



# *Release Notes for Cisco Unified Contact Center Enterprise, Release 8.5(1)*

November, 2010

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## Introduction to Cisco Unified Contact Center Enterprise Release 8.5(1)

These release notes describe new features, changes, and caveats for Release 8.5(1) of Unified Contact Center Enterprise (Unified CCE) software. They include release notes for Cisco CTI Object Server,



Note

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Release Notes for Cisco Agent Desktop, Cisco Unified E-Mail Interaction Manager, Cisco Unified Web Interaction Manager, Cisco Unified Customer Voice Portal, Cisco Unified IP IVR, Cisco Unified Contact Center Management Portal, and Cisco Unified Intelligence Center are separate documents and are not included as part of these release notes.

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**Note**

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Unified CCE 8.5(1) bundles the Unified CCE 8.0(2) and 8.0(3) maintenance releases. For specifics on new features, changes, and corrections introduced in those releases, see their respective release notes. This release notes document covers new features, changes, and corrections introduced in release 8.5(1).

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## About the Cisco Unified CCE Release 8.5(1)

Cisco Unified Contact Center Enterprise Edition release 8.5(1) (also known as Unified CCE 8.5(1)) is a minor release upgrade to Unified CCE 8.0(x). It introduces both new features and bug fixes. A minor release is an incremental set of software fixes and a limited set of new functionality delivered in an automated installer. A minor release includes all maintenance releases available at the minor release's ship date. (The exception being where the minor release development/testing schedule overlaps with that of a maintenance release.) Engineering specials released prior to the minor release's code freeze date are also included.

## New Features and Changes in Cisco Unified CCE 8.5(1)

Release 8.5(1) includes these new features and design changes:

- New Agent Greeting feature
- New Whisper Announcement feature
- Ability to specify a default CVP media server
- Support for Cisco WebView discontinued; WebView automatically uninstalled
- Support for Cisco Support Tools discontinued.

## System Requirements

**Note**

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For hardware and third-party software specifications for this release, see the [Hardware & System Software Specification \(Bill of Materials\) for Cisco Unified ICM/Contact Center Enterprise & Hosted](#).

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Your Unified CCE system must meet these requirements before you can run the 8.5(1) installers for ICM or CTI OS:

1. **8.0(x) Baseline Install:** The installers for Unified ICM 8.5(1) and CTI OS 8.5(1) can only be run over 8.0(x) installations. If you are running an earlier release, you must upgrade your system to 8.0(1) before you can install 8.5(1).
2. **JRE 1.6.0\_22 for ICM:** ICM 8.5(1) components require the Java Runtime Environment version 1.6.0\_22. If 1.6.0\_22 is not already installed, the ICM 8.5(1) installer will install it for you.
3. **JDK 1.6.0\_22 for CTI OS Java Developer's Toolkit:** If you are running the CTI OS Developer's Toolkit for Java, you must upgrade your CTI OS Developer Workstations to the Java Development Kit 1.6.0\_22. You can perform the JDK upgrade either before or after running the CTI OS 8.5(1) installer, but you must perform the upgrade before you can run the 8.5(1) Developer's Toolkit.

4. **JRE 1.6.0\_22 for CTI OS Agent Desktops:** If your CTI OS agent and supervisor desktops include objects built with the CTI OS Developer's Toolkit for Java, you must upgrade your desktops to the Java Runtime Environment 1.6.0\_21. You can perform the JRE upgrade either before or after running the CTI OS 8.5(1) installer, but you must perform the upgrade before you can run 8.5(1) desktops.

## Related Documentation

Documentation for Cisco Unified CCE is available on the Unified CCE product documentation

- **Unified CCE product documentation**

See these sources for Unified CCE documentation:

- The [latest version of these release notes](#)
- [Unified CCE documentation index](#) on cisco.com.
- For troubleshooting tips, go to the [Cisco DocWiki](#). Then click the product/option you are interested in.
- For language localizations implemented for this release, see the [Cisco Unified CCE Product and System Localization Matrix](#)

- **Related product documentation**

See these sources for documentation on products that make up or interact with Unified CCE:

