



Release Notes for Cisco Unified CCX and Cisco Unified IP IVR Release 8.5(1) SU3

Revised: September, 2012

This document describes important information, caveats, and issues for Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP IVR (Unified IP IVR) Release 8.5(1) SU3.

To view the release notes for previous versions of Unified CCX and Unified IP IVR, go to:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

To access the latest software upgrades for all versions of Unified CCX and Unified IP IVR, go to
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

Linux-to-Linux Upgrade Alert

While doing a Linux-to-Linux upgrade, do not reboot the server until the switch version reports success or failure. Rebooting the system in the middle of a switch version may cause the system to enter into an inconsistent state and possibly corrupt the configuration objects or database. If the switch version fails, record the error and open a TAC service request, without rebooting the server.



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Introduction

This document describes the new features and the caveats resolved in Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP IVR (Unified IP IVR), Release 8.5(1) SU3 (Build: 8.5.1.11003-32). These release notes are updated for every maintenance release, but not for patches or hot fixes. Before you install Unified CCX or Unified IP IVR, we recommend that you review this document for information about issues that may affect your system.

System Requirements

For current information about supported products for Unified CCX, refer to Unified CCX Software and Hardware Compatibility Guide, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

Unified CCX 8.0(x) to 8.5(1) SU3 ESW Upgrade



Note

Unified CCX 8.0(x) customers holding a valid ESW contract can upgrade to Unified CCX 8.5(1) SU3 without ordering an upgrade license through the PUT tool.

- Current feature lines/counts from your Unified CCX 8.0 license automatically carry forward to Unified CCX 8.5(1)SU3.
- All of the features enabled in your Unified CCX 8.0.(x) license will continue to work with Unified CCX 8.5(1) SU3.
- No additional license is needed unless it is a new requirement.
- To enable the license, you can upgrade to Unified CCX 8.5(1) SU3 from any version of Unified CCX 8.0 (8.0(x) base, or any of its SU versions).
- If adding a new feature line, you must contact your Cisco channel partner to either upgrade the package, increase the seat count, or increase the port count in your existing license.
- If upgrading to Unified CCX 8.5(1)SU3 from Unified CCX 7.0(x), you must contact your Cisco channel partner to procure a new Unified CCX 8.5 license.

Licensing Enhancements in 8.5(1)SU3

The following new capabilities have been added in 8.5(1)SU3 for managing licenses in the systems:

1. The License Information page in AppAdmin (System > License Information > Display License(s)) will display a dropdown box with all the licenses configured in the system (both active and expired). When any license from the dropdown list is selected, the content of that license will be displayed.
2. The Cumulative license information will display the split of temporary and permanent license counts being used.
3. Capability to delete temporary licenses from Appadmin.
4. New commands to View and Delete licenses from Command Line Interface.
 - a. `utils uccx list license`
 - b. `utils uccx delete license licenseName`

Outbound Dial Time Enhancements in 8.5(1)SU3

Outbound dial time feature will enable the end user (contact center administrator) to specify the exact time during which an outbound contact should be dialed. This functionality can be enabled while importing the contacts for outbound campaigns from AppAdmin

Documents Updated for Enhancements in 8.5(1)SU3

Table 1 provides references to documents updated for enhancements in 8.5(1)SU3.

Table 1 *Enhanced content document list*

Enhanced Content	Document or URL
Command Line Interface Reference Guide for Cisco Unified Contact Center Express Release 8.5(1) A description is added for new CLI commands to view/delete licenses.	http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/uccx851cli.pdf Refer section: Utils Commands
Unified CCX Administration Guide Release 8.5(1) A description is added for viewing license content/deleting licenses from Appadmin.	http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/uccx851ag.pdf Refer to the following sections: 1. Viewing License Information 2. Deleting Licenses
Unified CCX Administration Guide Release 8.5.1(1) A description is added for specifying the dial time of outbound calls.	http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/configuration/guide/uccx851ag.pdf Refer section:Configuring Unified CCX OutboundDialer

All other release documentation for Unified CCX is accessible from Cisco site at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Upgrade Paths to 8.5(1)SU3

You can upgrade to Unified CCX, Release 8.5(1) SU3 if you are running any of the following versions on your servers

- Unified CCX Release 8.0(1)
- Unified CCX Release 8.0(2), 8.0(2)ES1, 8.0(2)SU1, 8.0(2)SU2, 8.0(2)SU3, 8.0(2)SU4
- Unified CCX Release 8.5(1), 8.5(1)SU1, 8.5(1)SU2
- Unified CCX Release 7.0(1)SR5
- Unified CCX Release 7.0(2)ES03

You must install 7.0(2)ES03 to upgrade from 7.0(2) to 8.5(1)SU3, 7.0(2)ES03.

