



What's New in Cisco Product Documentation

November 2016

RSS

What's New in Cisco Product Documentation lists new and revised Cisco documentation since the last release of this monthly publication. To subscribe to the *What's New in Cisco Product Documentation* RSS feed, paste this URL into your RSS reader:

http://www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml

Previous releases of the *What's New in Cisco Product Documentation* are available at the following URL:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/archive/archive.html>

Cisco Product Documentation Resources

Cisco Bug Search Tool

Bug Search Tool (BST), the online successor to Bug Toolkit, is designed to improve our customers' effectiveness in network risk management and device troubleshooting.

BST allows partners and customers to search for software bugs based on product, release, and keyword, and it aggregates key data such as bug details, product, and version.

Visit [Bug Search Tools & Resources](#) on Cisco.com. For details on the tool overview and functionalities, visit the help page at <http://www.cisco.com/web/applicat/cbsshelp/help.html>.

Cisco DocWiki

You can collaborate on Cisco documentation using Cisco DocWiki:

<http://docwiki.cisco.com>

Cisco Icon Library

Cisco icons are globally recognized and generally accepted as standard for network icon topologies. Cisco icons are available for download:

<http://www.cisco.com/web/about/ac50/ac47/2.html>

Cisco International Websites

To find international Cisco websites, go to <http://www.cisco.com> and click **Worldwide** at the top of the page.

Cisco Internetworking Terms and Acronyms (ITA)

This resource defines internetworking terms and acronyms specific to Cisco products, technologies, or services. Some terms may also have descriptions unique to Cisco. The Cisco ITA does not duplicate industry-standard terms for which definitions can be found in other sources. To review this resource:

[http://docwiki.cisco.com/wiki/Category:Internetworking_Terms_and_Acronyms_\(ITA\)](http://docwiki.cisco.com/wiki/Category:Internetworking_Terms_and_Acronyms_(ITA))

Technical Documentation Ideas Forum

This forum allows you to communicate with other customers and Cisco technical writers. You can share your ideas about Cisco documentation on the Technical Documentation Ideas forum:

<http://www.cisco.com/go/techdocideas>

Analytics and Automation Software

None at this time.

Application Networking Services

None at this time.

Cisco Interfaces and Modules

None at this time.

Cloud and Systems Management

None at this time.

Collaboration Endpoints

- [Cisco TelePresence CE Software Release Notes \(CE8\)](#)

Describes the features and capabilities included in the Cisco TelePresence DX, MX, and SX series software version CE8.

- [Cisco TelePresence TC Software Release Notes \(TC7\)](#)

This release note describes the features and capabilities included in the Cisco TelePresence System Codec C Series, EX Series, SX Series, Profile Series and MX Series software version TC7.

- [Release Notes for Cisco TelePresence System Software Release IX 8](#)

Describes new features and open and closed hardware and software caveats for the Cisco TelePresence System software release IX 8.

Conferencing

- [Cisco TelePresence Conductor Administrator Guide \(XC4.3\)](#)

Describes the configuration and maintenance of Cisco TelePresence Conductor version XC4.3.

- [Cisco TelePresence Conductor Release Notes \(XC4.3\)](#)

Details new features, issues, and limitations in TelePresence Conductor version XC4.3.

- [Cisco TelePresence Conductor XC4.3 Open Source Documentation](#)
Contains license information for open source components used in Cisco TelePresence Conductor XC4.3.
- [Cisco TelePresence Management Suite Administrator Guide \(15.2.1\)](#)
Describes the configuration, maintenance, and troubleshooting of Cisco TMS 15.2.1.
- [Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide \(5.3\)](#)
Describes prerequisites, best practices, and procedures for upgrading to, installing, deploying, and maintaining Cisco TMSXE 5.3. Includes guidance and instructions for redundant deployments.
- [Cisco TelePresence Management Suite Provisioning Extension with Cisco Unified CM Deployment Guide \(1.8\)](#)
Describes the installation, upgrade, and initial configuration procedures for Cisco TMSPE 1.8 with Cisco Unified CM.
- [Collaboration Meeting Rooms \(CMR Cloud\) Enterprise Deployment Guide, WBS29](#)
Helps you set up your video devices and telepresence infrastructure to use Cisco WebEx Meeting Center with Collaboration Meeting Rooms, also known as CMR Cloud.

Connected Safety and Security

None at this time.