- [Cisco Unified Communications Manager](#) (Unified CM)
- [Cisco Unified Customer Voice Portal](#) (Unified CVP)
- [Cisco Unified E-Mail Interaction Manager](#) (Unified EIM)
- [Cisco Unified Intelligence Center](#) (Unified IC)
- [Cisco Unified IP IVR](#) (Unified IP IVR)
- [Cisco Unified Web Interaction Manager](#) (Unified WIM)
- Documentation for these products can be found from the [Unified CCE documentation index](#):
  - Cisco Agent Desktop (CAD)
  - Cisco CTI Object Server (CTI OS)
  - Cisco Unified Contact Center Management Portal (Unified CCMP)

- **Other related Cisco documentation and tools**

- [Technical Support documentation and tools](#)
- [Access the Product Alert tool](#) (login required)
- For information on the Cisco software support methodology, see the [Software Release and Support Methodology: Unified CCE](#) (login required)

# New and Changed Information

The following sections describe new features and changes that are pertinent to this release.

- [Agent Greeting Feature, page 4](#)
- [Whisper Announcement Feature, page 6](#)
- [Default CVP Media Server, page 7](#)
- [Support for Cisco WebView Discontinued, page 8](#)
- [Support for Cisco Support Tools Discontinued, page 8](#)
- [JRE Upgrade for ICM Components, page 8](#)
- [JDK Removed from CTI OS Installer, page 8](#)
- [Database Schema Changes in Release 8.5\(1\), page 8](#)

## Agent Greeting Feature

The Agent Greeting feature lets agents record a message that will play automatically to callers when they connect to the agent. A greeting message can welcome the caller, identify the agent, and include other useful contextual information. With Agent Greeting, each call can receive a clear, well-paced, language-appropriate, and enthusiastic introduction. And it saves the agent from having to repeat the same introductory phrase for each call.

Agent Greeting is available to agents and supervisors who use IP Phones with built-in-bridge that are controlled by the Unified CCE and Unified Communications Manager. These agents are typically located within a contact center.

## Software Requirements

### Unified CCE Software Versions

To use Agent Greeting, your Unified CCE deployment must be running:

- Unified ICM 8.5(x) or greater
- Unified CVP 8.5(x) or greater
- Unified CTI OS 8.5(x) or greater
- Unified CM 8.5(x) or greater

### Deployment Models

Agent Greeting is supported with Enterprise deployments of Unified CCE only; it is not supported with hosted or parent /child deployment models.

### Agent Types

Agent Greeting is supported for in-house (that is, non-mobile) agents only. It is supported for blended outbound agents when they receive inbound calls.

## Agent Desktops

Agent Greeting is supported with any Unified CCE-compatible agent desktop software. CTI OS includes Active X controls that let you integrate Agent Greetings buttons (Enable/Disable, Record) into the desktop. The COM and C++ CILs are supported.

Other desktop software may offer more limited support. For more information, see the developer documentation for your agent desktop software.

## Protocol Support

### CVP Call Control Protocols

Agent Greeting is supported with SIP only. H.323 is not supported.

### Codecs

Agent Greetings are recorded using G.711 encoding. CVP supports a mixed codec environment in which the IVR uses G.711 encoding and customer/agent calls can use G.729. G.722 is not supported.

## Hardware Requirements

Phones used with Agent Greeting must meet these requirements:

- The phones must have the Built in Bridge (BiB) feature.
- The phones must be running the firmware version delivered with Unified CM 8.5(1) or greater. (In most cases phone firmware is upgraded automatically when you upgrade your Unified CM installation.)
- As of this release, these Cisco Unified Call Center phone models are supported. See the [Cisco Unified Contact Center Enterprise Software Compatibility Guide](#) for the latest information on supported phones:

Phone Mode	Protocol	Firmware Load Name
6921	SCCP	SCCP 9.1.0.75.12
6941	SCCP	SCCP 9.1.0.75.12
6961	SCCP	SCCP 9.1.0.75.12
7941 series	SCCP	SCCP 41.9-1-1TH1-6S
7942 series	SCCP	SCCP 42.9-1-1PD1-18S
7942 series	SIP	SIP 42.9-1-1PD1-18S
7961 series	SCCP	SCCP 41.9-1-1TH1-6S
7961 series	SIP	SIP41.9-1-1TH1-6S
7962 series	SCCP	SCCP 42.9-1-1PD1-18S
7962 series	SIP	SIP 42.9-1-1PD1-18S

## For More Information

For more information on Agent Greeting, see these documents:

- For information on deploying and using this feature, see [Agent Greeting feature documentation](#).
- For information on phone compatibility, see the [Unified CCE compatibility documentation](#).
- For information on including Agent Greeting controls on your agent desktop, see the [CTI OS Developers Guide](#).
- For information on configuring you CVP media server, VXML gateway, Call Server, media server ECC variables, dial plan, and SIP subsystem, see the [CVP 8.5\(1\) documentation](#).
- For load performance and sizing information, see the [Unified CCE SRND Guide](#).
- For troubleshooting information, see the [Cisco DocWiki](#).

