



# Cisco Finesse

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- [New Features, on page 1](#)
- [Updated Features, on page 1](#)
- [Important Notes, on page 2](#)
- [Deprecated Features, on page 2](#)
- [Removed and Unsupported Features, on page 2](#)
- [Third Party Software Impacts, on page 2](#)

## New Features

### View Locked Out Users

To view the locked out users, a new CLI **utils finesse locked\_out\_users list** command is added. For more information, refer to the **Desktop Properties** section in the [Cisco Finesse Administration Guide](#).

### Desktop Interface APIs

Three new APIs are introduced. These APIs can be used for desktop development. The new APIs are as follows:

- **Desktop Configuration**
- **Languages List**
- **Verify Desktop and Third-Party URLs**

For more information on the APIs, see the **Cisco Finesse Desktop Interface API Guide** on [DevNet](#).

## Updated Features

SystemInfo API is now authenticated when accessed through VPN-less reverse-proxy. To use alternatives in nonauthenticated mode, refer to the **Cisco Finesse Desktop Interface API Guide** on [DevNet](#).

## Important Notes

None.

## Deprecated Features

### Notifications over BOSH (Long Polling)

In this release, support for notifications over BOSH (long polling) is deprecated. Notifications over direct XMPP (over TCP) and Websocket-based transports are the replacements.

## Removed and Unsupported Features

### Cisco Finesse Trace Logging

In this release, the following CLIs are removed:

- `utils finesse trace enable`
- `utils finesse trace disable`

The replacement is the **utils finesse log** commands that are used to add, delete, update, or view a custom log configuration in the Cisco Finesse system.

## Third Party Software Impacts

None.