7.0(2)ES03 (Image name: 7.0.0-ES03_Build031.exe) can be downloaded from Cisco.com at

http://www.cisco.com/cisco/software/release.html?mdfid=270569179&flowid=5217&softwareid=28084057&release=7.0%28%29_ES3&reind=AVAILABLE&rellifecycle=&reltype=latest



Note

Obtain a media kit for 8.5(1) to support Unified CCX Release 7.0(1)SR5 and 7.0(2)ES03 Windows-to-Linux upgrade.

Obtaining Windows-to-Linux Upgrade Tool for Unified CCX 8.5(1)SU3

- Step 1** Go to this URL:
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>
- Step 2** Type your Cisco.com username and password in the text boxes, and then click **Log In**.
- Step 3** Choose **Customer Contact > Cisco Unified Contact Center Products > Cisco Unified Contact Center Express > Windows to Linux Upgrade Tool**.
- Step 4** Download CiscoUnifiedCCXPreUpgradeToolInstaller.exe.



Note The upgrade tool that you download is used for Windows-to-Linux upgrade for 8.5(1)SU3 only.

Obtaining Unified CCX 8.5(1) SU3 for Upgrade



Warning

While doing a Linux-to-Linux upgrade - Do not reboot the server until the switch version reports success or failure. Rebooting the system in the middle of a switch version may cause the system to enter an inconsistent state and possibly corrupt the configuration objects or database. If the switch version fails, record the error and open a TAC service request, without rebooting the server.

- Step 1** Go to this URL:
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>
- Step 2** Type your Cisco.com username and password in the text boxes, then click **Log In**.
- Step 3** Choose **Customer Contact > Cisco Unified Contact Center Products > Cisco Unified Contact Center Express > Cisco Customer Response Solution Software Releases > Unified CCX 8.5**
- Step 4** Download the UCSInstall_UCCX_8_5_1_UCOS_8.5.1.11003-32.sgn.iso



Note Since the UCSInstall_UCCX_8_5_1_UCOS_8.5.1.11003-32.sgn.iso build is a non-bootable ISO, it proves useful only for upgrades; this build cannot be used for new installations.

- Step 5** Use an md5sum utility to verify that the MD5 sum of the final file is correct.
96c4bb099affab4143630a4d97d8bc07 UCSInstall_UCCX_8_5_1_UCOS_8.5.1.11003-32.sgn.iso



Note To complete the upgrade, continue with the rest of the steps listed in the *Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available at: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Highly Recommended Practices for Linux-to-Linux Upgrade

- Always initiate the switch version from the Command Line Interface.
- Upgrade the publisher before you upgrade the subscriber.
- After completing the switch version on the publisher and before starting the switch version for the subscriber, wait for the publisher database service to load fully. This allows the replication to be properly established when node2 is switched.
- Do not reboot the server until the switch version reports success or failure. Rebooting the system in the middle of a switch version may cause the system to enter an inconsistent state and possibly corrupt the configuration objects. If the switch version fails, record the error and open a TAC service request, without rebooting the server.
- Once both nodes have switched over to the new version, run the client configuration tool to generate new client installers for CAD/CSD.

Important Notes

This section highlights the important changes in this version.

Restore Scenarios for Unified CCX 8.5(1) SU3

For Unified CCX 8.5(1) SU3, if you attempt a restore with rebuild, without configuring the initial application administration configuration, then some of the configuration will not be restored. The log will indicate that the Cisco Desktop LDAP Monitor Service did not get activated.

Workaround Cisco recommends that you perform the restore after you perform the initial application administration configuration. See the following scenarios and procedures to successfully restore backups for 8.5(1) SU3.

Restoring an SA or HA Setup (Without Rebuild)

There is no impact to this restore; follow the existing procedure. See “Restoring an SA or HA Setup to Last Known Good Configuration (without Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

Restoring an SA Setup (with Rebuild)

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- Step 1** See Step 1 of “Restoring an SA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- Step 2** Perform the initial setup and integrate the Unified CCX server with a Unified Communications Manager cluster using dummy usernames. See “Performing Initial Setup for the First Node” section of *Installing Cisco Unified Contact Center Express*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

**Caution**

The JTAPI (Step 11b) and RMJTAPI (Step 11d) Provider Users should have different usernames than the existing usernames. For example, if the existing user is “JTAPI” you can create a dummy user “JTAPI_dummy.”

- Step 3** See Steps 2 to 17 of “Restoring an SA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- Step 4** After you restart the server, verify all the services are **IN SERVICE**.
- Step 5** Perform the data resync by choosing **Subsystems > Cisco Unified CM Telephony > Data Resync** from the web interface of the Unified CCX Administration.