Customer Collaboration

- [Administration Console User Guide for Cisco Unified Intelligence Center, Release 11.5\(1\)](#)
Provides all deployment, web-based, centralized interface for setting and displaying configuration information about the cluster.
- [Cisco Finesse Administration Guide Release](#)
Describes how to use the Cisco Finesse administration console to configure server settings, reason codes, phone books, desktop layout, workflows, and team resources for Cisco Finesse. It also provides CLI commands supported for Cisco Finesse.
- [Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express](#)
Describes how to use Finesse agent desktop and Finesse supervisor desktop.
- [Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise](#)
Provides an overview of the desktop interface and describes how to use the Cisco Finesse agent and supervisor desktops
- [Cisco Finesse Documentation Guide](#)
Explains the organization of the technical documents for Cisco Finesse Release 11.5(1).
- [Cisco Finesse Installation and Upgrade Guide](#)
Provides instructions for installing and upgrading Cisco Finesse, as well as preinstallation tasks and requirements, and initial configuration tasks.

- [Cisco Packaged Contact Center Enterprise Administration and Configuration Guide](#)

Explains how to use the Unified CCE Administration tools to create, configure, and maintain objects such as agents, teams, skill groups, and call types, that are used to operate contact centers in Cisco Packaged Contact Center Enterprise deployments.
- [Cisco Packaged Contact Center Enterprise Documentation Guide](#)

Provides details about all documents released for Cisco Packaged Contact Center Enterprise.
- [Cisco Packaged Contact Center Enterprise Features Guide](#)

Describes optional features that you can enable and configure after installation to extend the functionality of your contact center. This document lists assumptions and prerequisites for the configuration of these features.
- [Cisco Packaged Contact Center Enterprise Reporting User Guide](#)

Explains how to schedule and run Packaged CCE reports, provides information about reporting capabilities and data sources, and describes report templates.
- [Cisco Packaged Contact Center Installation and Upgrade Guide](#)

Explains how to install, configure, and upgrade Cisco Packaged Contact Center Enterprise. This document is prepared for partners and service providers who will be implementing Cisco Packaged Contact Center Enterprise, who are familiar with Cisco contact center applications, and who are experienced regarding the deployment and management of virtual machines.
- [Cisco SocialMiner User Guide for Cisco Unified Contact Center Enterprise Solution, Release 11.5\(1\)](#)

Provides the steps to perform administrative tasks, configure feeds and campaigns for Unified Contact Center Enterprise Solution customers.
- [Cisco SocialMiner User Guide for Cisco Unified Contact Center Express Solution, Release 11.5\(1\)](#)

Provides the steps to perform administrative tasks, configure feeds, filters, notifications and campaigns for Unified Contact Center Express Solution customers.
- [Cisco Unified CCX Administration Guide](#)

Provides instructions for using the Administration web interface to provision the subsystems of the Unified CCX package and to configure Unified CCX applications.
- [Cisco Unified CCX Database Schema Guide](#)

Describes how data is organized in the Unified CCX databases.
- [Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR](#)

Describes the system administration functions through the Cisco Unified Communications operating system for Unified CCX.
- [Cisco Unified Contact Center Express CTI Protocol Developer Guide](#)

Describes how to use the Unified CCX CTI protocol messages, and provides the CTI protocol message definitions, and provides client application development guidelines.
- [Cisco Unified Contact Center Express Developer Guide](#)

Describes all of the configuration REST APIs that are available for Unified CCX.

- [Cisco Unified Contact Center Express Editor Step Reference Guide](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It describes how to use the Cisco Editor interface to create interactive scripts.
- [Cisco Unified Contact Center Express Expression Language Reference Guide](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It describes the language used for evaluation expressions in Unified CCX scripts, prompt templates, and grammar templates.
- [Cisco Unified Contact Center Express Getting Started with Scripts](#)

Describes how to use the Unified CCX Editor to develop interactive scripts. It presents the properties of Unified CCX Editor.
- [Cisco Unified Contact Center Express Historical Reporting Guide](#)

Describes all the fields in the Historical Reports and provides the query designs for the Historical Reports.
- [Cisco Unified Contact Center Express Installation and Upgrade Guide](#)

Explains the deployment options, how to install, upgrade, uninstall, and patch Unified CCX, and how to change a Unified CCX deployment.
- [Cisco Unified Contact Center Express Operations Guide](#)

