flow at Child
CSCtt05911	router	2	Router Asserted while selecting Tr Route
CSCtt26460	outbound	2	SCCP Dialer reloads during outbound callflow.
CSCtt30512	pg.cucm	2	Agent not pegged as TALKING in configured DSG for internal and outgoing
CSCtg23815	pg.symp.noseipim	3	Nortel Analog phones caused unexpect event in Symposium PIM
CSCti83805	web.setup	3	Translation Route Wizard fails to Create DNIS values > 10 Digits
CSCtj25611	pg.eapim	3	SIP Dialer process freezes after sip dialer config mgr changes
CSCto43263	aw.config	3	List Tools-Dailed number list throws error while

			click on result
CSCto83219	pg.definity	3	Agent state continues to be in RESERVED state
CSCto96053	ba.dialer.sip	3	Dialer does not transfer to agent when prefixing
CSCtq14797	documentation	3	Outbound Option Guide and Online Help need to be updated
CSCtq15671	pg.eapim.jtapigw	3	Unified System CLI debug level setting not taking effect in JGW process
CSCtq17925	db.distributor.replication	3	rpl process asserts mentioning connection down on 40026 port
CSCtq21843	cti-toolkit-agent	3	AG Record button enablement after PG failover
CSCtq29506	pg.opc	3	OPC process asserts during the outbound call flow.
CSCtq32262	pg	3	Wrap-up window disappears when agent ends call after JAL
CSCtq35127	cg.ctiserver	3	CTI server asserts with mini dump during the failover scenarios
CSCtq47995	router	3	RouterCallsOffered not incremented when Call queued using QueueToAgent
CSCtq63298	ba.import	3	In dialer list Area codes intermittently get assigned to default region
CSCtq67530	pg.opc.ipcc	3	Stale agent information seen when no agents logged in (Parent/Child)
CSCtq78398	cti-toolkit-agent	3	CTIOS Agent Desktop leaks memory during Consult Transfer Call flow
CSCtq78447	pg.acmi	3	Discrepancy between Parent/Child real time fields
CSCtq78454	sample-code	3	C++ CILTest memory leak during Consult Transfer call flow
CSCtq78466	pg.opc.ipcc	3	Agent state trace missing for "Talking Event" after PG failover
CSCtq81530	pg.opc	3	Peripheral Variables are not saved in parent TCD for conference calls
CSCtq83671	pg.eapim	3	Agent AutoAnswer not working for Blind Conference
CSCtq84408	aw.config	3	Script Reference Tool crashes if script description exceeds 128 char.
CSCtq92434	pg.eapim	3	Reverse transfered call lost call control and

			handled is not counted
CSCtq92442	pg.eapim	3	Failed to play AG when user.media.id is used in the script on parent.
CSCtq94944	pg.eapim	3	PG is not responding with CONF after internal timeout
CSCtq94998	router	3	Router is late in responding to UnavailableReq from PIM under load
CSCtq97570	pg.opc.tdm	3	Call cannot route to agent when ready after RONA redirect
CSCtr20969	pg.eapim.jtapigw	3	With CCM861, mobile agent calls failed after AgentGreeting
CSCtr21224	pg.eapim	3	Load With CCM861, about 2.5% customer cals gets dropped during whisper.
CSCtr21533	pg.ars	3	ARSPIM crash RecvCallClearedEventMsg
CSCtr26015	pg.opc	3	OPC Sends the Incorrect Dialed Number for Consult calls in case of DNP.
CSCtr26138	cti-toolkit-agent	3	Customization of skill group statistics shows incorrect data in CTIOS
CSCtr26139	aw.config	3	Cannot Delete Scheduled Targets using "Schedule Target Explorer"
CSCtr26335	ctios-server	3	'CED' field value disappears from CTIOS desktop after failover
CSCtr26877	web.setup	3	CTI OS client uninstall fails with an error
CSCtr27973	pg.opc.tdm	3	Agents logged into priority skg's are displayd as logged out in base SKG
CSCtr28480	aw.config.ba	3	Outbound Option Import rule tool asserts when click on enter.
CSCtr42982	pg.symp	3	SymNoSei PIM crash during transfer scenario.
CSCtr46803	pg.acmi	3	Agent state change does not get reflected in Parent Child ACMI PIM
CSCtr48388	cg.ctiserver	3	CTI server sending REGISTER_VARIABLE_CONF even though IGNORE_CONF is set
CSCtr52639	db.icmdba	3	ICM 8.x HDS DB not purged although the scheduled job runs successfully
CSCtr57396	pg.definity	3	PIM Crash Due to Corrupt Config List

