# About this Document

This document provides installation instructions for ICM11.5(1) ES20. It also contains a list of ICM issues resolved by this engineering special. Please review all sections in this document pertaining to installation before installing the product. Failure to install this engineering special as described may result in inconsistent ICM behavior.

This document contains these sections:

* [Signup to Receive Email Notification of New Field Notices](#signup)
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# Signup to Receive Email Notification of New Field Notices

The [Product Alert Tool](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice) offers you the ability to set up one or more profiles that will 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](http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice) is available at <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

# About Cisco ICM (and ICM Engineering Specials)

This ES patch provides “Maximum Supervisor Per Team” limit to 20 from 10.

# ICM Compatibility and Support Specifications

## ICM Version Support

ICM 11.5(1)

## ICM Component Support

### Supported ICM Components

This patch is applicable for UCCE component which includes

* AW distributor (unifiedconfig.war)

### Unsupported ICM Components

Do not install this engineering special on any of the components other than:

* AW distributor

# ICM Engineering Special Installation Planning

# Installing ICM11.5(1) ES20

Installation of this patch requires the all ICM services to be stopped during the entire period of installation on machine where this patch is being applied. It is always recommended to install this ES during a scheduled downtime.

## Download the ICM 11.5(1) ES20 patch from CCO

## Using the ICM Service Control, stop all the ICM services running on the system.

* Launch the Installer provided for ICM 11.5(1) ES20 and follow the instructions on the screen.
* Using the ICM Service Control, start required ICM services again.

## Uninstall Directions for ICM11.5(1) ES20

## To uninstall the patch,

## Stop all UCCE services

## go to Control Panel. Select "Add or Remove Programs". Find the installed patch in the list and select "Remove".

## Reboot the server

## Start all ICM services

Note: Patches have to be removed in the reverse order in which they were installed. For example, if you had installed patches 3, then 5, then 10 for a product, you will need to uninstall patches 10, 5 and 3 in that order to remove all patches for that product.

## Resolved Caveats in this Engineering Special

This section provides a list of significant ICM defects resolved by this engineering special. It contains these subsections:

* Resolved Caveats in ICM11.5(1) ES20

**Note:** You can view more information on and track individual ICM defects using the Cisco Bug Toolkit located at: <http://www.cisco.com/support/bugtools/Bug_root.html>

### Resolved Caveats in ICM11.5(1) ES20

This section lists caveats specifically resolved by ICM11.5(1) ES20.

#### Index of Resolved Caveats

Caveats in this section are ordered by ICM component, severity, and then identifier.

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Severity** | **Component** | **Headline** |
| CSCvb15529 | 4 | aw.tools | CCE Administartion Page shortcut disappears after permanent uninstall |
| CSCvf97134 | 2 | deployment | HCS-CC : MAXIMUM\_SUPERVISORS\_FOR\_TEAM in deploymenttypeinfo returns 10 instead of 20 |

#### Detailed list of Resolved Caveats in This Engineering Special

Caveats are ordered by severity then defect number.

**Defect Number:** CSCvf97134

**Component:** deployment

**Severity:** 2

**Headline:** HCS-CC : MAXIMUM\_SUPERVISORS\_FOR\_TEAM in deploymenttypeinfo returns 10 instead of 20

**Symptom:** Query to /unifiedconfig/config/deploymenttypeinfo return 10 for MAXIMUM\_SUPERVISORS\_FOR\_TEAM. Design Guide states the limit is 20 Supervisors per team.  **Conditions:** HCS-CC 4000 Agents  **Workaround:** None  **Further Problem Description:**

**Defect Number:** CSCvb15529

**Component:** aw.tools

**Severity:** 4

**Headline:** CCE Administartion Page shortcut disappears after permanent uninstall

**Symptom:** CCE Administration Page shortcut disappeared after Permanent Uninstall of 11.5 Patch  **Conditions:** permanent uninstall of 11.5(1)  **Workaround:** Use Web-URL(https://awip/cceadmin) for accessing the CCE Admin Page.  **Further Problem Description:**

# Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

* http://www.cisco.com
* http://www-china.cisco.com
* http://www-europe.cisco.com

## Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

* Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace: http://www.cisco.com/cgi-bin/order/order\_root.pl
* Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store: http://www.cisco.com/go/subscription
* Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408-526-7208 or, in North America, by calling 800-553-NETS(6387).

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click Feedback in the toolbar and select Documentation. After you complete the form, click Submit to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to: http://www.cisco.com

## Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

### Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website: http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

* P3--Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
* P4--You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website: http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website: http://www.cisco.com/tac/caseopen

### Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website: http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

* P1--Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
* P2--Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.