## Whisper Announcement Feature

Whisper Announcement lets agents hear a brief, pre-recorded message just before they connect with each caller. The announcement is played only to the agent; the caller hears ringing (based on existing ring tone patterns) while the announcement plays.

While the content of the announcement can be anything, you will typically want it to contain information about the caller that helps prepare the agent to handle the call. The information might be the caller's language preference, choices the caller made from a menu (Sales, Service), their customer status (Platinum, Gold, Regular), and so on.

You enable whisper announcement and specify which announcement(s) to play in your Unified CCE call routing scripts. Because the determination of which announcement to play is controlled programmatically, you can select which announcement to play based various inputs such as the dialed number, a customer ID lookup in your customer database, and selections made from a VRU menu.

## Software Requirements

### Unified CCE Software Versions

To use Whisper Announcement, your Unified CCE deployment must be running:

- Unified ICM 8.5(x) or greater
- Unified CVP 8.5(x) or greater
- Unified CTI OS 8.5(x) or greater
- Unified CM 8.5(x) or greater

### Deployment Models

Whisper Announcement is supported with Enterprise deployments of Unified CCE only; it is not supported with hosted or parent /child deployment models.

### Agent Types

Whisper Announcement is supported for in-house (that is, non-mobile) agents only. It is supported for blended outbound agents when they receive inbound calls.

## Agent Desktops

There is no direct integration between Whisper Announcement and agent desktop software; you can use Whisper Announcement alongside any Unified CCE-compatible agent desktop software.

## Protocol Support

### CVP Call Control Protocols

Whisper Announcement is supported with SIP only. H.323 is not supported.

## Hardware Requirements

Whisper Announcement works with Unified CM supported IP phones. See the [Cisco Unified Contact Center Enterprise Software Compatibility Guide](#) for the list of supported phones.

## Functional Limitations

Whisper Announcement is subject to these limitations:

- Whisper Announcement is not supported with outbound calls made by an agent. The announcement plays for inbound calls only.
- For agent to agent transfers, Whisper Announcement only works when "SendToVRU" is used as the first node in your post-route script.
- Whisper Announcement is not supported with SIP Refer Transfers.
- Only one Whisper Announcement file will play per call.

## For More Information

For more information on Whisper Announcement, see these documents:

- For information on deploying and using this feature, see the [Whisper Announcement feature documentation](#).
- For information on phone compatibility, see the [Unified CCE compatibility documentation](#).
- For information on configuring you CVP media server, VXML gateway, Call Server, media server ECC variables, dial plan, and SIP subsystem, see the [CVP 8.5\(1\) documentation](#).
- For load performance and sizing information, see the [Unified CCE SRND Guide](#).
- For troubleshooting information, see the [Cisco DocWiki](#).

## Default CVP Media Server

CVP 8.5(1) lets you designate a default media server for your Unified CCE deployment. By using a default media server you can eliminate the need for set variable nodes in your call routing that define the media server; if a media server is not defined, the file is assumed to exist on the default media server. You specify a default media server in your CVP Operations Console.

For more information, see your [CVP 8.5\(1\) documentation](#).

## Support for Cisco WebView Discontinued

As of release 8.5(1) Cisco WebView is no longer supported. WebView and the WebView Third-Party Tools are automatically uninstalled when you run the Unified CCE installer. Rollback capability lets you restore WebView in the event that you uninstall Unified CCE 8.5(1).

For more information, see the [upgrade guide for this release](#).

## Support for Cisco Support Tools Discontinued

As of release 8.5(1) Cisco Support Tools is no longer supported with Unified Contact Center Enterprise. Installing UCCE 8.5(1) *does not* remove or disable the Support Tools Node Agent on Unified CCE components. If desired, you can disable its service or uninstall it using Windows Add Remove Programs.

The Cisco Unified Real-Time Monitoring Tool (RTMT) provides serviceability tools for Unified CCE. It is installed as part of Cisco Unified Communications Manager.

For more information, see the [RTMT documentation](#).