Describes all of the operations that are related to Unified CCX: Using the Unified CCX Serviceability interface to configure, monitor, and troubleshoot Unified CCX services and components. Using Real-Time Monitoring Tool (RTMT) to monitor system performance and troubleshoot system problems. Backing up and restoring. Using CLI commands to configure, administer and troubleshoot Unified CCX.
- [Cisco Unified Contact Center Express Report Description Guide](#)

Describes the fields, charts, available views, filters, and grouping.
- [Cisco Unified Contact Center Express Report Developer Guide](#)

Describes the call, chat, and email detail records. It describes how to create new reports in a standalone Cisco Unified Intelligence Center.
- [Cisco Unified Contact Center Express Report User Guide](#)

Describes the features that are available to a user using Unified Intelligence Center.
- [Cisco Unified Intelligence Center Documentation Guide, Release 11.5\(1\)](#)

Provides with references to the documents available for Unified Intelligence Center in the documentation suite.
- [Cisco Unified Intelligence Center Report Customization Guide Release 11.5 \(1\)](#)

Provides the user interface functionalities in the Unified Intelligence Center reporting application.
- [Cisco Unified Intelligence Center User Guide, Release 11.5\(1\)](#)

Provides information about user interface and functionality in the Cisco Unified Intelligence Center reporting application.
- [Compatibility Matrix for Unified CCX wiki](#)

Lists supported product combinations for active Unified CCX product sets.

- [Enterprise Chat and Email Installation Guide \(for Packaged Contact Center Enterprise\)](#)

Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Packaged Contact Center Enterprise.
- [Enterprise Chat and Email Administrator's Guide to Administration Console](#)

Introduces the Administration Console and helps users understand how to use it to set up and manage various business resources.
- [Enterprise Chat and Email Administrator's Guide to Chat and Collaboration Resources](#)

Introduces the administrator to the chat and collaboration infrastructure within the application. The guide includes instructions on how to set up entry points and templates.
- [Enterprise Chat and Email Administrator's Guide to Email Resources](#)

Introduces the administrator to the email infrastructure within the application. The guide includes instructions on how to set up aliases, block unwanted emails and files from entering the system, and handle delivery exceptions.
- [Enterprise Chat and Email Administrator's Guide to Reports Console](#)

Provides details about historical reports available in the Reports Console of ECE. Real-time reports are available through Cisco Unified Intelligence Center.
- [Enterprise Chat and Email Administrator's Guide to Routing and Workflows](#)

Introduces the administrator to routing and explains how to set up service levels and queues for emails. Workflows that route all email and other activities that are not real-time activities are also discussed in this guide.
- [Enterprise Chat and Email Administrator's Guide to Tools Console](#)

Describes how to create custom attributes for business objects.
- [Enterprise Chat and Email Agent's Guide](#)

Describes how agents can use ECE to receive emails and reply to them and conduct chat sessions with customers.
- [Enterprise Chat and Email Browser Settings Guide](#)

Provides instructions to set up the web browser before logging into the system. Also contains instructions to configure Java, which is required only for administrators of email workflows.
- [Enterprise Chat and Email Deployment and Maintenance Guide \(for Unified Contact Center Enterprise\)](#)

Provides instructions on preparing Unified CCE for integration. Also includes directions for maintaining the integrated ECE over time.
- [Enterprise Chat and Email Design Guide](#)

Provides an overview of the system, system architecture, system flow for different types of interactions, deployment models, and links to sizing guidelines.
- [Enterprise Chat and Email Installation Guide \(for Unified Contact Center Enterprise\)](#)

Provides instructions on all the pre-installation, installation, and post-installation tasks required to complete the installation of ECE for Unified Contact Center Enterprise.
- [Enterprise Chat and Email Supervisor's Guide](#)

Describes how to monitor queues and users.

- [Enterprise Chat and Email System Requirements](#)

Outlines the software specification for ECE. The guide provides details about compatible third-party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

- [Getting Started with Cisco Unified IP IVR](#)

Describes how to install and set up Unified IP IVR.

- [Installation and Upgrade Guide for Cisco Unified Intelligence Center, Release 11.5\(1\)](#)

Provides how to install and upgrade Unified Intelligence Center.

- [Open Source Used in Unified Contact Center Express](#)

Lists the licenses and notices for open source software that are used in Unified CCX.

- [Port Utilization Guide for Cisco Unified Contact Center Express Solutions](#)

Describes the ports utilized in the Cisco Unified Contact Center Express Solution.

- [Release Notes for Packaged Contact Center Enterprise Solution](#)

Describes system requirements, new and changed features, important notes, and open caveats for Cisco Packaged Contact Center Enterprise and its solution components.