Restoring Only the Publisher Node in an HA Setup (with Rebuild)

- Step 1** See Step 1 of “Restoring only the Publisher Node in an HA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- Step 2** Perform the initial setup and integrate the Unified CCX server with a Unified Communications Manager cluster using dummy usernames. See “Performing Initial Setup for the First Node” section of *Installing Cisco Unified Contact Center Express*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.

**Caution**

The JTAPI (Step 11b) and RMJTAPI (Step 11d) Provider Users should have different usernames than the existing usernames. For example, if the existing user is “JTAPI” you can create a dummy user “JTAPI_dummy.”

- Step 3** See Steps 2 to 17 of “Restoring only the Publisher Node in an HA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- Step 4** After you restart, verify all the services are **IN SERVICE**.
- Step 5** Perform the data resync by choosing **Subsystems > Cisco Unified CM Telephony > Data Resync** from the web interface of the Unified CCX Administration.

Restoring Only the Subscriber Node in an HA Setup (with Rebuild)

- Step 1** See Step 1 of “Restoring only the Subscriber Node in an HA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

- Step 2** Perform the initial setup and integrate the Unified CCX server with a Unified Communications Manager cluster. See “Performing Initial Setup for the Second Node” section of *Installing Cisco Unified Contact Center Express*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.
- Step 3** See Steps 2 to 15 of “Restoring only the Subscriber Node in an HA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.
- Step 4** After you restart, verify all the services are **IN SERVICE**.
- Step 5** Perform the data resync by choosing **Subsystems > Cisco Unified CM Telephony > Data Resync** from the web interface of the Unified CCX Administration.

Restoring Both the Nodes in an HA Setup (with Rebuild)

- Step 1** See Step 1 of “Restoring only the Publisher Node in an HA Setup (with Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

- Step 2** Perform the initial setup for the Publisher node and integrate the Unified CCX server with a Unified Communications Manager cluster using dummy usernames. See “Performing Initial Setup for the First Node” section of *Installing Cisco Unified Contact Center Express*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.



Caution

The JTAPI (Step 11b) and RMJTAPI (Step 11d) Provider Users should have different usernames than the existing usernames. For example, if the existing user is “JTAPI” you can create a dummy user “JTAPI_dummy.”

- Step 3** Add the Subscriber’s hostname to the first node’s configuration. See “Adding the Second Node for HA” section of *Installing Cisco Unified Contact Center Express*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.
- Step 4** On the Subscriber node, perform a fresh installation of the same version of Cisco Unified Contact Center Express (using the same administrator credentials, network configuration and security password used earlier) on the node prior to restoring it. See “Configuring the Second Node for HA” section of *Installing Cisco Unified Contact Center Express*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.
- Step 5** Perform the initial setup for the Subscriber node and integrate the Unified CCX server with a Unified Communications Manager cluster. See “Performing Initial Setup for the Second Node” section of *Installing Cisco Unified Contact Center Express*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html.
- Step 6** See steps 2 to 16 of “Restoring an SA or HA Setup to Last Known Good Configuration (without Rebuild)” section of *Disaster Recovery System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR*, available here:
http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

**Note**

In step 11, when you are prompted to choose the nodes to restore, choose both the Unified CCX nodes.

Linux-to-Linux Upgrade Alert

While doing a Linux-to-Linux upgrade, do not reboot the server until the switch version reports success or failure. Rebooting the system in the middle of a switch version may cause the system to enter into an inconsistent state and possibly corrupt the configuration objects or database. If the switch version fails, record the error and open a TAC service request, without rebooting the server.

ICD Lines for Agents

The total number of lines configured on the agent's phone should not be more than 4.

When configuring an agent, the ICD line must be in position 1 through 4 on the agent phone, else the agent will be unable to login.

Performance of Unified CCX on VM Platform

If hypervisor edition is running on Cisco/Non-Cisco Virtualization Servers is ESXi 4.1, the changes mentioned below is mandatory. TCP communication between Unified CCX virtual machines deteriorates to extremely low levels if this change in ESXi 4.1 host is not performed.

-
- Step 1** Login to ESXi 4.1 Host or vCenter server if vCenter manages ESXi 4.1 host
 - Step 2** Choose **Inventory > ESXi 4.1**
 - Step 3** Choose **Configuration > Advanced Settings**. Advanced Settings dialog window pops up.
 - Step 4** Choose **Net Settings** and scroll down until LRO related options.
 - Step 5** Change the following five parameters from 1 to 0
 - Net.VmxnetSwLROSL
 - Net.Vmxnet3SwLRO
 - Net.Vmxnet3HwLRO
 - Net.Vmxnet2SwLRO
 - Net.Vmxnet2HwLRO

Multiple Device Pools Usage

From Unified CCX 8.5(1), support for multiple device pools is decommissioned. If a call control group is configured with multiple device pools prior to upgrade, it continues to function as expected. However during the subsequent data synchronization or Add to Cluster operation post upgrading to Unified CCX 8.5, all these device pools are automatically updated to the default device pool.