## JRE Upgrade for ICM Components

When you run the 8.5(1) installer on a machine, it checks for the presence of J2SDK1.5.0\_14 or J2SDK1.6.0\_11 and removes it if found. It then installs JRE 1.6.0\_22.

## JDK Removed from CTI OS Installer

In previous versions of CTI OS, the CTI OS installer automatically placed a copy of the supported-version JDK installer on developer workstation machines. This no longer occurs. If you need to upgrade the JDK on your CTI OS machines (because you use the CTI OS Developer's Toolkit for Java) you must acquire the appropriate installer from [Oracle](#).

## Database Schema Changes in Release 8.5(1)

There are no changes to the database schema in Unified CCE 8.5(1). Two new peripheral call types to support Agent Greeting have been added.

For more information, see the [Unified CCE database schema documentation](#).

## Resolved Caveats in This Release

This section contains a list of all Sev 1, 2, and customer-found Sev 3 defects that have been resolved in Unified CCE Release 8.5(1). Defects are listed by component and then by identifier.

*Table 1 Resolved Caveats for Cisco Unified CCE*

Identifier	Component	Headline
<a href="#">CSCtc70381</a>	aas	AAS deletes agent-skill assignments when restarted
<a href="#">CSCsv79557</a>	pg.eapim	Mobile agent not placed on hold after login under some conditions



**Table 1**      **Resolved Caveats for Cisco Unified CCE**

<a href="#">CSCtd27410</a>	pg.eapim	Call Context dropped for transfer to IVR campaigns
<a href="#">CSCtd67153</a>	pg.eapim	CTI OS desk top missing established event for dialer call flow
<a href="#">CSCtc35733</a>	pg.eapim	3rd party app fails to record Mobile Agent after upgrade to 7.5(6)
<a href="#">CSCtc06275</a>	pg.mis	MIS Call Variables Updates Issue
<a href="#">CSCsy34631</a>	pg.opc	OPC Crash
<a href="#">CSCtc40630</a>	pg.opc	InternalCallsToHalf mismatch between Parent and Child
<a href="#">CSCtc52068</a>	pg.opc	Translation Route on ARS PG fails
<a href="#">CSCtd37288</a>	pg.opc	Abnormal call termination not counted same in Call Type and Skill Group
<a href="#">CSCtd52801</a>	pg.opc	SGHH CallsAnswered greater than SGHH CallsHandled
<a href="#">CSCsk37042</a>	router	Creating new MRD and using an old MRD name causes rtr to assert.
<a href="#">CSCsq05452</a>	router	Router does not protect against some config deletes
<a href="#">CSCsz14358</a>	router	Handling Undefined DNs in ICM and Playing CVP prompts
<a href="#">CSCtc18308</a>	router	Abandon calls in CVP during agent delivery causes report discrepancies.
<a href="#">CSCtc37037</a>	router	Router crash while a config change is made in Database Lookup Explorer
<a href="#">CSCtc73868</a>	router	Call Type Calls Completed Higher than Calls Offered
<a href="#">CSCtc76735</a>	router	Skill Group Service Level Abandon not calculated correctly
<a href="#">CSCtc82593</a>	router	Call Type Service level abandon are not counted accurately
<a href="#">CSCtd42851</a>	router	Router asserts on deletion of Skill Group, having Agents still logged in
<a href="#">CSCtc46525</a>	aw.conapi	Web based reskill fails to reconnect when AW connection fails to CC
<a href="#">CSCtd17565</a>	aw.config	Unable to login to WebView with Supervisor after password change
<a href="#">CSCsq99200</a>	ba.campaignmgr	QueryRule Penetration does not switch between QueryRules.
<a href="#">CSCsx48115</a>	ba.campaignmgr	Campaign manager stops processing records due to DB connectivity timeout
<a href="#">CSCtc54517</a>	ba.dialer	Webview Template Camqry20: %Talk of Time is showing wrong data.
<a href="#">CSCtd60932</a>	ba.dialer.ipcc	Orphaned Reservation call
<a href="#">CSCsz56764</a>	ba.dialer.sip	Dialer doesn't use RFC compliant RTP and RTCP port num when recording
<a href="#">CSCsr10157</a>	db.distributor.rtf.client	RTClient failed on Truncate_dbsqlxexec on Table ApplicationPathRealTime
<a href="#">CSCsu33689</a>	documentation	Exported report does not match HTML output.
<a href="#">CSCsv46159</a>	documentation	Support for .NET Combo Box is incorrect
<a href="#">CSCsv63796</a>	documentation	Sub Skill not to be used in IPCC Environment

