

System Release Notes for Contact Center: Cisco Collaboration Systems Release 12.0(1)

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Cisco Collaboration Systems Release 12.0(1) for Contact Center

As part of our standard methodology for each Cisco Collaboration Systems Release, we:

- Perform system-wide testing of Cisco Collaboration products to supplement the product-level testing performed on each collaboration product.
- Recommend compatible software releases that were verified by the testing teams. The recommendations are not exclusive and are in addition to interoperability recommendations for each of the individual applications or products.

For software compatibility data, see the [Cisco Collaboration Systems Release Compatibility Matrix](#).



Note Software compatibility data for all Cisco Collaboration Systems releases **before 10.5(1)** is available from the [Cisco Collaboration Systems Compatibility Tool](#).



Note Not all Collaboration System product release versions may be available at the same time. For latest product version availability, see individual product support pages at [Support and Downloads](#).

This document focuses on the Contact Center components tested as part of the Cisco Collaboration Systems Release. For information focused on Collaboration components that were tested as part of Cisco Collaboration Systems Release, see: <https://cisco.com/go/unified-techinfo>.

This document provides release notes details based on the system-wide testing which includes the following types of components:

- Call control components, such as Cisco Unified Communications Manager (Unified CM), and Cisco Unified Communications Manager IM and Presence Service.
- Contact center components, such as Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Packaged Contact Center Enterprise (Packaged CCE), Cisco Unified Contact Center Express (Unified CCX), Cisco Unified Intelligence Center (Unified Intelligence Center), Cisco Finesse, and Cisco Unified Customer Voice Portal (Unified CVP).
- Enterprise Edge components such as Cisco TelePresence Video Communication Server, Cisco Unified Border Element (CUBE), and Cisco Expressway Series.

- Devices (Endpoints), such as Cisco DX Series (DX Series), Cisco IP Phone 7800/8800 Series (7800/8800 Series), Cisco Jabber for Windows (Jabber for Windows), Cisco Virtualization Experience Media Edition (VXME) for Windows, and Cisco Jabber Guest (Jabber Guest).
- Communications gateway components such as Cisco Integrated Services Routers (ISR).

Tested Functionality

Feature Testing

In this release, the following features were system-tested.

Cisco Packed Contact Center Enterprise (Packaged CCE) 11.6(1)

- Global Deployment
- Transport Layer Security (TLS)-Secure Real-time Transport Protocol (SRTP)
- Cisco Jabber Mobile and Remote Access (MRA)
- 2000 agent model
- Voice Browser qualification
- Live data load
- Single sign-on (SSO)
- Universal Queue (UQ)

Cisco Unified Contact Center Express (Unified CCX) 11.6(1)

- Cisco Remote Expert Mobile in non-SSO mode
- Cisco Jabber as video end device
- Cisco Jabber on Mac
- Context Service
- SSO
- Email feature with MS Exchange 2016
- Cisco Wireless IP Phone 8821
- Cisco Expressway or VPNless phone qualification
- Cisco Finesse Cisco IP Phone Agent on IPv6

Upgrade Paths

The system-wide testing of Contact Center functionality for Cisco Collaboration Systems Release 12.0(1) included the following upgrade path.

- Single-stage upgrade of Contact Center components from Cisco Collaboration Systems Release 11.5(1) to Cisco Collaboration Systems Release 12.0(1). For a list of the base Cisco Collaboration Systems Release 11.5(1) versions, see the [Cisco Collaboration Systems Compatibility Matrix](#).

New and Changed Features

For details about what is new for Cisco Collaboration Systems Release 12.0(1), see the [Solution Overview](#).

For details about new and changed product features, access individual product release notes from [Product Documentation](#), on page 5.

System Requirements

This section provides information about system requirements for Cisco Collaboration Systems Release 12.0(1) for Contact Center.

End-of-Sale Components



Note

Cisco Unified Communications Manager Release 12.0(x) does not support some deprecated phone models. For more information, see the related [Field Notice](#).

The following components have reached end-of-sale (EOS) status but are still supported.

- Cisco MediaSense (End-of Sale on October 4, 2017), [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified E-Mail Interaction Manager, [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified Web Interaction Manager, [End-of-Life and End-of-Sale Notices](#)
- Cisco TelePresence MCU 5300 Series, [End-of-Sale and End-of-Life Notices](#)
- Cisco DX650, [End-of-Sale and End-of-Life Notices](#)
- Cisco TelePresence System EX60 and EX90, [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified IP Phone 6911, 6921, 6941, 6945, 6961, [End-of-Sale and End-of-Life Notices](#)
- Cisco Unified IP Phone 7937G, 7931G, 7942G, 7962G, Cisco Unified IP Phone Expansion Module 7915, Cisco Unified Wireless IP Phone 7925G, 7925G-EX, 7926G, [End-of-Sale and End-of-Life Notices](#):



Note

The following are now End-of-Support: 7936, 7906G, 7911G, 7941G, 7961G, 7985G.