CSCtr59083	pg.definity	3	Incorrect update seen in AvailableInMRD field after Re-skilling an agent
CSCtr59151	documentation	3	No explanation for RouterErrorCode in DB Schema and referenced guide
CSCtr62324	aw.config	3	User Groups are not populated in 'User List' tool.
CSCtr72985	client-libs	3	CTIOS Agent Desktop sample project will not build
CSCtr73174	pg.acmi	3	ServiceSkillTargetID displays the originating skillset after transfer
CSCtr73998	pg.opc.ipcc	3	Need to suppress the events generated from PG
CSCtr75876	patch	3	Upgrade Complete Dialog Pop up should not pop on Uninstallation Scenario
CSCtr76915	setup	3	Unable to start applications after installing latest 8.5(3) patch
CSCtr77961	pg.acmi	3	Incorrect agent state update in parent real time reporting.
CSCtr78416	pg.opc.ipcc	3	Call is not counted as Answered for blind conference call flow
CSCtr85668	pg.acmi	3	Mismatch seen for ServiceSkillTargetID field in parent TCD.
CSCtr88376	web.setup	3	HDS DB Purge Stored Procedure needs to be modified
CSCtr91689	cg.ctiserver	3	Incorrect data displays in CTI statistics after reskilling avaya agent
CSCtr91690	pg.eapim	3	CCE doesn't properly time out Remote Route Requests when DNP is used
CSCtr92007	cg.ctiserver	3	Peripheral Monitor Mode doesn't send CDU with call ID chg in DNP route
CSCtr96623	aw.tools	3	Dial number list tool throws error while configuring dial number
CSCtr99950	outbound	3	SIP Dialer crashes due to missing 183, REFER not allowed in this context
CSCts06429	pg	3	Call Type set to 10 (Internal) instead of 9 (Outbound) on outbound call
CSCts08094	pg.ars.gw.aastra	3	(ARSINT-162 OaiThrottledTimeWindow key to be documented in release notes

CSCts20045	pg	3	Call disposition 6 for DTAL
CSCts20927	cg.ctiserver	3	AgentTeamName not getting displayed in CTIttest after modified Team Name
CSCts28186	web.setup	3	ICM 8.x Patch Installer doesn't copy Filter files into Logger sub-Folder
CSCts31042	pg.opc	3	OPC is crashing while executing get_config in rttest
CSCts39720	ctios.server	3	Unable to answer the call which is dequeued from IVR.
CSCts40406	pg	3	Incorrect update seen in Direction field for the ICT call in AST
CSCts40635	ctios.server	3	Error While launching CTIOS client, System.IO.FileNotFoundException
CSCts42361	pg.opc	3	Peripheral Variables are not saved in TCD
CSCts44241	nic.incrp	3	CWCNIC doesn't send CallEventReport for abandoned calls.
CSCts48006	cg.ctiserver	3	Incorrect CED in CTIOS after Failover.
CSCts48257	pg.opc	3	CG becomes active only after a delay of 9 mins during PG Failover.
CSCts51285	documentation	3	CTI OS Developer's Guide must reference new QoS support for Vista/Win7
CSCts55484	pg.acmi	3	Idle reason code not updating in AgentSkillGroupRealTime table in parent
CSCts55611	pg.acmi	3	Callinprogress field incrementing for busy_other skillgroup on parent
CSCts55790	pg.cucm	3	Agent desktops grayout after complete transfer,when multiline enabled
CSCts58052	documentation	3	Compatibility Matrix for UCCE 8.0 PGs
CSCts66344	pg.acmi	3	CD mismatch between parent/child during transfer followed by a rev conf
CSCts67339	pg.opc	3	Primary call leg is lost during CTI Transfer from one Agent to another
CSCts69306	documentation	3	Delay time is 0 for both parent&child TCD when childscript has waitnode
CSCts76947	outbound	3	SIP Dialer not releasing Dialer ports after getting

