



# Unified Contact Center Domain Manager

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## New Features

### IPv6 Support

Release 11.0(1) for Unified CCDM uses IPv6 addressing to handle web traffic. System infrastructure and domain controller must be configured to handle IPv6 addressing.

### Web Services Support

Unified CCDM 11.0(1) provides the following Web Service APIs to be used by third party client applications.

- Resource Management Web Service APIs - that allows client applications to invoke provisioning operations on the underlying equipment and to create system resources.
- Subscriptions APIs - that allows client applications to receive notifications when specified Unified CCE items change state.

For more information about the web services, see *Web Services Reference for Cisco Unified Contact Center Domain Manager*.

### Unified CCE, Unified CM and Unified CVP Support

Unified CCDM 11.0(1) supports the following new versions of Cisco Unified Communications products.

- Unified CCE 10.0, 10.5 and 11.0
- Unified CM 10.0, 10.5 and 11.0
- Unified CVP 10.0, 10.5 and 11.0

## Updated Features

### Improvements to Resource Manager Gadget

In release 11.0(1) the method to enable ISE for a user has changed. To enable ISE for a user, perform the following:

- To edit a user, check the ISE enabled check box. The ISE password field appears.
- Enter the ISE password.

ISE will now be enabled for the user. The ISE Password field will not appear if the system is in SSO mode.

### Enhancements to Installation and Configuration

CCDM 11.0(1) release has changes to trust relationships.

- A two way trust relationship is required between Unified CCE and CCDM.
- A two way trust relationship is required between the customer domain and where the CCDM server is configured.

## Deprecated Features

This release has no deprecated features.

## Important Notes

### Windows 2012 and SQL Server 2014

This release of CCDM requires Windows 2012 R2 and SQL Server 2014, 64-Bit, Service Pack 1. Before installing Unified CCDM 11.0, the servers must be completely rebuilt. In-situ upgrades are not supported. For more information, see the <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-installation-guides-list.html>.

## ICE Error

When you open ICE for the first time after an upgrade from CCDM 10.5 or earlier, you may see the following error message for one or more types like **Type Mappings Missing**.

To fix these type of errors, open **ICE**, select the **Cluster Configuration** tool. Start the **Setup UCCDM Servers** wizard and click **Next** repeatedly to work through the steps in the wizard without changing any of the settings. When the wizard completes, the errors will be cleared, save the changes.

## Removed and Unsupported Features

This release has no removed or unsupported features.