- [Release Notes for Unified Contact Center Express Solution](#)

Describes the new features, updated features, and caveats for Unified CCX. Users should read the latest release notes before initially installing or upgrading their Unified CCX system.

- [Solution Design Guide for Cisco Packaged Contact Center Enterprise](#)

Presents a solution-level perspective on designing your contact center enterprise solution. This guide combines design information from Packaged CCE, Unified CVP, Unified Intelligence Center, and several other products.

- [Solution Design Guide for Cisco Unified Contact Center Express](#)

Provides design considerations and guidelines for deploying Cisco Unified Contact Center Express (Unified CCX).

- [Troubleshooting Tips for Cisco Finesse](#)

Explains all Cisco Finesse troubleshooting tips and can be a useful reference for all users.

- [\Troubleshooting Unified Contact Center Express](#)

Describes the Unified CCX troubleshooting tips, and is a useful reference for all users.

- [Virtualization for Cisco Finesse DocWiki](#)

Provides information about Finesse-specific VMware requirements, VM-specific software requirements, sizing guidelines, and the Finesse OVA template.

- [Virtualization for Cisco Unified Contact Center Express](#)

Describes Unified CCX virtualization requirements, guidelines, and procedures.

Data Center Analytics

None at this time.

Hyperconverged Infrastructure

- [Cisco HyperFlex Data Platform Management Guide, Release 1.8](#)
Describes how to use Cisco HX Data Platform to manage and monitor your HX Clusters.
- [Cisco HyperFlex HX-Series Hardware and Software Interoperability Matrix in UCSM Release 3.1\(2\)](#)
Contains compatibility information and lists the Cisco software versions that can be used with a particular Cisco hardware product or module.
- [Cisco HyperFlex Systems Getting Started Guide, Release 1.8](#)
Provides a brief introduction to HX data Platform and describes all the requirements, how to get started with HyperFlex, Cluster configuration, Setting up Multiple clusters, Attaching external storage, and doing a manual install on a bare metal HX server.
- [Cisco HyperFlex Systems Upgrade Guide, Release 1.8](#)
Describes the procedure to upgrade Cisco HX Data Platform for 1.8 Release.
- [Release Notes for Cisco HX Data Platform, Release 1.8](#)
Details new features, resolved issues, and open issues in Cisco HX Data Platform Release 1.8.

IOS and NX-OS Software

None at this time.

Optical Networking

None at this time.

Routers

- [Cisco Industrial Routers Antenna Guide](#)
Provides the descriptions and installation instructions for wireless antennas supported on the Cisco Industrial Series Routers. This guide is not intended to replace existing hardware installation guides, software configuration guides, or other sources of information that are product specific. Instead, this guide is intended to provide a single source of antenna information and supported platforms for the Industrial Routers.
- [Release Notes for Cisco ASR 9000 Series Aggregation Services Routers, Release 5.3.4](#)
Provides information about new features, hardware, software support, and caveats for Cisco ASR 9000 Series Routers.
- [Release Notes for Cisco CRS Routers, Release 5.3.4](#)
Provides information about new features, hardware, software support, and caveats for Cisco CRS Routers.

Security

- [Release Notes for Cisco Identity Services Engine, Release 1.4](#)
Describes the features, limitations and restrictions (caveats), and related information for Cisco Identity Services Engine, Release 1.4.

- [Release Notes for Cisco Identity Services Engine, Release 2.0](#)

Describes the features, limitations and restrictions (caveats), and related information for Cisco Identity Services Engine, Release 2.0.

Servers—Unified Computing

None at this time.

Service Exchange

None at this time.

Software

None at this time.

Storage Networking

None at this time.

Switches

None at this time.

Unified Communications

- [Cisco Expressway Administrator Guide \(X8.8.2\)](#)

Describes the configuration and maintenance of Cisco Expressway X8.8.2.

- [Cisco Expressway Release Note \(X8.8.2\)](#)

Details new features, issues, changed behavior, and limitations in Cisco Expressway X8.8.2.

- [Cisco TelePresence Management Suite Provisioning Extension with Cisco VCS Deployment Guide \(1.8\)](#)

Describes the installation, upgrade, and initial configuration procedure for Cisco TMSPE 1.8 with Cisco VCS.

- [Cisco TelePresence Video Communication Server Administrator Guide \(X8.8.2\)](#)

Describes the configuration and maintenance of Cisco VCS X8.8.2.