Port 5060 for IVR Outbound Usage

When you use IVR outbound feature on a Unified CCX setup, which is upgraded from 8.0(x) version, avoid to use port 5060 as the local Unified CCX port. Since port 5060 is used for Unified Communications Manager service.

Caveats

This section includes the following topics:

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 11](#)
- [Resolved Caveats, page 12](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. This document contains descriptions of the following:

- All severity level 1, 2, and 3 bugs.
- Significant severity level 4 bugs.

Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- | | |
|---------------|---|
| Step 1 | To access the Bug Toolkit, go to
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs |
| Step 2 | Log on with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click Go . |
-

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The caveats in [Table 2](#) lists the important defects that are open in this release of Unified CCX.

Table 2 Open defects list

Identifier	Headline	Workaround
CSCub42968	LDAP Restore fails when running UCCX Restoring SA (with Rebuild)	See “Restore Scenarios for Unified CCX 8.5(1) SU3” section on page 6.
CSCtz34126	DRF reports backup as SUCCESSFUL even though the LDAP backup script fails	After the backup is complete, view backup.log and ensure the CAD backup was successful. The following is an example of a failed backup: 2012/04/03 10:41: Backup LDAP 2012/04/03 10:41: Backup LDAP Script failed to work If such failed-backup lines are present in the log, then repeat the backup procedure. Also, see “Restore Scenarios for Unified CCX 8.5(1) SU3” section on page 6.
CSCtx89404	UCCX: Prevent and Expose Database Corruption during L2 Upgrade	This is addressed in 8.5(1)SU3, but will take effect only when there is a Switch Version done from 8.5(1)SU3. The issue happens due to Reboot during middle of a Switch Version. The only way to prevent this is - Do NOT reboot in the middle of a switch version. Refer to the Linux-to-Linux Upgrade Alert section for more information.
CSCtn40083	DialingList table with many records causing Outbound to perform slowly	A script attached to the defect that will purge entries from DialingList table that in turn improves the performance. Seek TAC assistance for deploying the script.
CSCty77549	CadUpgradeMaster.sh fails with exit Code 255 during switch version	Reinstall the inactive version and attempt to switch versions again.
CSCtz04222	Unable to set the default VoIP monitor service in webCDA	Run the deleteDuplicateDefaultTeamEntries.sh script attached to the CDETS.
CSCtt01488	Upon Failover, CAD-BE takes time (around 10 minutes) to respond.	Restart CAD-BE.
CSCtr45332	More than one default team existing when 8.5.1SU1 (without COP) is upgraded to 8.5SU3.	Run the deleteDuplicateDefaultTeamEntries.s script attached to the CDETS.

Table 2 *Open defects list (continued)*

CSCtr41124	UCCX default media group has 0 channels.	Manually create a Media Channel Group with the appropriate number of channels.
CSCtx55215	UCCX: IVR ports not incremented when 100 agents OVF is used	Complete a backup of the UCCX system via Disaster Recovery system. Rebuild the Unified CCX VM using 300 or 400 agent OVF, if supported on the underlying hardware model. Restore the backup file onto the new VM.
CSCty22547	Non-CAD icons do not display in the toolbar on 32-bit Windows 7 set to Medium display.	On the client desktop, right click and select Personalize, select Display, and then select Smaller or Larger. The issue only occurs when Medium is selected.
CSCty32606	UCCX: Custom scripts developed for a version 'x' cannot be used in the version previous to 'x'.	Expected behavior. Always download the editor from the latest version to use the scripts. The document is updated to reflect this expected behavior.
CSCtz07849	When using RMON.aef to monitor an agent call, a second session attempting to monitor a different agent will cause the first session to go silent.	Make sure only one RMON.aef session is active at any time.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Resolved Caveats

[Table 3](#) lists all the defects that are Resolved in this release of Unified CCX.

A Resolved (R) caveat indicates that the bug is fixed. The assigned engineer moves the bug to this state when testing is complete.



Note In certain rare circumstances, we are unable to fix the bug in all version in which it is found. The defect will still be in state 'R'. Please contact the TAC if you are being impacted by a defect in this condition.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were closed at the time this report was compiled. For an updated view of closed defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 10](#).

