

Release Notes for Cisco Unified Contact Center Enterprise & Hosted Release 10.5(2)

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Introduction

These release notes describe new features and changes for Release 10.5(3) of Unified Contact Center Enterprise & Hosted (Unified CCE) software.

Maintenance Release Installation

- 1 Plan and schedule the maintenance period.
- 2 Review all applicable documentation.
- 3 Download the maintenance release.
- 4 Stop all ICM services.
- 5 Uninstall any Engineering Special (ES) release that is installed on the servers.
- 6 Double-click the maintenance release file to begin the installation.



Note

If you used the initial 10.5(2) installer, uninstall 10.5(2) and reinstall using the 10.5(2a) installer.

New and Updated Features

New Features

SQL SP3 Support

SQL Service Pack 3 with Microsoft SQL Server 2008 R2 is now supported.

Updated Features

Required Replacement for Unified CCE 10.5(2)

A small number of customers downloaded and used the initial 10.5(2) installer. Shortly after FCS, we uncovered an issue with that build and released a replacement installer, 10.5(2a).

If you used the initial 10.5(2) installer, uninstall 10.5(2) and reinstall using the 10.5(2a) installer.

Outbound CPA Support with Cisco UBE

You may use Call Progress Analysis (CPA) in Outbound Option deployments configured with a Cisco Unified Border Element (Cisco UBE).

To identify the compatible IOS images, refer the Compatibility Matrix at [http://docwiki.cisco.com/wiki/Unified_CCE_Software_Compatibility_Matrix_for_10.5\(x\)](http://docwiki.cisco.com/wiki/Unified_CCE_Software_Compatibility_Matrix_for_10.5(x)).

For configuration guidelines, refer the Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>.

Java Version Updated

The version of Java is updated from 1.6.0_30 to 1.6.0_85.

OpenSSL Upgraded

OpenSSL is upgraded to openssl-0.9.8zf.

AACC 6.4 Support

Avaya Aura Contact Center (AACC) 6.4 is now supported.



Note

The Automated Administrator for Symposium (AAS) feature is no longer supported starting Cisco Unified CCE 10.5(2) because AACC 6.4 does not support SEI (Symposium Event Interface) lite.

Caveats

Resolved Caveats

This section contains a list of resolved caveats (those that have been fixed since the last maintenance release).

Identifier	Severity	Component	Headline
CSCuo63478	1	router	INCRPNic crashes
CSCup13112	2	outbound	Dialer Stuck Port handling sometimes causes Dialer exit
CSCuu33626	2	scripteditor	Script Ed crashes for PQ configuration when reload config button clicked
CSCup33683	2	outbound	SIP throttle dialer crash observed during outbound load with PCB
CSCur19587	2	db.logger	HistLogger process asserts due to empty historical tables on startup

Identifier	Severity	Component	Headline
CSCut97983	2	pg.acmi	Acmi pim crash is seen when childcg is cycled in the bcwrcomp Testing
CSCuq80813	2	outbound	Memory leak observed in the SIP Dialer during 300 campaign load.
CSCup61126	2	outbound	IVR--Live Customer record is update as 21 instead of 10 in Dialer Detail
CSCup96363	2	outbound	UCCE Dialer Crashes after agent disconnects preview reservation call
CSCup34977	2	outbound	Dialer timing issue causes issues with wrap-up
CSCuo78834	2	outbound	BA Import process exit due to exception
CSCur72097	2	pg.cucm	OPC Assigns PQ Steps To Agent Even Though Login Failed
CSCup44715	2	router	Call variables are not evaluated correctly when executing steps for PQ
CSCuq43349	2	router	Events armed for TransRouteToVRU even if RC doesn't support arming
CSCus12776	2	router	Congestion Ctrl Params sent in configurePGResp when disabled
CSCur46573	2	scripteditor	Evaluation of CVE-2014-3566 on UCCE
CSCuq14764	2	install	Websetup does not work on ES patch uninstallation
CSCuq74011	2	pg.cucm.jtapi	Agent login fails after CUCM upgrade to 10.5.2 in UCCE 10.5.1
CSCup92282	2	install	Db worker crashing
CSCup54910	2	web.setup	Authorization Server option is not displayed in UCCE websetup for HCS12k
CSCuu10757	3	web.config.ui	Unable to set the trace level for the dialer using CCEADMIN
CSCur36838	2	web.config.api	Tomcat7 Memory Leak on HDS-DDS only
CSCuu82335	2	router	Evaluation of ICM for OpenSSL