			480 response from GW
CSCts77506	pg.vru	3	Need to suppress the events from VRU PG to Centralcontroller
CSCts77564	install	3	MDS "SendQueueMaxLimit" registry needs to be increased to 60k (Dec)
CSCts79980	documentation	3	UCCE BOM has error regarding VS 2010 for CTI toolkit
CSCts85651	outbound	3	Null CallbackDateTime when pend records are retrived after dialing time
CSCts99482	router	3	Router CallType Data counted wrong when switch reporting boundry
CSCtt18097	pg	3	CTITest does not pick the correct call in conference call flow
CSCtt22954	documentation	3	UCCE Compatibility Guide Needs Update to Reflect CAD 8.5.2a Compat
CSCtt42924	cg.ctiserver	3	CTIServer sends the Hold and Consult Call REMask for the Source Agent when the Call is Ringing at the Dest Agent.
CSCtt96251	outbound	3	Dialer crashes during shutdown
CSCtu24178	outbound	3	Region prefix data to be updated
CSCtg62678	db.logger	3	Wrapup data containing extended characters are garbled in ICM
CSCtg94353	pg.spectrumpim	3	Call disappearance and additional TCD observed during transfer scenario
CSCtt45594	pg.cucm	3	Agent does not go wrapup state while CTIOS Based silent monitoring
CSCtr92007	cg.ctiserver	3	Peripheral Monitor Mode doesn't send CDU with call ID chg in DNP route
CSCtt42924	cg.ctiserver	3	Call delivered event shld not hv remask for Cnslt and Hld
CSCtt30512	pg.cucm	3	Agent not pegged as TALKING in configured DSG for internal and outgoing

Open Caveats in This Release

This section contains a list of all Severity defects that are currently pending in Unified CCE Release 8.5(3). Defects are listed by identifier and then by component. You can open the defect directly in Bug Toolkit by clicking the link in the Identifier column.

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](#).

Identifier	Component	Severity	Headline
CSCtr73354	pg.opc	3	Reverse conference call is not counted as Handled in SkillGroup table
CSCts55747	outbound	3	SCCP dialer dials second phone number after abandon to IVR
CSCts63991	outbound	3	Campaign Manager Crash
CSCtt15362	ctios.client	2	On PG Failover Agents in ACW Are Put in Ready State
CSCtt25901	pg.acmi	3	Incorrect agent state seen in parent agent skill group real time table.
CSCtt29039	pg	3	Random number seen in ConsultOutcalls field in skill group intervaltable
CSCtt29045	pg	3	Multiple events seen in agent state tracetable for Ready,NR,Tlking state
CSCtt29058	pg.opc	3	Two hold events seen in agentstatetracetable for same agent on Aspect PG
CSCtt29075	pg.acmi	3	Mismatch seen in direction field between parent and child real timetable
CSCtt38209	pg.acmi	3	NBT and local Warm Transfers (at child) do not work simultaneously
CSCtt40496	pg.cucm	3	Missing agent state events for newly added skills to CTIOS
CSCtt40957	pg	3	Peripheral call type is 9 (out) instead of 4 (Transfer In) in TCD table.
CSCtt41536	pg.definity	3	Serviceability improvement to troubleshoot deadlock in Avaya PIM

CSCtt44200	pg.definity	3	EMSDisplayToScreen for ECSPIM is set to 1 in ICM installation
CSCtt44256	pg.opc	3	OPC fails to cut TCD for dropped translation routed call

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:

1. Access the [Bug Toolkit](#).
2. Log in with your cisco.com user ID and password.
3. To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field then, click **Go**.

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.

Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to [Cisco Documentation Wiki](#), then click the product/option you are interested in.

Obtaining Documentation, Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, obtaining security guidelines, and also recommendations for 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.

Documentation Feedback

You can provide comments about this document by sending an email message to ccbu_docfeedback@cisco.com.

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