Table 3 **Resolved defects list**

Identifier	Severity	Headline
CSCtx86445	1	cgc creation fails
CSCty70847	1	EEM: Messages containing only text or enriched MME content cause read error
CSCy80891	1	CAD - Span-based recordings with missing audio
CSCty96089	1	CAD does not work with CUPS 8.6
CSCty96119	1	Fix for previous defect caused thread safety issues in SPAN environment
CSCty96135	1	CSD EEM Viewer fails completely after Jar not installing defect fixed
CSCtr69287	2	Partial service - CSS fails to propagate if configured using CCG on UCCX
CSCts67056	2	Unable to login getting "I/O error in AXL"
CSCtt03211	2	WFOUser missing and not able to update the password management settings
CSCtt14842	2	UCCX Call/Chat Service generating core
CSCtt28877	2	UCCX: XML document upload fails with "Cannot insert a null into column"
CSCtt29752	2	Secondary hostname not populating properly during upgrade
CSCtu98666	2	Recording threads crash
CSCtw47653	2	Rascal client deadlock prevents BIPPA service from becoming active
CSCtw56944	2	Rascal client causes BIPPA service to crash on shutdown
CSCtx19884	2	Issue with voice quality at high call volumes
CSCtx40451	2	LDAP client can corrupt data due to method StripUnsupportedXmlChar()
CSCtx62008	2	CAD e-mail truncates sender's contact name and address at Unicode char 010D
CSCx75018	2	SPAN monitoring implementation processes all rec/mon streams twice
CSCty17302	2	ES2 EemUi.war causes C++ runtime error in CSD
CSCty17331	2	ES2 EemUi.war causes CAD agent e-mail to lose e-mail formatting
CSCty91949	2	Deletion of any config objects throws ClassCastException
CSCty96075	2	EEM: Exchange not sending emails
CSCtz00198	2	DB state shows as UNKNOWN though it is running fine
CSCtz11765	2	TTS functionality is broken
CSCtz21095	2	CAD: Application crashes when cancelling at login
CSCta53308	3	HRC client cannot schedule a report to a file to network server drive
CSCta91696	3	Call history is not correct for DT if call C2 (2nd call) survives
CSCtg90305	3	UCCX: CAD does not support e.164 '+' dialing
CSCtj88620	3	Run time error while generating agent-related historical reports
CSCtk32211	3	Agent who is logged out forcibly does not get notified
CSCtk36074	3	NLA:HRC: Wrong translation in report contact service queue activity
CSCtn20575	3	Cannot start a print job to network on HRC for CCX 8.0(2)
CSCtq13277	3	Two instances of LDAP monitor service running during backup
CSCtr66342	3	Agent not getting e-mail assignment after resuming E-Mail Ready state
CSCts18495	3	UCCX: During failover, CAD state changes from Logged Out to Not Ready

Table 3 Resolved defects list (continued)

Identifier	Severity	Headline
CSCts19041	3	Kernel Panic in UCCX IPVMS media driver
CSCts21743	3	E-mail icon on the Cisco agent is grayed out when they have 300 plus rece
CSCts35369	3	Remove reading of manifest entries for custom steps in AAR files
CSCts46647	3	UCCX CAD work state timer actions get interrupted by Call State Update
CSCts53756	3	Secondary supervisor is removed
CSCts62130	3	Filename is truncated to 64 characters during script upload
CSCts64168	3	Upload Document pauses when UCCX pub is down
CSCts66157	3	Contact does not get dialed out even when campaign is in running state
CSCts66685	3	UCCX: Renaming prompt with a different case yields 'commit-rollback' error
CSCts80538	3	Upgrade appears to delete the contents of previously created macros
CSCts86447	3	UCCX: CAD agent e-mail unable to load e-mail due to click-to-dial issue
CSCts87264	3	VoIP monitor device sync has no failover function
CSCts98634	3	In UCCX Call Control group, the DevicePool field change to 'Default'
CSCtt05329	3	Playback of recordings in CSC can sometimes drop out causing one way audio
CSCtt07947	3	Failed DRF backup leaves DB locked and cannot make config changes.
CSCtt11421	3	UCCX: IPPA does not work automatically after failover
CSCtt11745	3	txResolveLogoffASDRs is taking too long and so RmCm stuck in INIT state.
CSCtt18254	3	Invalid or null value in Content Type prevents e-mail processing
CSCtt22392	3	SU2 upgrade does not update the Chat OmniOrbUsePort from base 8.5.1.
CSCtt22925	3	UCCX: Second Rmon session interrupts the first session
CSCtt37250	3	UCCX engine heap threshold does not generate Alerts
CSCtt39515	3	When saving a template in CDA carriage returns get removed
CSCtt40352	3	Time Range shifted after loading .chc "Cisco Report Settings" file
CSCtt40945	3	Upgrade from 8.5 SU2 to 8.5 SU3 does not retain the selected CSS
CSCtt42130	3	Non-ACD calls impact call control on existing ACD call within CAD
CSCtt82416	3	Duplicate HR data records written to file when DB is unavailable
CSCtu02773	3	Incorrect Russian prompts for Create Generated Prompt step
CSCtu02926	3	RTMT CTI port monitoring does not clear call ID when port is in service
CSCtu03373	3	UCCX: GC.log not collected by Real Time Monitoring tool
CSCtu06068	3	AppAdmin page and CLI mismatch for license info
CSCtu14295	3	Contacts marked as Busy always call phone01
CSCtu17744	3	Arabic language issue in script grammar
CSCtu19734	3	Disable CDS/HDS then enable CDS/HDS receives Object error
CSCtu23934	3	Processing SessionTerminatedMsg sets agents to Reserved incorrectly
CSCtu33870	3	Call stuck in CAD after successful transfer
CSCtu39741	3	CAD receives and transfers a recorded call, then unable to record the next call

