

# Release Notes for Cisco Unified Contact Center Enterprise & Hosted Release 10.5(3)

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## Cisco Unified Contact Center Enterprise and Hosted Release 10.5(3)

### 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.

### New and Updated Features

#### New Features

##### Support for TLS 1.2

Unified CCE and packaged CCE supports TLS 1.0, TLS 1.1 and TLS 1.2. All VOS based components (Finesse, Unified Intelligence Center, Live Data and SocialMiner support TLS 1.0 and TLS 1.1).

Please see the Software *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 further details.



**Note**

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TLS 1.2 support has been added in ver 10.5(3).

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## Updated Features

### OpenSSL Upgraded

OpenSSL is upgraded to openssl-1.0.2j.

## Caveat Queries by Product

### Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box, and press return or click **Search**.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

### Severity 3 or Higher Caveats for Release 10.5(3)

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each product or component for the current release. You can focus the result set by setting more filters in the tool.



#### Note

If the list of caveats does not automatically appear when you open the browser, refresh the browser.

## Cisco Unified Contact Center Enterprise

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=268439622&rls=10.5\(3\)&sb=anfr&svr=3nH&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=268439622&rls=10.5(3)&sb=anfr&svr=3nH&bt=custV)

## Obtaining Documentation and Submitting a Service Request

Subscribe to [What's New](#) in Cisco Product Documentation, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application.

The RSS feeds are a free service.

## Documentation Guide

The Documentation Guide explains the organization of the technical documentation for Cisco Unified Contact Center Enterprise.

The Documentation Guide also identifies the documents that changed for the release.

For the latest Unified Contact Center Enterprise documentation, go to <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-documentation-roadmaps-list.html>.

## Documentation Feedback

You can provide comments about this document by sending an email to the following address:

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