Identifier	Severity	Component	Headline
CSCur18470	3	install	UCCE OVA Default SCSI Controller Change
CSCup58912	3	install	CAD Agent PG OVA images should not be valid in 10.0
CSCuo78811	3	outbound	Campaign Manager Exception after Import
CSCuq78796	3	outbound	Outbound Dialer can only point to IP for Gateway/Sip Proxy
CSCuq85972	3	outbound	CampaignManager exception during dial list import (Q185294)
CSCup86899	3	outbound	Dialer retries PCB record with call result 25
CSCuq41366	3	outbound	Dialer sends ClearConncection request prematurely
CSCus49974	3	outbound	SIP 487 result code with PSTN cause 16 logged as Result Type 2
CSCup97335	3	pg.cucm	PIM Disconnects updating Agent Attributes
CSCur17662	3	pg.cucm	Agent Attr removed when an Agent Peripheral Number (AgentID) is modified
CSCus21408	3	pg.opc	OPC removes media skill group after reskilling
CSCun94928	3	pg.opc	Agent Desktops greys out
CSCuo40554	3	pg.opc	Call Duration is not taking into consideration NetQTime
CSCup45473	3	pg.opc	Digits Dialed showing NULL after warm transfer in Child TCD
CSCup77765	3	pg.opc	OPC overrides the calling number once the 2nd transfer to Queue
CSCuq96397	3	pg.opc	Agent_Event_Detail info is being sent 1 second prior to the interval
CSCuq57042	3	pg.cucm	Wrong reason code after 2nd internal call when wrap-up enabled.

Identifier	Severity	Component	Headline
CSCus26570	3	pg.tdm	Router Call Key Changes during CTI PostRoute
CSCuq02801	3	pg.cucm	CCE Agent receives call when exiting wrap-up state placing a call
CSCuq35086	3	cg.ctiserver	Talking Agent Count in Portico not showing accurate number
CSCuq76674	3	cg.ctiserver	Duplicate party in a CALL_CONFERENCED_EVENT
CSCur61189	3	cg.ctiserver	NodeManager not able to restart hung CG process scenario
CSCur41319	3	pg.cucm	Agent stuck in Talking on CTIOS desktop when blind transfer from CTIOS
CSCur08077	3	cg.ctiserver	Agent data doesn't reflect on Finesse Supervisor
CSCuq22502	3	db.logger	Persistent variables not retained after exit_router
CSCuq22838	3	db.logger	Termination_Call_Detail StartDateTimeUTC column is local time not UTC
CSCus56011	3	db.logger	ICMdba sync fails when Logger's hostname is 15 or more characters long
CSCut61964	3	db.logger	Schedule Purge not taking effect properly for Skill_Group_Interval
CSCus06886	3	reporting	Controller_Time is not updating properly
CSCur86152	3	router	Fail: NetWrkCIC: fatal error in receive thread
CSCur48689	3	aw.tools	UCCE chooses duplicate Agent ID when auto generating the Agent ID
CSCup27350	3	router	Incorrect values for ServiceLevelTo5 real time field for Precision Queue
CSCup44276	3	router	ServiceLevelTo5 field in Skill Group RT table does not reset to 0