Table 3 Resolved defects list (continued)

Identifier	Severity	Headline
CSCtu39818	3	Enterprise server core file generated
CSCtu42920	3	UCCX: Irregular heartbeat timing during convergence
CSCtu43428	3	Builder should run dos2unix on CLI script folder before builds
CSCtu51939	3	Failover collector in serviceability service parameters is not clear
CSCtu53130	3	Detailed logging is required for Historical Reporting Servlet
CSCtu54920	3	No logging at all for SplkCRS lib
CSCtu78624	3	UCCX: Wrong summary calculations for Traffic Analysis
CSCtu78983	3	Traffic reports in Spanish cannot calculate UTC
CSCtu96457	3	CLI allows setting trace maxfile count and file size zero with no error
CSCtu98729	3	Traffic Analysis report showing incorrect time and date
CSCtv17288	3	Changing UCCX AXL provider yields 'Invalid Cisco Unified CM credentials'
CSCtw45014	3	Cisco Unified CCX database log collection using RTMT
CSCtw46093	3	CCX: Wrong time in scripts and RTMT for Russian timezones
CSCtw47597	3	Recordings may fail immediately after startup if disk space check is not
CSCtw51889	3	Voice quality degrades during high call volume with ASR dialog channel
CSCtw52458	3	Issues with UCCX tomcat service implementation
CSCtw52902	3	No Validation for Minimum Competence and weight fields in Show Resource
CSCtw59458	3	CAD Agent state change behavior modified for non icd calls
CSCtw60066	3	Rename of file to more than 64 chars should not be allowed
CSCtw61926	3	Open H323 Wrapper project has broken logging
CSCtw61946	3	After NIC pulled and reconnected agent doesn't receive queued email
CSCtw65460	3	Incorrect Russian prompts by Create Generated Prompt step
CSCtw68597	3	OB calls causing JTAPI leak when agent skip/cancel calls
CSCtw70287	3	When CAD forward emails CC: recipients get stripped
CSCtw70718	3	After L2 upgrade from SU3 to SU4 supervisor workflow does not trigger
CSCtw73568	3	EEM Autosave option does not check for multiple autosave timer instances
CSCtw76589	3	Create Generated Prompt read "1:15AM" wrong when Colloquial is TRUE.
CSCtw77594	3	UCCX Agent Email States Mismatch
CSCtw80467	3	ALL-LANG: Historical Reports Client: XML error when selecting report
CSCtw80577	3	Duplicate CCG created after upgrading from 802SU3 to 802SU4
CSCtw89575	3	UCCX: Yield method may delay heartbeat transmission
CSCtw91471	3	CAD Desktop recording fails with 24KB recorded calls
CSCtw98618	3	spcd.sys installed in wrong location on 64 bit Windows systems
CSCtx00945	3	NLD: UCCX/HRC: Empty file IOB_Outbound_Campaign_Summary_nl_NL.xml
CSCtx01614	3	Forwarding a Plain Text e-mail in CAD will strip original message body
CSCtx03199	3	CCX trigger Alerting Name not getting updated in CUCM during creation