- [Cisco TelePresence Video Communication Server Release Note \(X8.8.2\)](#)

Details new features, issues, changed behavior, and limitations in Cisco VCS X8.8.2.

- [Cisco Unified Contact Center Express IPv6 Configuration](#)

Describes how to configure Unified CCX, Unified Communications Manager, IM and Presence Service, Unified Border Element, IOS gateway, and IP phones in a dual stack environment.

- [Collaboration Systems Release Compatibility Matrix](#)

Identifies the compatible product software release versions for Cisco Collaboration Systems Releases (CSR) 11.5 to 10.5.

- [Installation Guide for Cisco Unity Express Virtual 9.0](#)

Provides technical information that you need to install Cisco Unity Express Virtual Release 9.0.

- [Mobile and Remote Access via Cisco Expressway Deployment Guide \(X8.8\)](#)

Provides step-by-step instructions for deploying a Cisco Expressway system to allow endpoints such as Cisco Jabber to have their registration, call control, provisioning, messaging and presence services provided by Cisco Unified Communications Manager when the endpoint is not within the enterprise network.

- [Mobile and Remote Access via Cisco VCS Deployment Guide \(X8.8\)](#)

Provides step-by-step instructions for deploying a Cisco VCS system to allow endpoints such as Cisco Jabber to have their registration, call control, provisioning, messaging and presence services provided by Cisco Unified Communications Manager when the endpoint is not within the enterprise network.

- [Release Notes for Cisco Unified SIP Proxy Release 8.5](#)

Contains release information for Cisco Unified SIP Proxy Release 8.5.13.

- [Release Notes for Cisco Unified SIP Proxy Release 9.1](#)

Contains release information for Cisco Unified SIP Proxy Release 9.1.4.

- [Release Notes for Cisco Unity Express Virtual Release 9.0](#)

Contains release information for Cisco Unity Express Virtual Release 9.0.

- [SAML SSO Microsoft Active Directory Federation Services Identity Provider on Windows Platform Configuration](#)

Describes how to configure Microsoft AD FS 2.0 (Roll-up 3) as Identity Provider on a Windows platform, and enable SAML SSO on Unified Communications applications.

- [Unified CCE: Mobile and Remote Access Configuration](#)

Describes how to configure Mobile and Remote Access (MRA) in a Unified CCE environment.

- [Unified CCX: Context Service Configuration](#)

Describes how to configure Context Service in a Unified CCX environment.

- [Unified CCX: SSO Configuration](#)

Describes how to configure single sign-on (SSO) in a Unified CCX environment.

Universal Gateways and Access Servers

None at this time.

Video

None at this time.

Wireless

None at this time.

Creating Bookmarks to Cisco.com Pages

After you log in to Cisco.com, you can use the My Cisco tool to save links and documents. You can then go to the links from any Cisco.com page. The tool is available on most Cisco.com pages. See the *My Cisco User Guide* for help:

<http://www.cisco.com/web/help/mycisco.html>

Cisco Support and Downloads

The Cisco Support and Downloads website provides online resources to download documentation, software, and tools. Use these resources to install and configure the software and to troubleshoot and resolve technical issues with Cisco products and technologies. To receive security and technical information about your products, subscribe to the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) feeds.

Access to most tools on the Cisco Support and Downloads website requires a Cisco.com user ID and password.

For more information:

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

Submitting a Service Request

Open a service request online at:

<https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case>

Display a list of Cisco worldwide contacts at:

http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

Obtaining Additional Information

Information about Cisco products, services, technologies, and networking solutions is available from various online sources.

- Sign up for Cisco email newsletters and other communications at:
<http://www.cisco.com/offer/subscribe>
- Visit the Cisco Services website for the latest technical, advanced, and remote services to increase the operational reliability of your network. Go to:
<http://www.cisco.com/go/services>
- Visit Cisco Marketplace, the company store, for Cisco collateral, logo merchandise, Cisco Press books, and software at:
<http://www.cisco.com/go/marketplace/>
- Obtain general networking, training, and certification titles from Cisco Press publishers at:
<http://www.ciscopress.com>

- *What's New in Cisco Product Documentation* (this document) is an online publication that provides information about the latest documentation releases for Cisco products. This online publication is updated monthly and organized by product category. Go to:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

- The Warranty Finder allows you to find warranty information that applies to a specific product or product series/family. To access Cisco Warranty Finder:

<http://www.cisco-warrantyfinder.com>

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2016 Cisco Systems, Inc. All rights reserved.