



Release Notes for Cisco Unified Contact Center Express, Release 9.0(2)

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Introduction

This release note describes the features and caveats for Cisco Unified Contact Center Express Release 9.0(2).

New Features in Unified CCX 9.0(2)

- **Virtualization**
 - New Identity Support
- **New Agent/Supervisor Phones**
 - Cisco TelePresence EX60 and EX90
 - Jabber for Windows
- **Codec**
 - A-law Support
- **Reporting**
 - Cisco Unified Intelligence Center Relative Filters
 - Agent and Port Utilization Reports
- **Configuration**
 - REST APIs

The following list provides a high-level overview of these new features:

New Identity Support:

You can now export a Unified CCX application that is fresh installed (before performing initial configurations) on a virtual machine as an OVA file. This file can be imported onto other virtual machines and new IP address, hostname etc., can be configured to give a new identity to the server, thereby saving the time required in installation. For more information, go to:

http://docwiki.cisco.com/w/index.php?title=Virtualization_for_Unified_CCX#New_Identity_Support_for_Unified_CCX_9.0.282.29.

End Point Support:

- Unified CCX supports Cisco TelePresence EX 60 and EX 90 endpoints as agent phones. See, *Cisco Unified Contact Center Express (Cisco Unified CCX) Software and Hardware Compatibility Guide* for supported firmware versions.



Note Deployment of Cisco TelePresence and EX series endpoints with Unified CCX requires the engagement of the Cisco Remote Expert Team. For further guidance, see *Cisco Remote Expert Design Guide*, available here: http://iwe.cisco.com/c/document_library/get_file?folderId=416503167&name=DLFE-265218415.pdf

- Unified CCX only supports Cisco Jabber for windows version 9.1(1) as an agent device for voice interactions. Cisco Jabber runs in two modes: Deskphone Mode and Softphone Mode. Unified CCX only supports Cisco Jabber as an agent device in Softphone Mode.

A-law Support:

Unified CCX supports a-law for G.711 codec.



Note Prompt recording, playback, and TTS are not supported for a-law.

Cisco Unified Intelligence Center Relative Filters:

Unified CCX provides filters for Date/Time using relative range. The benefit of using relative dates is that each time the scheduled report runs, the absolute start and end times are computed from the relative date, and Unified CCX generates report with different durations.

Agent and Port Utilization Reports:

Unified CCX provides the following reports on license usage information, aggregated on a daily or hourly basis:

- Maximum number of inbound ports
- Maximum number of outbound ports
- Maximum number of agent seats

These reports are available only when you use Cisco Unified Intelligence Center as reporting client.

REST APIs:

Unified CCX promotes REST APIs to support the use of simple HTTP/HTTPS methods to configure the system. For more details and sample applications, go to <http://developer.cisco.com>.

Related Documentation

See the *Documentation Guide for Cisco Unified Contact Center Express* at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

To view the release notes for previous versions of Cisco Unified Contact Center Express, go to:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

Installation Notes

For step-by-step installation and upgrade instructions for Unified CCX 9.0(2), see the *Cisco Unified CCX Installation and Upgrade guide*, available at the URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

Upgrade Paths to Unified CCX 9.0(2)

For information about supported Unified CCX upgrades, see the *Cisco Unified CCX Software and Hardware Compatibility Guide* at: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCX

Ordering the Upgrade Media

To upgrade to Unified CCX 9.0(2), order a media kit and license or purchase the upgrade from Cisco Sales.

Upgrade to Unified CCX 9.0(2)

For upgrades from Unified CCX 8.x to Unified CCX 9.0(2), apply the Cisco Options Package (COP) patch file `ciscouccx.refresh_upgrade_v1.2.cop.sgn` before starting the upgrade process. To access the latest software upgrades for all versions of Unified CCX, go to the Cisco website: <http://www.cisco.com>.



Note

You may experience a delay in the services to start during the first restart of the Unified CCX system post the switch version. The delay is due to the application of security policies post upgrade. This delay does not happen in subsequent restarts.

**Note**

- You can apply this COP patch file using CLI (command line interface). For more information, see *Cisco Unified Contact Center Express Install and Upgrade guide* available at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html
- Ensure that you are on Version 8.0(2)SU4 or 8.5(1)SU3 or 8.5(1)SU4 to apply the COP patch file. If you are running on a lower version, you must upgrade to 8.0(2)SU4 or 8.5(1)SU3 or 8.5(1)SU4 and apply the COP patch file later.
- Before you start the upgrade, the COP patch installation is mandatory on both the nodes of a Unified CCX cluster.
- After you install the COP patch, you must restart the system.