Table 3 *Resolved defects list (continued)*

Identifier	Severity	Headline
CSCtx03319	3	Automatic state enabled has timing issue writing wrapup code to ACDR
CSCtx04281	3	UCCX: CLI does not accept single character label in domain name
CSCtx05960	3	UCCX Voice Browser - error when fetching from cache should re-fetch URL
CSCtx06183	3	UCCX Outbound - Invalid phone01 Attempted Again
CSCtx08914	3	UCCX - Changes made in script in island mode not propagated to primary
CSCtx11773	3	UCCX CAD raw2wav conversion utility hangs/crashes on 24B empty raw files
CSCtx12161	3	Talking time for outbound agent with AutoWork enabled is 0
CSCtx14360	3	UCCX Outbound - Phone02 Entry Not Attempted a Second Time
CSCtx24809	3	Contacts with an Invalid Callback number are not called again
CSCtx25035	3	Unable to use report EEMAgentActivity in Spanish on HRC 8.5 (1.1)
CSCtx25452	3	Agent E-mail logs Display - To, From, Subject and CSQ is Mi
CSCtx25473	3	Email: - On Desktop the Handled by and Handled date is always blank
CSCtx25488	3	Add template, adds to the original email rather than the response
CSCtx27306	3	CX 8.5 CAD Pop-ups always open in a new window instead of Tabs
CSCtx27662	3	AppAdmin does not enforce file extension when renaming script files
CSCtx31104	3	CCX Service failure due to properties file corruption
CSCtx31515	3	CCX doesn't has 90.wav file in Cantonese language (zh_HK)
CSCtx33444	3	Browser tab hot key CTRL+shift+B and Ctrl+tab number not working
CSCtx33468	3	didn't hear any audio from playback on g729
CSCtx33685	3	data check or data resynch display result is partial
CSCtx38619	3	Incorrect Cantonese prompt for Create Generated Prompt Step
CSCtx39209	3	Callback button is NOT greyed out after dropping call while ringing
CSCtx40598	3	SMTP timeout error causes messages to be moved to Pending Delete folder
CSCtx42296	3	Node2 removal though successful, add to cluster fails
CSCtx43088	3	Calls to failed extensions from non-ACD lines do not clear from CAD
CSCtx45893	3	UCCX 8.5 - Outbound buttons disabled when agent drops call
CSCtx46800	3	Character Limit In UCCX Replication Wizard Should be 32 Characters
CSCtx48905	3	RTMT Database sys log alert - database db_cra not in synch across nodes
CSCtx52223	3	UCCX: IBM RAID Driver 1.1.5-24702 not installed
CSCtx53543	3	Unable to select pdf and xml format for scheduled report on HRC [JPN]
CSCtx56236	3	Outbound marks Skip Wrong Number as Missed callback
CSCtx62146	3	EemUi: Dojo startup sequence may call EemApi.js too late.
CSCtx68244	3	Invalid numbers are not marked as closed immediately.
CSCtx68276	3	CTI ports not reset after update from UCCX
CSCtx71525	3	To change unique Id logic in EEMServer
CSCtx74453	3	Agent defaults to nonworking rec/mon implementation if startup seq fails

Table 3 Resolved defects list (continued)

Identifier	Severity	Headline
CSCtx75023	3	With Email client logging set to TRACE the applet sticks in Loading stat
CSCtx89298	3	UCCX: Duplicate Entries in ConfigSeed Table After Upgrade
CSCty08886	3	HRC Filter Case Insensitive When Renaming CSQ, Skill, Team or Resource
CSCty14387	3	Unable to find Record File on Supervisor Desktop
CSCty42694	3	Contacts marked as Invalid on phone01 and phone02 doesn't route the call
CSCty42916	3	CSD EEM Email Viewer does not work with NTLM connections
CSCty46037	3	Invalid contacts are not getting dialed in case CSQ has auto work enable
CSCty57089	3	Changes in heartbeat interval for VM platform
CSCty70608	3	Agent recording icon deactivates when agent tries to stop a supervisor rec
CSCty70733	3	EEM2010: attachment names over 60 characters are truncated
CSCty70811	3	EEM: Embedded content in Plain Text messages is stripped
CSCty71012	3	While switch version is in progress, restart of UCCX is not prevented
CSCtz07726	3	Error: while saving the Team Configuration Data
CSCtz12787	3	Realignment of buttons on login dialog
CSCtz12863	3	EEM: No message is displayed if correct Java updates is missing
CSCtz12874	3	404 Error on clicking Yes to load jre on launching Agent/Supervisor
CSCtz23552	3	Switch version failed at end due to failure to start CVD
CSCto76266	3	Russian System Generated Prompt does not play successfully
CSCtl93897	3	UCCX Engine tries to update missing table, which causes RTMT alerts
CSCtd98292	4	CAD-BE:"request operation failed pop up"
CSCtn93085	4	UCCX: sev 2 alarms generated in SysLog during normal backups
CSCts66100	4	Resource group lists are displayed in random order under Resource page
CSCts80161	4	Record View showing agent user ID instead of agent name
CSCts95703	4	UCCX: HRC giving "The timezone string is not valid"
CSCtt29648	4	Catalog definition files missing for MIVR_IVR_RTDM MIVR_SS_OB_SIP_STACK
CSCtt34605	4	'Use UTC Time Zone' flag is not saving, if settings for report is saved
CSCtu36591	4	Create "Remove All Licenses" button in CET needs to be removed.
CSCtu39141	4	CVD requests to restart itself due to intermittent network flap (HAoWAN)
CSCtw65361	4	ALL-LANG: UCCX: Desktop product suite descriptions are not proper.
CSCtw71142	4	ALL-LANG: UCCX/HRC: Repair/Remove option is displayed as NewShortCut1
CSCtw71184	4	ALL-LANG: UCCX: UCCX Admin Help is opened on UCCX User Options
CSCtw71661	4	ALL-LANG: UCCX: HR: Exceptional Error occurs on Schedule.
CSCtw71682	4	JPN: UCCX: HR: Agent Summary without chart is displayed as blank.
CSCtw74009	4	JPN: UCCX: HR: Localized string for "Enter Parameter Value" is truncated
CSCtw76663	4	ALL-LANG: UCCX: CSD: Error message on Work Flow Setup is not correct