Identifier	Severity	Component	Headline
CSCup66422	3	router	Calls abandoned on ICM script in AppGW node isn't marked as abandoned
CSCur89705	3	aw.tools	DialerSkillGroup reg key needs to be disabled - Causes RTC to crash
CSCut34360	3	router	Requery Reason '3' calls increment "CallsOffered" but not "RouterError"
CSCut61810	3	router	DBLookup Fails when column DataType is set to nchar
CSCuq35267	3	aw.conapi	Cmsjsrver process didnt restart post dead lock situation
CSCuo79971	3	aw.tools	Delay when updating Supervisor SG after launching configuration manager
CSCuq44979	3	serviceability.snmp	Incorrect Avaya PIM state received in SNMP
CSCup66801	3	outbound	Record CPA Not Working for CUBE Outbound Calls (Early Update Call Flow)
CSCuq54519	3	pg.cucm	Supervisor Assist request Timeout when Supervisor Agent not available
CSCun42350	3	router	Precision Queue not routing appropriately because agent is not part of PQ
CSCup40044	3	pg.opc	OPC logs in agent in skill groups which were removed from configuration
CSCup55756	3	pg.cucm	CallHeldEvent Not Received
CSCuq74727	3	pg.cucm	Agent can't stay ready after RNA timeout from CVP
CSCur64063	3	install	Registry upgrade fails if MR patch is selected along with main installer
CSCut80185	3	pg.cucm	Agent state event report NOT_READY with RONA(32767) reason code
CSCuu22151	3	pg.cucm	Desktop should go NOT READY when call fails to ring phone with Requery
CSCsz74968	3	pg.opc	OPC not clearing the INTERRUPT_ADVISORY state

Identifier	Severity	Component	Headline
CSCut95594	3	pg.opc	Route Request timeout with no route end from OPC
CSCuu24392	3	pg.opc	AllTrunksBusyToHalf from Network_Trunk_Group_Half_Hour incorrect
CSCut63863	3	outbound	Direct Preview Outbound Agents stuck in reserve state intermittently
CSCuq20928	3	router	CICM not clearing queued call even though call is cleared at NAM level
CSCuq36098	3	router	Router does not log when CTSG records exceed maximum supported limit
CSCut95709	3	router	DbLookUp fails if the column is empty.
CSCuu63942	3	web.setup	WebSetup will fail on UCCE component selection
CSCuo89679	3	aw.tools	Config tool crash seen in admin client
CSCup13485	3	pg.cucm	eapim has memory leak under load
CSCuq56726	3	reporting	TalkInTimeTo5 is not updating in Precision_Q_Real_Time Table
CSCur10642	3	router	"CallRoutedToday" Field is not updated in PeripheralRealTime table
CSCur98371	3	outbound	Dialer asserts when you execute the procmon command in badialer process
CSCus38433	3	router	Incorrect agent skill group limit check during agent configuration
CSCuu68501	3	pg.tdm	TCD is not cutting in proper order and creating problem in reporting
CSCup80791	3	outbound	Many PCB records for logout agent causes dialer to stop dialing
CSCuu52473	3	db.logger	CCE logger process creating obsolete DB-Lib registry key on start up
CSCuu34936	4	install	PGSetup shows ICM version as 10.5(1)

Identifier	Severity	Component	Headline
CSCur97003	4	scripteditor	"Modify Security" button should be removed from Script Editor
CSCut89102	4	install	ICMCCNextStep window appears after every restart
CSCut45829	4	router	JANUARY and MARCH 2015 OpenSSL Vulnerabilities
CSCup07681	4	ctios.client	EnableSkillGroupStatistes() fails
CSCus82321	4	install	CTIOSClient installation contains redundant data in the HoldCab folder
CSCup05045	5	pg.cucm	PIM logs Device Target IP address as DNF
CSCut36502	5	scripteditor	Administrative Script Schedule Frequency Displayed Incorrectly
CSCut73649	5	aw.tools	Warning After Applying CCE 10_5_1 ES9
CSCuu08961	6	router	DBW(DBWorker) process asserts due to issue with external SQL Data base

Open Caveats

This section contains a list of all defects that are currently pending in Unified CCE Release 10.5(2).

Identifier	Severity	Component	Headline
CSCuu21708	3	router	CRSP nic crash was seen in multiple NCT scenarios in bckwrd Comp Testing
CSCuu26777	3	db.logger	Recovery table registry key fails to update
CSCuu45699	3	pg.opc	OPC process: Invalid ServiceLevelType 0 error displayed
CSCuu63563	3	outbound	SIP Dialer Memory Leak

Documentation Changes

Related Documentation

The following information relates to product documentation for Cisco Unified Contact Center Enterprise.

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.

For Additional Information

See these sources for Unified CCE product documentation:

- Latest version of these [release notes](#)
- [Unified CCE documentation index](#) on Cisco.com

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

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

See this source for [Cisco Finesse](#) documentation on Cisco.com.

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