Table 1 Resolved Caveats for Cisco Unified CCE

<a href="#">CSCsw46264</a>	documentation	Mobile Agent doc states incorrect config parameters.
<a href="#">CSCsw47546</a>	documentation	Missing doc for ARS GW PG
<a href="#">CSCsw86403</a>	documentation	Description of CD13 in Database Schema Handbook
<a href="#">CSCsy32236</a>	documentation	AgentOutCallsTalkTimeToHalf definition incorrect in Schema guide
<a href="#">CSCsz24771</a>	documentation	Upgrade guide contains incorrect baseline information
<a href="#">CSCsz37129</a>	documentation	Compression not supported needs to be documented for Symposium PIM
<a href="#">CSCsz75494</a>	documentation	BriCheckMessageRates and BriCheckMeters need to be documented.
<a href="#">CSCta28827</a>	documentation	Clarification needed on PGUser/CTI Route point association.
<a href="#">CSCta30846</a>	documentation	Incorrect steps for Silent Installation of CTIOS 7.5x patches
<a href="#">CSCta34205</a>	documentation	Outbound Dialer Port Information Is Incomplete
<a href="#">CSCtb42331</a>	documentation	agent30: Agent Not Ready Summary Report displays incorrect values.
<a href="#">CSCtb44024</a>	documentation	Link broken for System Design Specification templates
<a href="#">CSCtb83910</a>	documentation	7.5 Documentation question about upgrade guide.
<a href="#">CSCtc76281</a>	documentation	Microsoft KB 892494 does not apply to ICM 7.5
<a href="#">CSCtd19003</a>	documentation	ACD Compatibility Matrix Aspect PIM EventLink supported
<a href="#">CSCtd34936</a>	documentation	Staging Guide must specify AD privileges needed to promote agt to supv
<a href="#">CSCtd75155</a>	documentation	IPCC Peripheral Error codes not documented
<a href="#">CSCte55337</a>	documentation	Details on releasing party from a conference
<a href="#">CSCtd60584</a>	nic.crsp	NAM-CRSPv3 : Sequence Number for DialogueErrorResult
<a href="#">CSCte01312</a>	pg	Requery Answer Race Condition
<a href="#">CSCtd36635</a>	pg.definity	ECSPIM crashed while processing Route Select message.
<a href="#">CSCtb89536</a>	pg.eapim	CVP SIP RNA time out causes call failed pop up on desk top
<a href="#">CSCtb03960</a>	pg.eapim.jtapigw	Handle cause code 4 (SIT Tone detected) in JTAPI Gateway (JGW)
<a href="#">CSCtd44086</a>	pg.eapim.jtapigw	Mobile Agent CTI port not in service after partition change
<a href="#">CSCsq24962</a>	pg.opc	CVP Re-queries counted as AbaRing on the parent system
<a href="#">CSCsy14864</a>	pg.opc	'Digits Dialed' field in the parent TCD does not get updated
<a href="#">CSCtb73476</a>	pg.opc	JGW Fail: Agents are doing a Consult Transfer - Affecting the OB Dialer
<a href="#">CSCtc52706</a>	pg.opc	OPC Assertion Unhandled Exception ACCESS_VIOLATION
<a href="#">CSCtc94829</a>	pg.opc	OPC crashes due to stale calls in the system