**Note**

For upgrades from Unified CCX 8.x to Unified CCX 9.0(2), ensure that DNS is configured.

Unsupported Servers for Unified CCX 9.0(2)

Some of the servers supported by Unified CCX 8.x are no longer supported by Unified CCX 9.0(2). For information about the supported Unified CCX servers, see the *Software and Hardware Compatibility Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

**Note**

Unified CCX requires a minimum of 4 GB of RAM. MCS-7816-I4-CCX1 and MCS-7825-I4-CCX1 servers will require a RAM upgrade to at least 4 GB in order to upgrade to Unified CCX 9.0(2).

If you have an unsupported server and plan to upgrade to Unified CCX 9.0(2), see the “Replace Server Hardware” section in the *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 9.0(2)* available at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Unsupported Configurations and Scenarios for Unified CCX

Unified CCX 9.0(2) does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.
- Expansion servers are not supported, except for automatic speech recognition (ASR) or text-to-speech (TTS), which must be separate, dedicated servers
- Consult transfer that is initiated from VRU script with ICM
- ICD call answer/transfer using any third-party attendant console desk software is not supported with Unified CCX

- Using the “place call” step to generate a call and thereafter placing this call in a queue within the same script
- SIP REFER between a switchboard and Unified CCX is not supported if the transfer is completed after the call has been answered on the Unified CCX CTI port because of media reestablishment issues
- During TTS prompt playback, if the call is put on hold and then retrieved, the prompt does not continue from the position at which it was left
- Using consult transfer/redirect step from scripts to a translation pattern that maps back to a route point is not supported. Refer to the caveat, CSCsk19574, for details.

Unsupported and Supported Actions for Unified CCX Agents

This section outlines the unsupported and supported actions for agents using Cisco Agent Desktop or Cisco Unified IP Phone Agent Service.

Unsupported Actions for Unified CCX Agents

- Use of the following softkeys on a Cisco Unified IP Phone is not supported:
 - Barge
 - cBarge
 - DND
 - GPickup
 - iDivert
 - MeetMe
 - Park
 - Pickup

Supported Configurations for Agent Phones

To determine the phone devices that are supported by Cisco Agent Desktop and for use by Cisco Unified IP Phone agents, see the *Cisco Unified CCX Software and Hardware Compatibility Guide*.

Following configurations are supported on agent phones:

- A Unified CCX extension that is configured on a single device (but not on multiple devices).
- A Unified CCX extension that is configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same Unified CCX extension, which you can set up as follows:
 - Configure the Unified CCX extension on a single phone (not in a device profile).
 - Associate that phone with each agent who will use that extension.
 - Select the appropriate directory number (DN) as the Unified CCX extension for each agent.

In this configuration, only one agent at a time can be logged in.

**Note**

All agents who currently have the Unified CCX extension to be shared must log out before you can configure additional agents to share that extension.

Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent phone that have the same extension but exist in different partitions.
- A Unified CCX extension that is assigned to multiple devices.
- Configuring the same Unified CCX extension in more than one device profile, or configuring the same Unified CCX extension in any combination of device profiles and devices. (Configuring a Unified CCX extension in a single device profile is supported.)
- In the Unified Communication Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Maximum Number of Calls to a value other than 2.
- In the Unified Communication Manager Administration Directory Number Configuration web page for each Unified CCX line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco Unified IP Phone with Secure Real-Time Protocol (SRTP) for use in silent monitoring and recording.
- No Cisco Unified Communications Manager device can be forwarded to the Unified CCX extension of an agent.
- The Unified CCX extension of an agent cannot be configured to forward to a Cisco Unified CCX route point.
- Use of characters other than the numerals 0–9 in the Unified CCX extension of an agent.
- Configuring the Unified Communication Manager intercom feature.
- Configuring the hold reversion feature.
- The Unified CCX extension of an agent cannot be configured with Call Forward All to a Cisco Unified CCX Trigger or CTI route point.
- Agent extensions cannot be added to hunt lists/groups. If an agent has only one line, then the agent phone can not be part of a hunt list/group. In the case of multiple line, none of the monitored lines should be part of the hunt group. For more details on multiple lines support and number of monitored lines, see *Cisco Unified Contact Center Express Solution Reference Network Design*, available here: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.
- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco TelePresence EX 60 and EX 90 as agent phones:
 - Conference and transfer
 - Desktop monitoring and recording
 - Barge in and Intercept

However, you can perform all the call operations such as conference, transfer, barge in and Intercept from EX 60/90 phones.