- Cisco Unified IP Phone 8941, 8945, 8961, [End-of-Sale and End-of-Life Announcement](#)
- Cisco Unified IP Phones 9900 Series, [End-of-Sale and End-of-Life Notices](#)

The EOS date is the last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale. Another process, the end-of-life (EOL) cycle, guides the final business operations associated with the product.

The EOL process consists of a series of technical and business milestones and activities that, when completed, make a product obsolete. After a product becomes obsolete, it is not sold, manufactured, improved, repaired, maintained, or supported.

For information about recommended replacements and a comprehensive list of announcements, see [Products & Services End-of-Sale and End-of-Life Products](#).

For information about specific products, go to [Product/Technology Support](#). Then click **End-of-Sale and End-of-Life** and select products or technologies from the lists to the right.

Go to [End-of-Life Policy](#) for more information about our EOL policy.

Deployment Considerations

This section lists deployment considerations for Cisco Collaboration Systems Release 12.0(1). Not every rebuild is tested as part of the Cisco Collaboration Systems testing. Therefore, more regression testing in your lab or a Cisco-specific certification lab is recommended before deployment.

When deploying Cisco Collaboration Systems in a customer environment, remember the following:

- At the minimum, deploy the software release recommended in:

[Cisco Collaboration Systems Release Compatibility Matrix](#)



Note For compatibility information prior to Collaboration Systems Release 10.5, refer to the Compatibility Tool: <http://tools.cisco.com/ITDIT/vtgsc>.

- For other software components, use the most current rebuild of a maintenance release. For IOS, information about the latest releases, including deferral advisories, is available at: <http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp>
- If the recommended release has been deferred to a subsequent release, use the subsequent release.
- Before deploying a release, examine the open caveats in the chosen release to determine if any affect your implementation. Open caveats can be viewed through the Bug Search tool, located at: <https://bst.cloudapps.cisco.com/bugsearch/>
- Deploy the chosen release in a lab environment that uses the same product components as your product components before moving to a production environment.

Latest Software Upgrades and Licenses

The following are links to the latest software upgrades and licenses for Cisco Collaboration Systems 12.0(1) components.

To launch the Product Upgrade Tool, go to:

<http://upgrad.cloudapps.cisco.com/upgrad/jsp/index.jsp>

To download the latest software for all other components, go to:

<https://software.cisco.com/download/navigator.html>

Components Versions

For current Cisco Collaboration Systems Release compatible component versions, refer to the new [Cisco Collaboration Systems Release Compatibility Matrix](#).



Note For compatibility information prior to Collaboration Systems Release 10.5, refer to the Compatibility Tool: <http://tools.cisco.com/ITDIT/vtgsca>.



Note Not all Collaboration System product release versions may be available at the same time. For latest product version availability, see individual product support pages at, [Support and Downloads](#).



Note You can set up a virtualized environment by running Collaboration applications on a virtual machine on a Unified Computing System (UCS). For more details, including UCS hardware information and third-party requirements, see:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-virtualization.html.



Note Product-specific compatibility documents provide complete compatibility information between components.



Note Cisco Hosted Collaboration Solution (Cisco HCS) is a hosted solution that includes various Cisco Collaboration Systems Release components. For more information about Cisco HCS, see: [Cisco Hosted Collaboration Solution](#) and [Cisco HCS Product Support](#).

Related Documentation

System Documentation

For high-level information about the Cisco Collaboration Systems, see [Cisco Collaboration Systems Documentation](#).

For more information about specific hardware recommendations or bills of material for each product, see [System Requirements](#), on page 3.

Product Documentation

The following table provides links to product documentation for the major Collaboration Systems Release components. The table provides links to:

- Product **Release Notes**
- Product **Support** pages, from which you can access technical documentation such as design, installation, configuration, and troubleshooting guides.
- **Product Information** pages, from which you can access marketing material such as product data sheets.

**Note**

For details about component versions, see [Components Versions](#), on page 5.

Table 1: Component Resources Documentation

Component	Links
Call Control	
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified Communications Manager IM and Presence Service	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Contact Center	
Cisco Unified Contact Center Enterprise	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Packaged Contact Center Enterprise	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified Contact Center Express	<ul style="list-style-type: none"> • Release Notes • Support • Product Information

Component	Links
Cisco Unified Intelligence Center	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco MediaSense (End-of-Sale: Oct 4, 2017)	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Finesse	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified Customer Voice Portal	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Virtualized Voice Browser	<ul style="list-style-type: none"> • Support
Cisco Unified Intelligent Contact Management Enterprise	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified E-Mail Interaction Manager (EOS)	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified Web Interaction Manager (EOS)	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Conferencing	

Component	Links
Cisco TelePresence Conductor	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Enterprise Edge	
Cisco TelePresence Video Communication Server	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Expressway Series	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified Border Element	<ul style="list-style-type: none"> • Support • Product Information
Endpoints	
Cisco DX Series	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco TelePresence System EX Series (EOS)	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Unified IP Phone 6901	<ul style="list-style-type: none"> • Release Notes • Support • Product Information