**Table 1**      **Resolved Caveats for Cisco Unified CCE**

<a href="#">CSCtd54367</a>	pg.opc	Wrapup code not updated on Parent during a conference calls
<a href="#">CSCte55878</a>	pg.opc	Missing call termination event for outbound conference to a third party
<a href="#">CSCtd61412</a>	reporting.webview	Report description is garbled in report list page
<a href="#">CSCsw69046</a>	router	NAM Router side A crash followed by A side NAM router out of synch
<a href="#">CSCta39690</a>	router	Service level today field of persvc07 does not reset after midnight
<a href="#">CSCtd35610</a>	router	Incorrect AnswerWaitTimeHalf Calculation for CallTypeHalfHour
<a href="#">CSCte41728</a>	router	Requery Answer Race Condition
<a href="#">CSCtd17077</a>	security.ssl	Upgrade OpenSSL in SSL Encrypt Util
<a href="#">CSCsy27084</a>	usermigration	UserMigrationTool fails to connect to router if hostnames are used
<a href="#">CSCsy82195</a>	aw	Domain Manager does not validate for invalid Characters
<a href="#">CSCtc84807</a>	aw.config	Agent Explorer needs to do save validation before deleting domain acct
<a href="#">CSCtb41644</a>	pg.definity	Queued calls are getting routed to the same skillgroup by ICM in Avaya
<a href="#">CSCtc84754</a>	pg.eapim	Conference call grid disappears from mobile agents CTIOS desktop
<a href="#">CSCtd36649</a>	pg.eapim	Outbound agents get stuck in reserve state due to EAPIM/CTISvr race cond
<a href="#">CSCtc98228</a>	pg.eapim	Incorrect Call Type for Begin Call in Reservation Call
<a href="#">CSCsy82195</a>	aw	Domain Manager does not validate for invalid Characters
<a href="#">CSCtc84807</a>	aw.config	Agent Explorer needs to do save validation before deleting domain acct
<a href="#">CSCtb92842</a>	cti-toolkit-agent	Agent Desktop crashes when logging into other CTIOS side
<a href="#">CSCtb41644</a>	pg.definity	Queued calls are getting routed to the same skillgroup by ICM in Avaya
<a href="#">CSCtc84754</a>	pg.eapim	Conference call grid disappears from mobile agents CTIOS desktop
<a href="#">CSCtd36649</a>	pg.eapim	Outbound agents get stuck in reserve state due to EAPIM/CTISvr race cond
<a href="#">CSCtc98228</a>	pg.eapim	Incorrect Call Type for Begin Call in Reservation Call

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

**Procedure**

- Step 1** Access the [Bug Toolkit](#).
  - Step 2** Log in 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**.  
Alternatively, under “Select Product Category,” select **Voice and Unified Communications**; or, under “Select Products,” select **Cisco Unified Communications - Enterprise** and then select the “Software Version” you are interested in.
- For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

## Open Caveats in This Release

This section contains a list of all Sev 1, 2, and customer-found Sev 3 defects that are currently pending in Unified CCE Release 8.5(1). Defects are listed by component and then by identifier.



**Note**

Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in [Using Bug Toolkit, page 11](#).

*Table 2 Open Caveats for Cisco Unified CCE*

Identifier	Component	Headline
<a href="#">CSCtf24961</a>	ba.campaignmgr	Dialer not dialing out when the current customer time is in zone 2.
<a href="#">CSCte35694</a>	ba.dialer	Dialer Not detecting the Termination Tone for AMD calls
<a href="#">CSCte40060</a>	ba.dialer	Outbound Dialer not cleaning up ports
<a href="#">CSCte67840</a>	ba.dialer	Callback calls are not always presented to a ready agent at the due time
<a href="#">CSCte67880</a>	ba.dialer	Agent PREVIEW_DIRECT Calls resulting in BUSY do not hear tones.
<a href="#">CSCte35501</a>	cg.ctiserver	CTISvr crashes while processing CallDataUpdate message
<a href="#">CSCtf04080</a>	pg.acmi	AgentDelayTime firing incorrectly on call clear for dynamic device
<a href="#">CSCtf25415</a>	pg.acmi	ACMI PIM crash if Peripheral Montior table gets above 9999 devices.

Table 2 Open Caveats for Cisco Unified CCE

<a href="#">CSCte93581</a>	pg.eapim	PIM Fake Calls created to assist with Post Routing cause reporting issue
<a href="#">CSCtf05957</a>	pg.eapim	Conference/Transfer if re-query is enabled for CCM PG
<a href="#">CSCtd88018</a>	pg.eapim.jtapigw	IVR message is clipped during conference (to IVR) as agent answers call
<a href="#">CSCtd83156</a>	pg.opc	Calls Answered > Calls Handled for Reverse Transfer
<a href="#">CSCtf13821</a>	pg.opc	ASGHH and AHH doesnt report on skill groups before failover
<a href="#">CSCtf17250</a>	pg.opc	Email Average Handle Time discrepancy
<a href="#">CSCtf19958</a>	pg.opc	CTI desktop client grayed out after single step transfer
<a href="#">CSCtf28581</a>	pg.opc	real time reports mismatch between parent and child
<a href="#">CSCtd82527</a>	router	Router sends multiple calls to Agent, initial call routed thru label node
<a href="#">CSCtf28205</a>	router	Router asserts while creating peripheral with old peripheral name
<a href="#">CSCtd81559</a>	aw.config	ICM should not support reason codes greater than 65536
<a href="#">CSCtf20881</a>	ba.dialer.ipcc	Premature Termination tone detection in AMD
<a href="#">CSCtd88243</a>	ba.import	BAimport locks up
<a href="#">CSCtd67067</a>	cg.ctiserver	CTI Server crash when private link connectivity unstable
<a href="#">CSCtd87838</a>	db.logger.failover.recovery	Data Holes after Recovery in Post Upgrade
<a href="#">CSCte07280</a>	pg.definity	pg not correctly identifying CVLan links offline
<a href="#">CSCte65521</a>	pg.definity	ReturnDestination doesn't work when agent recording device is used.
<a href="#">CSCte92496</a>	pg.definity	PIM Crashes while finding agent in hash table
<a href="#">CSCte50923</a>	pg.eapim	Dialer tries to transfer customer call to out of service agent device
<a href="#">CSCte66105</a>	pg.eapim	EAPIM - CTIOS Supervisor shouldn't wrap-up after silent monitor