- The following operations are not supported in Cisco Agent Desktop/Cisco Supervisor Desktop if you are using Cisco Jabber for Windows as agent phone:
 - Video

Unsupported Features in Unified Communications Manager and Cisco BE 6000

The following Unified Communications Manager features are not supported by Unified CCX. These features are disabled by default and should not be enabled for Unified CCX. For more information about these features, refer to the Unified Communications Manager documentation.

- Block External to External Transfer
- DSCP IP CTIManager to Application service parameter
You can enable this service parameter for Unified Communications Manager but it does not affect Unified CCX
- Advanced Ad Hoc Conference Enabled service parameter
- Drop ad hoc conference when creator leaves
- Signaling (QSIG) Path Replacement (PR).
This feature must be disabled when Unified CCX is deployed. To disable this feature, set the Unified CM service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.
- Forced Authorization Code and Client Matter Code
Because these features can be enabled per route pattern, you should turn them off for all route patterns in the Unified Communications Manager cluster that Unified CCX might use. Enabling these features for route patterns that Unified CCX does not use does not affect Unified CCX.
- Multilevel precedence and preemption (MLPP)
You can enable this feature for devices in the cluster that do not interact with Unified CCX.
- Do not use Unified CM Administration to add or change CTI ports or route points that are used by Unified CCX or application users that are created by Unified CCX.

Caveats

Open Caveats

Open Caveats

Table 1: Open Caveats for Cisco Unified Contact Center Express

Identifier	Headline
CSCtr96855	Agent Email: On startup, email tab keeps showing 'Loading' animation

Identifier	Headline
CSCtx38586	CCX Agent Plain Text Email wrapping
CSCud27452	CUIC reports shows blank data when TO and From field has 12 to 1 PM
CSCud23539	Improper handle of OB calls with Phone01, Phone02 configured
CSCud62933	UCCX: CAD Login Should Accept Agent IDs 32 Characters in Length
CSCud74341	FCCServer cores on UCCX 9.0.2.10000-30
CSCud32639	Default team not getting listed under CSD when a CSQ is not associated with the default team
CSCud77464	CAD agent gets a second call after CUCM failover when already on a call
CSCtt03208	Unified Serv reports Connection to the Server cannot be established
CSCud90401	VoIP Monitor Service core dumps on the first agent login
CSCub91461	FCVoipMonSvr coredump on UCCX primary node during service restarts
CSCud24981	UCCX RM MSgQ processes request in serial can result in deadlocks
CSCud56988	200 Msec of prompt is being cutoff at the end of the prompt
CSCud62892	UCCX: Maximum Length of Agent IDs Inconsistent
CSCud69908	RMON issues for transfer to Non ICD extension scenarios
CSCud79046	Replication is not setup after switch forward to 9.0.2 from 9.0.1
CSCud79554	UCCX Contact Service Queue by CSQ Report unreadable when exported to XLS
CSCud82459	Outbound campaign list page load time increases with num of campaigns

Closed Caveats

The following table contains information on the known limitations in the latest Cisco Unified Contact Center Express release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- The software functions as designed.
- The issue cannot be resolved.

Closed Caveats

Table 2: Closed Caveats for Cisco Unified Contact Center Express

Identifier	Headline
CSCty88386	UCCX Script Editor Version does not increment for service releases
CSCuc11125	Application Admin does not retain the role of a super admin in CUIC
CSCuc15334	Agent stuck in "Talking" when call the disconnects
CSCud27199	CVD Bootstrap adaptor did not reset the number

Resolved Caveats

This section lists all caveats that are resolved for this release.

Bugs are listed in order of severity by the bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled.

The following sections list caveats that are resolved in Cisco Unified Contact Center Express but that may have been open in previous releases.