Component	Links
Cisco Unified IP Phone 6911, 6921, 6941, 6945, 6961 (EOS)	<ul style="list-style-type: none"><li data-bbox="873 306 1040 333">• Release Notes<li data-bbox="873 354 976 382">• Support<li data-bbox="873 403 1105 430">• Product Information
Cisco IP Phone 7800 Series	<ul style="list-style-type: none"><li data-bbox="873 510 1040 537">• Release Notes<li data-bbox="873 558 976 585">• Support<li data-bbox="873 606 1105 634">• Product Information
Cisco Unified IP Phone 7900 Series	<ul style="list-style-type: none"><li data-bbox="873 714 1040 741">• Release Notes<li data-bbox="873 762 976 789">• Support<li data-bbox="873 810 1105 837">• Product Information
Cisco IP Phone 8800 Series	<ul style="list-style-type: none"><li data-bbox="873 917 1040 945">• Release Notes<li data-bbox="873 966 976 993">• Support<li data-bbox="873 1014 1105 1041">• Product Information
Cisco Unified IP Phone 8900 Series (EOS)	<ul style="list-style-type: none"><li data-bbox="873 1121 1040 1148">• Release Notes<li data-bbox="873 1169 976 1197">• Support<li data-bbox="873 1218 1105 1245">• Product Information
Cisco Unified IP Phone 9900 Series (EOS)	<ul style="list-style-type: none"><li data-bbox="873 1325 1040 1352">• Release Notes<li data-bbox="873 1373 976 1400">• Support<li data-bbox="873 1421 1105 1449">• Product Information
Cisco Jabber for Mac	<ul style="list-style-type: none"><li data-bbox="873 1528 1040 1556">• Release Notes<li data-bbox="873 1577 976 1604">• Support<li data-bbox="873 1625 1105 1652">• Product Information
Cisco Jabber for Windows	<ul style="list-style-type: none"><li data-bbox="873 1732 1040 1759">• Release Notes<li data-bbox="873 1780 976 1808">• Support<li data-bbox="873 1829 1105 1856">• Product Information

Component	Links
Cisco Virtualization Experience Media Edition for Windows	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Virtualization Experience Media Edition for SUSE Linux	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco Jabber Guest	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Communication Gateways	
Cisco Unified SIP Proxy	<ul style="list-style-type: none"> • Release Notes • Support • Product Information
Cisco 2900 Series Integrated Services Routers	<ul style="list-style-type: none"> • Support • Product Information
Cisco 3900 Series Integrated Services Routers	<ul style="list-style-type: none"> • Support • Product Information
Cisco 4400 Series Integrated Services Routers	<ul style="list-style-type: none"> • Release Notes • Support • Product Information

Limitations and Restrictions

If you are a Cisco partner or a registered Cisco.com user with a Cisco service contract, you can use the Bug Search tool to find caveats of any severity for any release. Access Bug Search at: <https://bst.cloudapps.cisco.com/bugsearch/>.

We offer a Cisco Notification Service that allows you to set up one or more profiles. These profiles enable you to receive email notification of new Field Notices, Product Alerts, or End of Sale information for the products that you have selected. The Product Alert Tool is available at: <https://www.cisco.com/cisco/support/notifications.html>.



Note

Not all caveats documented in this section are applicable to the Contact Center environment or deployment scenarios. They have been included for information purposes only.

Important Notes

This section includes important notes related to the testing of Cisco Collaboration Systems Release 12.0(1) for Contact Center.

Open Caveats

This table lists known caveats, grouped by severity, related to Contact Center components tested in Cisco Collaboration Systems Release 12.0(1). The table may also include caveats found in previous releases, which were not resolved at the time this document was written.

For more information about each defect, click the linked caveat number in the Identifier column in the table.

Table 2: Open Caveats in Cisco Collaboration Systems Release 12.0(1)

Identifier	Headline
Severity 2-3 Caveats	
CSCvd96919	Deployment of vCUSP ova template does not show all the regions and timezone in single window
CSCve48564	Finesse displaying IVR ports of dropped participants after a conf call
CSCvf20745	Memory leak while running LiveData Load during error scenarios
CSCvf24265	Finesse shows incorrect msg about device not accessible when we tried to login 2001 from rem site
CSCvf39189	Incorrect alarm seen for CVP VM related to server group
CSCvf50847	In Contact Center Transfer calls, second leg appears to be non secure instead of secure call

For information about a defect not listed in the table, go to [Bug Search Tool](#).

Troubleshooting

For troubleshooting information, tips, and recommendations related to Cisco Collaboration Systems Release for Contact Center, see:

- [Troubleshooting Daily Operations](#)
- Product Troubleshooting Guides

Documentation and Service Requests

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly [What's New in Cisco Product Documentation](#), which also lists all new and revised Cisco technical documentation.

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

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