**Table 2** *Open Caveats for Cisco Unified CCE*

<a href="#">CSCte81288</a>	pg.eapim	MA login on invalid PSTN Number throws misleading error about LCP OOS
<a href="#">CSCtf03466</a>	pg.eapim	For Agent, PIM sends Talking state to OPC after transfer terminated.
<a href="#">CSCtf11545</a>	pg.eapim	eagtpim crash
<a href="#">CSCte41497</a>	pg.eapim.jtapigw	CallVariable set by agent not getting passed while transfer intermittent
<a href="#">CSCtd84378</a>	pg.opc	OPC MonitorDeadCall Timeouts clears active calls in Agent Inst/Line
<a href="#">CSCte67177</a>	pg.opc	"Connection Identifier is invalid" error received for conference
<a href="#">CSCte81417</a>	pg.opc	Predictive Outbound calls resulting in CallDisp=27 breaks handle time.
<a href="#">CSCtf03900</a>	pg.opc	Calls with minutes of talk time shows TCD CallDisposition 19 (RONA)
<a href="#">CSCtf04501</a>	pg.opc	IncomingCallsOnHoldTimeToHalf increased on a reservation call
<a href="#">CSCtd78624</a>	pg.spectrumacd	Desktop Loses Consult Leg of Call in Grid During CTIOS Svr Failover
<a href="#">CSCte44985</a>	pg.vru	'CallsOfferedToday' is counted twice for each call in service realtime
<a href="#">CSCte15558</a>	router	Router may assert while handling Abandon event report for re-queried Cal
<a href="#">CSCtd82601</a>	scripteditor	Script Editor crashes when configuration is reloaded during "Find Node"
<a href="#">CSCtf25246</a>	scripteditor	Script validation fails when opening some scripts
<a href="#">CSCtf24067</a>	ba.campaignmgr	Dialer's dialing rate decreased due to insufficient records from CM
<a href="#">CSCtf33321</a>	pg.opc	Additional CD 34 and 13 with incorrect PCT seen during NBT load
<a href="#">CSCtf42219</a>	pg.opc	Call lost on conference with extension after NBT call
<a href="#">CSCtf45693</a>	db.logger	Historical Logger crashes complaining about the invalid datetime in TCD
<a href="#">CSCte98527</a>	documentation.srnd	RSM sections of the SRND and BoM lack required VXML Gateway Info
<a href="#">CSCtf44858</a>	pg.definity	Avaya PIM crash when C_TRANSFERRED Event is received from Avaya

**Table 2** Open Caveats for Cisco Unified CCE

<a href="#">CSCtf30954</a>	pg.eapim	ctios should not use the wrap up timer
<a href="#">CSCtf39619</a>	pg.opc	OPC crash while processing clear during Network Blind Transfer
<a href="#">CSCtf55386</a>	pg.opc	OPC crash when a new request is received with an active CTIInvokeID
<a href="#">CSCtf34857</a>	pg.symp	Inaccurate transfer report from TCD between announced and blin transfer
<a href="#">CSCta75605</a>	nic.crsp	CRSP NIC rare reloads during network consult callflow load test scenario
<a href="#">CSCtf51461</a>	pg.opc	OPC asserts during Network Consultative Transfer Load test

## Troubleshooting

For Cisco Unified Contact Center software troubleshooting tips, go to [Cisco Documentation Wiki](#), then click the product/option you are interested in.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also 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.

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