Resolved Caveats

Table 3: Resolved Caveats for Cisco Unified Contact Center Express

Identifier	Headline
CSCtg73729	Preview Outbound Internal Counters and RNA thread not cleaned up
CSCtw72311	Data Mismatch with Traffic Analysis Report
CSCty92494	Unanswered Transferred Calls to Non-ICD Line Prevent Monitoring
CSCua04603	Deadlock in RsrcMgrMsgProcessor Due To Timing in RmCmCleanupThread
CSCua33885	HR data has incorrect session/sequence number
CSCua66305	EEMServerJava Uses 100% of CPU Core when IMAP Down
CSCua71193	Hyperlinking of phone numbers only works on first browser tab
CSCua78630	Arabic number incorrect pronunciation

Identifier	Headline
CSCua91628	CCDR report shows blank Originator DN for some calls in certain scenario
CSCua97091	Call Events on Personal Line Cause Recording Session to End
CSCub06350	UCCX CAD freezes upon state change with hyperlink dialing enabled
CSCub21466	DB Read - doesn't go to a failure branch when sqlexception is thrown
CSCub30303	0:0:0:0:0:1 added to list of VoipMon servers causing partial service
CSCub35230	CSQ Activity (by CSQ) (Spanish) Report Alignment Issues with XLS
CSCub57787	Russian CAD, phonebook interface corruption
CSCub67976	UCCX: Workflow based http action fails to execute
CSCub68002	Date Arrays Not Working in 8.x
CSCub68937	Supervisor with capitals in the User ID will fail to get a chat reply
CSCub69129	PUT Restore Fails Due to Special Characters in ScriptsTbl Rows
CSCub70620	Outbound IVR Does Not Redial Contacts After Retry Interval
CSCub70910	Incorrect sort order on CSD Agents tree
CSCub72555	Outbound Dialer doesn't clean up temp campaign files
CSCub82896	CCX dserver integrity command shows errors on removed node
CSCub85705	Real-time tables do not update after re-enabling CDS and HDS
CSCub86298	CUIC does not get enabled if application user is changed
CSCub88509	IPPA crashes and generates core dump under race condition
CSCuc01857	Outbound Subsystem should notify duplicate contacts GUI & Logging

Identifier	Headline
CSCuc09563	Show Resources Does Not Display Agents in Skilled Order
CSCuc15098	CAD Email resized while not at maximum size which mess up email format
CSCuc15580	Selecting language under Trigger configuration does not affect
CSCuc16322	Agent Goes Into Ready After Call Made During Work
CSCuc26382	UCCX CAD freezes upon closure if Login/Logout button set to not visible
CSCuc28916	AppAdmin Parameter Value Limited to 80 Characters
CSCuc33052	Engine RMI enters deadlock during simultaneous Rmon-sync & config change
CSCuc34196	Email delivered twice to different agents, due to mismatched body/header
CSCuc37219	CSD Recordings cut off during playback
CSCuc43917	Wrap-up data is not stored in HRDM
CSCuc44713	CAD intermittently gets stuck in TALKING status when Macro is run
CSCuc73692	UCCX CAD does not append URI to usernames with CUPS integration
CSCuc78774	Data Check is case sensitive and reports error
CSCuc82606	CLI does not provide access to SLAPD config files
CSCuc82944	Unable to move/delete the Start Monitor step in the UCCX script editor
CSCuc91554	VXML - voicexml.dtd is missing in post 7.x releases 85 and 9.0
CSCuc95366	UCCX 8.5.1 Outbound campaign page doesn't show more than 100 campaigns
CSCud08036	Script record prompt cannot be heard until refreshed
CSCud08264	DB Get Step Field Selection Erased When Re-Opening

Identifier	Headline
CSCud12937	Temp folder for prompt recordings have incorrect permissions
CSCud16870	IBM Servers battery learn cycle negatively impacts UCCX performance
CSCud17685	UCCX set network domain should allow domain name starting with a number
CSCud26342	Outbound Subsystem stops requesting for new contacts upon failure
CSCud33677	Document Services Must be Restarted After Telecaster Credential Change
CSCud36809	DN is being cutoff short in outbound CCDR report in historical reporting
CSCud47124	CAD crashes when Ctrl Tab is pressed without integrated browser enabled
CSCud48228	UCCX fetches callback records improperly resulting in callbacks not made
CSCud51586	Backup Fails on CCXComponent for IP IVR
CSCud54322	UCCX: Intermittently CAD based http workflow actions fail to execute
CSCud66197	Two different Emails received on CAD while CDA Max value is set to 1
CSCud70337	Administrator username/password needs to be the same in HA setup
CSCud75545	"Runtime error" while running Agent Login Logout Activity Report
CSCud86369	UCCX CAD Email - Mail not sent with addresses that have non-ascii char

Troubleshooting

For more information on how to troubleshoot issues that may arise in your Unified CCX system, see the Troubleshooting DocWiki page: http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express.

Obtaining Documentation 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources and is available at this URL:

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

In addition, if you have a valid Cisco service contract or Cisco Technical Assistance service contract, contact your reseller.

Submitting a Service Request

The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

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