Table 3 Resolved defects list (continued)

Identifier	Severity	Headline
CSCtw80378	4	PUT Tool should allow upgrade only if the ES03 or greater is installed
CSCtw92428	4	SVE: Historical Reports Client: Invalid shortcuts
CSCtw92930	4	CSQ name with more than 25char not shown properly in Campaign confi page
CSCtw97541	4	CLI Does not set JTAPI Client logging trace file size and file count
CSCtw99830	4	en_us/en don't point to the right folder under Application wizard
CSCtx15156	4	Fresh install not default radio in initial app admin install screen
CSCtx18603	4	OB option appears in CCG config page with no IVROB license
CSCtx35979	4	Can't delete folder in Grammar Management
CSCtx40578	4	eemtablescleanup.sh user entry is poorly constructed
CSCtx51240	4	Faulty Call result in agentconnectiondetail table
CSCtx52105	4	Localized HRC files should be checked-in
CSCtx71552	4	If FCHooker stop_hook fails, error message is not returned
CSCtx89404	4	UCCX: Prevent and Expose Database Corruption during L2 Upgrade
CSCty46133	4	Resource Group Lists not displayed in order under CSQ configuration page
CSCto69641	5	Allow admins to disable supervisor chat and team messages
CSCts25630	5	CAD: JPN: There are unneeded "\n" symbol in the Japanese translation
CSCts46005	5	Download bar with incorrect expected time
CSCts55502	5	While creating o/b CCG, users are forced to enter a constant # of ports
CSCtt00939	5	Proper Error Message display while modifying Campaign
CSCtu76393	5	No scroll bar for Assigned CSQs in Outbound campaign General window
CSCtw71498	5	JPN: UCCX: CSD: "Oldest in Queue" is displayed in E-mail CSQ
CSCtw74552	5	ALL-LANG: UCCX: HR: Tooltip is displayed for empty Filter Parameter
CSCtx14737	5	AppUser-CAD download page needs some UI enhancements
CSCtx29932	5	Contact callbackDateTime format changes from local GMT offset to UTC
CSCtx77010	5	The error message for 5022 error should be changed
CSCte75642	6	UCCX: Agent Login Logout Report shows Agents not in Selected Team
CSCto77823	6	Customer should contact tac for removing temp, demo & invalid lic files
CSCtq64572	6	No method to generate scheduled HR reports based on Local Time
CSCts87187	6	Voip monitor device sends AXL request to invalid CUCM
CSCtw91446	6	UCCX CAD should use 2.6GB per node for recording calls not 1.3GB
CSCtx88292	6	Outbound Import of Contacts should have dial time option

Troubleshooting

For the most current troubleshooting information and tips, visit the following [URL](http://www.cisco.com/en/US/support/index.html): <http://www.cisco.com/en/US/support/index.html>

For assistance with identifying and troubleshooting common problems, access the TAC Case Collection Tool (TCCT) at the following URL:

http://www.cisco.com/kobayashi/support/tac/tsa/launch_tsa.html

From the Tools and Utilities page, select the Voice technology link, and search for a solution using a free text query or a guided search.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended 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, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources and is available at this URL:

<http://www.cisco.com/en/US/support/index.html>

In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Submitting a Service Request

The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For more details, refer to the *Unified CCX Troubleshooting Guide* at the following URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_troubleshooting_guides_list.html

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